

The NewsFlash

Included with your registration is free and unlimited customer service and technical support. NEA's tech support is not outsourced. What does this mean for you? Because our tech support is in the same location as the rest of the company, they are familiar with the most up to date information regarding FastAttach. We know your time is valuable and you need to take care of your patients. To ensure you receive the timeliest and highest quality of service there are a few things to remember and have readily available when calling support:

- Tech Support can be reached at 800-782-5150, option 3.
- Tech Support is available M-F from 8:30am – 6:00pm EST.
- Know your Facility ID, Practice Management Software, Clearinghouse and scanner type, if applicable.

Do You Need to Email Support?

Did you know that you could email support if you have an issue with an attachment? Here's how:

- To email support (In FastAttach 3.1) regarding an attachment that was sent, but not received, go to "History" by clicking "New" and searching for the patient.
- Next, you can find the attachment in question from the list that shows up for that patient. Click the "View" button to go to the web site and view the specific attachment.
- On the web site, there is a button at the bottom of the screen that says, "I received an EOB/Letter requesting the information in this attachment". Click the button and enter the insurance companies reference number from the EOB and click "Notify Payor". This will send a message to NEA's contact at the insurance company letting the insurance company know the attachment the insurance company are looking for is on our web site for the insurance company to view.

Technical Support is Here to Help You

- Call us! Don't worry about learning everything in one day!
- Don't forget! You can train new staff members or give yourself a refresher course in sending attachments! Just call us at 800-782-5150, option 3.
- Have a problem? Let us help you solve it. Don't waste your valuable time dealing with an Insurance company that says they didn't receive your attachment. You can call us or email us. It's that easy!