



Coming Soon: Intelicode® 16

We are excited to announce that Intelicode® 16 will be released next month! We listened to our users and made the following requested improvements:

- Create Offices from an .xls, .xlsx, or .csv import file (office name, street address, city, state, zip code, telephone and fax numbers, RVU Place of Service)
- The ability to enter a number for HPI elements (an HPI element should only be counted once per complaint)
- After the Intelicode® 16 activation, activations will be required with the license renewal and new installations (not updates)

Once Version 16 is released, we will send a newsletter that the update is available, and the Change Log will be available with the improvements and any issue resolutions. We will be emailing again very soon!

Email Us or Call

As always, we strive to provide outstanding service and support. Contact us in a manner that best suits you.

If you email us, please use the CustomerService@Intelicode.com address. We will be removing the CustomerSupport@Intelicode.com email next week.

Whenever you require an activation, remember that you can click the hyperlink above the system ID boxes (A through H). Just enter some basic information, click Send, and we will email back asking you to click to Activate Online.

We are available via telephone at 800.786.4231 Monday through Friday from 9:00 a.m. to 5:00 p.m. Eastern (except for holidays, such as on Monday). Feel free to leave a message outside of our standard hours, and we will return the call our following business day.

We look forward to hearing from you!

[Email us at CustomerService@Intelicode.com](mailto:CustomerService@Intelicode.com)

Recently Asked Questions

Q. Why am I not seeing a prolonged service code when the time exceeds the CPT requirement?

A. On the Patient screen, be sure that you click on the Prolonged Service tab and answer the Prolonged Service question.

Q. How do I enter an office visit for an illness along with a preventative visit?

A. Choose the appropriate Preventative Medicine Service, check the Preventative Split Visit box, and then answer the appropriate responses on the Split Visit tab. Enter the information for the Preventative Visit first. When you click Finish, a dialog box will provide the option to Go to Sick Visit. At that time you will enter the Sick Visit information.

Memorial Day

Our office will be closed Monday, in observance of Memorial Day, and will reopen Tuesday at 9:00 a.m. (Eastern). We do check messages when the office is closed, and will do whatever we are able to address outside regular business hours.



**STRESSFUL WORK SCHEDULE
THIS HOLIDAY WEEKEND?**

**RELAX, WE GOT A CODE FOR THAT!
(ICD-10 Z56.3)**

INTELCODE
Intelligent Coding Software

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