

We have listed some of the most frequently asked questions for Medisoft, Interface EDI, and troubleshooting on this page. If after looking here you are still having technical problems, please contact our technical service department.

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What are the system requirements for Medisoft Version 14?

Medisoft Version 14 System Requirements

Workstations:

- Pentium 4 - 2.6 GHZ processor or higher
- 3 GB available hard disk space
- 1 GB RAM
- 32 bit color display
- Windows 2000 Professional, Windows XP Professional Service Pack 2, or Windows Vista Business
- Windows Home Edition, Windows Media Edition, Vista Home Premium or Basic not supported.

Server System:

- Dual Processor Xeon 5120 or better
- 5 GB available hard disk space — Raid 0, 1, or 5 recommended
- 2 GB RAM
- 32 bit color display
- Windows 2000 Server or Windows 2003 Server
- Network (Recommended): Gigabit full-duplex 10/100/1000 Ethernet router/switch using CAT5e (or CAT6) Ethernet cable.

I have Medisoft version 12. Do I need to upgrade to version 14 now or can I wait for version 15?

It is less expensive for you to move to version 14 now and to version 15 later.

For more information or a proposal today, call 214-826-2001 ext. 101 or fax 214-823-3913.

How do I make sure I have the most recent version of Interface EDI?

If you are using Interface EDI and have a high speed internet connection, remember to turn on the auto-updates feature (found on updates screen of program). This will ensure you have the most recent version of the program with the most up-to-date fixes which means less rejections for you.

Do I have to enter all the diagnosis codes by hand?

No, you may purchase these codes on disk for easy uploading.

I cannot get the secondary insurance bill to print.

Under the Insurance Company setup, the check box for "delay secondary billing" must be checked if you don't want this billing to print until you are paid on the primary insurance. However, you must apply a payment in billing (even if \$0.00) for the primary insurance for this secondary to print.

The insurance company is sending checks to my patient instead of my practice.

When setting up the patient information in MediSoft, be sure to check the "Signature on File" box indicating the patient has authorized their insurance company to release funds to your practice.
