

## In this Issue

### [News and Information](#)

### [Industry Goings On](#)

### [New Features](#)

### [HealthCare Anytime](#)

### [Managing Your EDI](#)

### [837 Data](#)

### [The Importance of Backup](#)

### [Managing HIPAA Audit File](#)

### [AR Analysis Offered](#)

### [Training](#)

### [420 Documentation](#)

### Intelligent Health Systems

3655 Nobel Drive  
Suite 300  
San Diego, CA 92122

Phone  
(858) 453-3600

Fax  
(858) 597-8220

E-mail  
info@ihshca.com

**We're on the Web!**  
See us at:  
[www.ihshca.com](http://www.ihshca.com)



## PROVIDING INTELLIGENT SOLUTIONS TO THE HEALTH COMMUNITY

## News and Information

Though we are sending this newsletter out later than usual, it is full of important information for you. You will find articles on what upcoming regulations will require software changes and our plans to help you meet these requirements. We are also happy to announce two new software features that are available and new services such as our AR Analysis Services. We are including tips on how to properly manage

your HIPAA Audit data and some guidelines on good backup practices.

One thing we share with our customers is the need to manage costs. We continue to look at ways to do this. After analyzing our support calls, we found that the number of calls we get before 8am and after 5pm Pacific Time are near zero. We've decided to shorten our support hours to match. Outside of these hours, you can still call and leave a

message or have someone paged in an emergency. Another way we are managing costs is our planned move to a new phone system later this year. With its very low cost and improved features we will be able to improve our call handling. What will not change is our goal that almost every support call received is answered by someone and does not require a message to be left. Quality service is our goal.

## Industry Goings On

### NPI

The National Provider Index regulation is fast approaching. The Medicare fee for service claims must be compliant with the NPI on billing forms as of May 23, 2007. Has your facility applied for their NPI? Has your medical staff? As is customary, small health plans will have an additional year to be compliant. IHS will be making the necessary program changes to accommodate the new numbers and the inclusion of the NPI on the claim forms and in the 837 file. We will keep you updated as the changes become available.

### UB-04

The UB-04 will be mandatory for all institutional paper claims effective May 23, 2007. The final UB-04 manual is anticipated to be released September 1, 2006. In the meantime IHS is in the

process of creating the specification for the changes included on the form, and reviewing the impact this may have on 837 claims as well. We'll keep you informed as the deadline draws closer.

To make sure your system is prepared and ready for the software updates supporting these regulatory changes, you'll need to schedule the installation of the PTF 4.20 release. This will allow you to be able to focus on just the regulatory changes when the time comes. Being on the PTF4.20 version will be mandatory to have the UB04 regulatory changes installed on your system. If you have questions you can contact the IHS Help Desk at 1-800-359-2607.

### Medicare Part D

Part D is the newest addition to Medicare. As a result of the Medicare Prescription Drug Improvement and

Modernization Act of 2003, Part D is designed to offer supplementary prescription drug protection to those who rely on government assistance for their healthcare.

For those who enrolled on Part D plans before the end of 2005, the plan began January 1, 2006; all others have until May 15, 2006 to choose which plan, if any, they wish to participate in. According to Medicare officials, 30 million people have signed up for the benefit through April. At the current pace of enrollment, 90 percent of eligible seniors will have prescription drug coverage by the May 15 deadline.

Medicare Part D is considered the largest expansion to the Medicare program in 40 years. It is being delivered by private health insurers, which are subsidized by the federal government.



## New Features

We have added two new features to the clinical applications including Order Communications, Patient Clinical Window and the Clinical Documentation System.

The first is an electronic Kardex, the 'eCardex' feature. This new feature allows you to store vital information about the patient's current care such as daily orders, palliative care, treatment notes and

information pertaining to follow-up services such as discharge planning, social services, etc.

The second is a Patient Problem Profile. This allows you to see all of the patient's diagnosis and procedures that are stored at the medical records level as well as allows you the ability to enter specific problems related to the patient's hospital care or specific home care needs.

These two features are available for only the cost of installation. Please contact Mayda Cox at 1-800-359-2607 ext. 279 if you are interested.

Online Demos for eCardex and Patient Problem Profile are available at the Downloads Section of the IHS website -- [www.ihshealthcare.com](http://www.ihshealthcare.com)

## HealthCare Anytime

HealthCare Anytime (part of Intelligent Health Systems) provides healthcare focused websites and personal health records (PHR).

The healthcare focused websites are designed specifically for hospitals, physician practices, and other healthcare organizations with integrated content management tools and patient self-service functionality. The websites project the professional image of the organization, promote services, staff, and deliver valuable information to the community they serve.

Each website is custom designed, incorporating branding (i.e. logos, images, colors, etc...) and is developed using website design best practices. The integrated content management tools make it easy for non-technical users to update and manage website content.

The Personal Health Record gives patients a structured environment to easily manage their health information in a secure and

confidential online website. A complete record of a person's health information cannot be found in a single location or consistent format. This solution will help your patients be better prepared for visits and allows a snapshot of anything that is abnormal and should be paid attention to in an emergency situation.

Personal Health Records may include: personal identification, health insurance information, current medications and dosages, immunizations and dates, allergies, important test results, eye and dental records, and miscellaneous information patients may want to include about their health – such as exercise regimen, any non-prescription medications, and any counseling they may receive. For more information about personal health records please visit the AHIMA site at [www.myphr.com](http://www.myphr.com).

Both solutions are hosted in a secure data center, utilizing redundant web-servers for reliable service and maximum uptime.

High band-width availability ensures high speed access, and the latest security and encryption technologies are incorporated into the application to protect each user's confidential data. Further, to deploy either solution, there is no hardware or software to purchase and all on-going technical maintenance is provided, minimizing costs, support issues, and demands on your IT personnel.

Please visit our website at [www.healthcareanytime.com](http://www.healthcareanytime.com) for more information and flash demonstrations of the above products. For further information please contact Anette Robinson at (877) 774-7422 ext. 232.



**For information about HealthCare Anytime, call Anette Robinson at 877-774-7422 ext. 232.**

**Money saving tips that will improve system performance without spending a dime.**

Almost 90% of all insurance companies participate in Electronic Data Interchange (EDI) for submission of claims, also known as e-claims, to eliminate costs of overhead. Claims that are sent electronically require no signing or stamping, no searching for addresses or postage problems, and it also reduces the amount of paper work to be stored in the office.

Although e-claims lessen the amount of paper stored in the office, record retention protocols still apply. Every e-claim submitted gets stored in your 837 files, which gets backed up every night during your normal back-up process.

Since every e-claim submitted gets stored in your 837 files, data can accumulate over time. To minimize the use of excessive data storage, we recommend these files be purged regularly.

Purging of the files can be set to run automatically. Below are the steps to set up the purge program to run automatically.

1. Set up the EDIP control record to define the number of days you want to keep e-claims data available in your system. The number of days you enter in the control record will serve as the interval in running the purge program.

2. Set up the purge program, HB837PF with GRP# parameter, to run daily using the ADDJOBSCDE command. Note: The HB837PF program checks the EDIP control record every time it runs to determine whether or not the purging of the 837 files will be completed or not.

If you have questions or if you need assistance in setting up your purge process, please contact the IHS Help Desk at 1-800-359-2607.

## The Importance of Backup

Not only is it absolutely necessary to back up your data, but it is equally important to do it daily. Anything can happen at any time. As a result, your data can be lost due to something that is totally out of your control.

Tape backup has long been and continues to be the most cost-effective and reliable method for protecting your organization from data loss. The use of tape backup, effective tape rotation schemes and a comprehensive disaster recovery plan is essential. Unfortunately, this area gets neglected until after a major incident.

Here are some backup plan suggestions:

**Daily Backup** - A daily backup should be performed either including all files or as an incremental backup from the last weekly backup. A daily backup should

include 5 to 6 tapes depending on schedule. These tapes should be replaced annually.

**Weekly Backup** - A full backup of all files should be performed on a weekly basis (if the daily backup is incremental.) Weekly backups should include at least 5 tapes that are rotated.

**Monthly Backup** - A full backup of all files should be performed on a monthly basis. You may do this backup at the end of the calendar month, the end of the fiscal month, or it may be used as the last weekly backup of the month. Monthly backups should include 13 tapes that are rotated.

**Quarterly Backup** - A full backup of all files should be performed at the end of each calendar quarter. This may also be a fiscal quarter. Quarterly backups should include 5 tapes that are rotated.

**Yearly Backup** - A full backup of all files should be performed at your fiscal year end and the tape should be retained forever.

Finally, you need to determine if your backup is valid. Test restores from backup tapes will help identify any backup problems. You can contact IHS for assistance.

The IHS system generates HIPAA compliant access-tracking information. With the amount of information stored in the HIPAA Audit File, it only takes days for a megabyte of data to build up. This data needs to be managed correctly to prevent an impact on your system's performance and to insure the data can be easily accessed and searched.

The AUDT control record found in your Hospital Control Maintenance holds the flag that tells the system whether or not the archive/purge program will run on the next bill run. You may manually update this field or you can set a scheduled job to update the flag for you automatically. The program to call in the scheduled entry is SAVAUDIT with a GRP# parameter.

The AUDT control record also lets you define where you want to archive your HIPAA audit file. You may either choose to archive to a save file (SAVF), which you can subsequently save to tape, or to an FTP file, which automatically gets transmitted to an FTP server. If you choose to archive to an FTP file, you need to specify the IP Address of the FTP server and the PC File Prefix you want to use. The PC File Name will be created using the Prefix + Archive Date.

Storing the data on tape or sending the archive file to the PC does not totally solve the retainment or access of the audit data. You may have already found a solution to this problem, but if not, IHS is planning to release application software to help manage your audit data on the PC.

The solution consists of two programs – the HIPAA Security Archive Save Program and the HIPAA Security Archive Search Program.

The "Save" program facilitates taking large audit files and splitting them based on file size and/or audit date. It will read files transferred via FTP to the PC, and create new files

that can be more easily stored, managed, and searched. For example, if your planned storage medium is CD, it will create files based on both data and CD (or DVD) capacity.

The second program "Search" enables you to retrieve HIPAA security information as it relates to Personal Health Information that has been accessed or updated. The program will allow you to search by medical record number, patient number, the user accessing the patient data, as well as the type of access done for specific date ranges. The search results will be displayed and may be saved in Excel delimited file format.

The cost for the two programs is a one time fee of \$600.00 which includes installation assistance. If you are interested please contact Mayda Cox 1-800-359-2607 ext. 279.

The screenshot shows a software window titled "HIPAA Security Archive Search Program" for "Site: St. Francis General Hospital". It features a "Date Range" section with two calendar pickers for "From (and including)" (January 2006) and "To (and including)" (April 2006). Below the calendars are input fields for "Medical Record Number" (12345), "Patient Number", "Archive Trigger Type" (set to "any"), and "User/Job Name". At the bottom are "Search", "Help", and "Exit" buttons.

## AR Analysis Offered

**For information about any of our products or services, call Mayda Cox at 800-487-5772 x 279.**

A short while ago we sent out an offer to do some low cost analysis of your accounts receivable, either off-site or at your facility. We would like to remind you of this as not only can we review what state your accounts receivable are currently in, we can tell you if you are getting the best use of your system in that area. Things like: if your statement processes are as effective as they could be, if you are using AR letters to get the debtors attention and

allow alternate payment options, are you optimizing your insurance plan write off options to net out your AR, etc. Again, it's a low cost option to get an objective view of how effective your system is, as well as your staff utilization. If you are interested in getting more information on this, please contact Mayda Cox at 1-800-359-2607 ext. 279.

## Training

Not enough importance is placed on training at hospitals as a general rule. There doesn't seem to be money budgeted at most facilities for this. IHS believes this is a critical way of getting a continual return on your software investment. Your staff changes, the tasks allocated to the staff changes, the industry changes, and with new releases - the software changes. Are you getting the most out of your investment? And more

importantly, are you getting the top level of productivity out of your staff? If not, we can help get your staff up to speed. The training can be tailored to suit one department or across the software platform for your facility. We have special discounted offers that can help you get your facility back on track. If you are interested please contact Mayda Cox 1-800-359-2607 ext. 279.



## 420 Documentation



### 420 Documentation Update:

With the release of version 420, we have updated our manuals to include the new features that were added. The new documentation includes new menu options, updated HIPAA compliancy information, Eligibility Benefits Verification, Manual 837 File Submission, and other reporting features. We hope that this documentation helps you to better understand and makes it easier for you to use the system.

The following manuals are available to help you.

- ◆ Accounts Payable
- ◆ General Ledger
- ◆ Materials Management
- ◆ Accounts Receivable
- ◆ Billing Logs
- ◆ Chart Management

- ◆ Medical Records Abstracting
- ◆ Order Communications
- ◆ Patient Billing
- ◆ Hospital Control File
- ◆ Clinical Documentation
- ◆ Master Files
- ◆ 837I Reference Guide
- ◆ APC
- ◆ Patient Registration
- ◆ Pharmacy Management System
- ◆ Security Systems Manual
- ◆ Query Manual

To review or download the updated manuals, log in to your account at [www.ihshealthcare.com](http://www.ihshealthcare.com) and click on the User Manuals link.

