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## PROVIDING INTELLIGENT SOLUTIONS TO THE HEALTH COMMUNITY

### Staying in Touch

Besides newsletters, we are also improving our communication in other ways. We are happy to announce a completely new IHS web site (details below).

We have used the web to communicate with customers this year by holding web based sessions. We plan to hold another one later in the year, but several clients have expressed interest in a user conference in San Diego. Last year there was insufficient interest, but we are going to try again, see page two for additional details.

We have a number of people who answer the phone and work on problems for our customers. Unfortunately sometimes they are not in the office and if you send them an email or leave them a message, no one responds. The best way to contact support is to email us at [support@ihshca.com](mailto:support@ihshca.com) or call us at 800-359-2607. Emails to this address are routed to multiple people and phone calls on this number are routed to whoever is available. After business hours the phone number transfers to our answering service who can page

someone to contact you when you have an emergency.

I have been fortunate to visit several customer sites recently and plan to visit more later this year. Talking with senior management and users is a great way, I think, to get direct feedback. From these meetings came ideas that have changed the 420 release as well as provided direction for our future efforts.

Richard Marino  
Chief Operating Officer

### New IHS Web Site

Check out our new web site:

[www.ihshca.com](http://www.ihshca.com).

Our web site was built with tools that we also use to customize web sites for our HealthCare Anytime clients. The new web site brings a number of new features and benefits.

First, the web site has an entirely new (and we think superior) look and feel. We have also improved the site's navigation.

You can find copies of our newsletters, a list of upcoming events, and links for news concerning the healthcare industry.

The site now has a map to our location, employment information, and a way to send email from the web site directly to the support team.

While the majority of information is available to everyone, some parts of the web site require you to login. We have changed from company wide logins to individual logins to provide better tracking and a finer degree of control.

Any user at an IHS site can receive a login which will allow access to documents, video demos, etc. For IT users responsible for main-

taining their system, their login will also allow downloading of system updates.

If you received this newsletter via email a login name (email address) and password was also sent separately. If not and you would like a login to the web site send your request to [support@ihshca.com](mailto:support@ihshca.com).

Rosanna, Mayda, Connette, and Anette all contributed to the building of this new site.

Please take a few minutes and visit our new web site. We welcome your feedback.





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

## User Conference

With the upcoming release of the version 420 of the IHS AS400 Application Software later this year, we believe users will benefit more than ever from attending an IHS User Conference. At a user conference you not only

get a chance to consult with our support staff and developers, meet other users, but also to participate in training.

For a \$150 conference fee you will get 2 days of training on 420 and other topics and another 1/2 day of

presentations. To set the date for the conference and judge the level of interest we **urgently** need your feedback. Please let us know if you are interested by completing an online survey by clicking on [User Conference Survey](#).

## New Features Added to Dashboard

Dashboard is a new IHS product designed to provide summary information to executives, managers and supervisors.

It displays a customized panel of critical information that allows the user to monitor the "health" of their business or their part of the business allowing the quick detection of potential problems.

Dashboard displays a customized panel with only critical information.

You can easily print a summary report or copy the data to the clipboard to include in an email or document. "Warning lights" quickly highlight data that requires your attention enabling the quick detection of potential problems. You can also display graphs that show historical data for trend analysis.

Since our announcement earlier in the year we have added several new features:

- Improved ease of use –

you can have Dashboard automatically login to the AS400/iSeries to retrieve information.

- Improved security – AS400/iSeries login information can be encrypted to insure security.

- Dashboard can now export data to Excel.

You can view a video demonstrating Dashboard on our web site. Contact Mayda Brown at 800-487-5772 x 279 for more information.

## Electronic Insurance Verification

Electronic Insurance and Benefits Verification (270/271) connects your system to payers for insurance verification and eligibility. You will be able to check benefits and eligibility information in just seconds from your screen, eliminating waits on the phone and the results of the verification will be stored online.

More than 100 different payers are supported.

Features and Benefits:

- Provides accurate determination of patient co-pay and deductible.
- Minimizes claim denials, reducing AR problems, and improving cash flow.
- Easy to use, no additional learning curve, improvement in productivity.
- Facilitates the patient enrollment process.

- Real-time processing, with immediate response within the application.

- Saves administrative time and reduces labor costs.

- Meets all HIPAA/CMS criteria for identification, authentication, and encryption.

Contact Mayda Brown at 800-487-5772 x 279 for more information.

OnlineEDI

## 420 Release

We are wrapping up our efforts on the 420 release of the IHS Software due to ship before year end. This is our first major release in a few years and incorporates all changes, bug fixes, and enhancements we have made. In addition, there are several new features that are included in the 420 release:

- On-Line UB
- Enhanced Admit, Discharge, Transfer tracking
- New Reporting Capabilities
- Integrated Interface Support

We have rewritten and integrated HL7, ADT and charges interfaces into 420. Newer control records and improved code will improve the efficiency and reliability of the interfaces.

### New Documentation

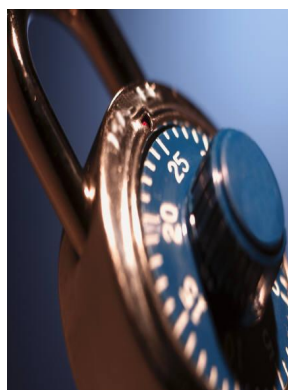
The 420 documentation will be available in HTML and PDF formats for your convenience. We hope that this

makes it easier to navigate through the manuals and other documents to find what you're looking for within the documentation.

The following manuals will be available in 420.

- Accounts Payable
- Accounts Receivable
- Patient Billing
- Medical Records Abstracting
- Medical Records Chart Management
- ESP Management System
- Order Communication
- Pharmacy Management System
- Quality Utilization Management
- Patient Registration
- General Ledger

Many of these manuals will be available soon for your review on the IHS web site.



## Improved Security in 420

Improved Security – it's forced upon us by rules and regulations and in most cases makes your job more difficult. On top of the AS400/iSeries security of your system, IHS adds its own security to the applications via by-codes. In addition, various regulations, including HIPAA, strongly advise implementing improved application security.

In listening to our customers we found that the level of security required depends on where in the hospital the user is located. Different security is needed for people on the floor of the hospital than for back

office users. We also heard about frustrations with creating and distributing by-codes.

We have two goals with improved security for the 420 release. The first is to eliminate the need for IT people to be involved in regularly changing or distributing passwords. The second, to improve the security options available in the use of by-codes.

We have added a number of new security options that can be enabled. We recommend strongly that you consider enabling most of these options as they provide dramatically better security.

By-codes can now be tied to AS400/iSeries accounts. This means that the IHS application inherits the strong security available from the AS400/iSeries.

By-codes can be set to

expire automatically.

When they expire the user will be prompted to create a new by-code.

By-codes can be restricted to auto-generated by-codes eliminating the use of weak by-codes.

By-code generation uses brand new algorithms (selected by the system manager) that create easier to remember and type by-codes which still are very secure. The change by-code screen will display 20 different by-codes for the user to choose from. These choices include short word combinations (outdog, bydog) and letter/number combinations (78963e, df1478). If all ten by-code algorithms are enabled there will be more than 350,000 possible by-code combinations.

These changes are aimed at improving the management and security of the IHS applications software.

## Optimizing iSeries System Performance

One key to improving your system performance is archiving and clearing out files that are no longer needed. If you have questions on any of these procedures to archive or purge, please email us at [support@ihshca.com](mailto:support@ihshca.com).

### 837 Transaction files

If you are using the IHS software to generate your 837s, you have transaction files being stored for a specified period of time that you may want to re-evaluate. There is a control record (EDIP) that controls how long your 837 back-up records are stored for. You should take a look at how often you need to reference these back-up files to see

if the value set in that control record is appropriate. That control record also provides some information regarding setting up a scheduled job to purge automatically.

### HIPAA Audit file

Many of you have installed the HIPAA security upgrade installed for the tracking of Electronic Protected Health Information (EPHI). An audit file tracks when related records are read, added, edited, and deleted. You need to develop an internal procedure to archive this information to be in compliance with the HIPAA regulations for tracking access to the EPHI.

### Spool files

Most sites keep billing out queues and other report queues retained on the system for a long time. If you are having storage concerns, you may want to review the process for archiving these files. You may only need to keep the month end billing queue on your system instead of the entire month's worth of spool files on your system.

System management often time takes a back seat to dealing with every day problems. Proactive system management can prevent a crisis situation and improve users' day to day experience in using the system. Managing disk space is an important preventative measure.



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

## Planning for the 420 Upgrade

To prepare for the upgrade of the IHS Applications software to version 420, you should start the planning process now and consider some steps you can take.

### Are your AS400/iSeries IBM PTF's up to date?

We suggest that you verify that your iSeries is up to date for optimum performance and reliability. Your iSeries Operating System needs to be at a V5R1 release level to install 420.

### Are all IHS software changes installed to production?

Make sure that PTF's, fixes, or even

modifications that have been installed in your test environment have been tested so they can be promoted to your production system prior to installing 420.

### Is your IHS test environment refreshed?

To insure accurate testing of 420, your test environment must be refreshed prior to installing the 420 Upgrade. This enables testing with current data which will save you time.

### Review key system issues.

Are you storing data most specifically for your test environment that you may not need such as audit files?

Are you backing up the data needed on an on-going basis and rotating the back-ups appropriately?

Are you purging data on a regular schedule and archiving the out queues and clearing out queues of reports no longer needed?

### Review your custom modifications.

Any time a new upgrade is released, it is a great time to review the modifications that have been made to your system to see if they are still needed and are still being used. Some enhancements may no longer be needed. Eliminating these will reduce the cost of retrofitting these changes to the 420 release.



## Other News

□ IHS has been granted Certified Partner for ISV Software Solutions by Microsoft. While we are dedicated to continuing to sell, provide support, and update our AS400/iSeries products, some of our new projects are a blend of solutions developed on the AS400/iSeries and Microsoft Operating Systems. This allows us to provide more economic solutions in some cases, such as DASHBOARD.

□ We will be closed on Labor Day, Sept 5; Veterans Day, Nov 11; Nov 24-25 for Thanksgiving and Dec 26 and Jan 2, 2006.

□ IHS will be demonstrating the HealthCare Anytime product at two trade shows in San Diego in the near future:

**AHIMA in October**

**HIMSS in February**

If you are attending,

please let us know if you would be interested in visiting our offices during your trip.

□ We have created several video demos which you can download from our website. We intend to use these to show new products and provide training on new features in 420. Available now are video demos of Dashboard and Electronic Insurance Verification. Feedback is welcome.

## Win an IPOD!

That's right! IHS is giving away an IPOD Shuffle! We're having a contest to help increase the audience for our newsletters.

Here's how it works:

You get your users and/or co-workers to send their email addresses in to IHS to subscribe to our newsletter noting that you referred them. We keep track of how many times you refer somebody. For each email address you get an entry in the

contest. On October 1, we choose the winner from all the entries. The more entries you have, the more chances you will have to win.

Tell your users or co-workers to send email requesting our newsletter to [support@ihshca.com](mailto:support@ihshca.com) and have them put 'IPOD' and your name in the subject line.

But hurry – the deadline to submit email addresses is: Sep 30, 2005!



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