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Staying in Touch with Customers

Keeping in touch is so important. These newsletters are only one part of that effort. We plan to be contacting all of our customers in the next few months to insure we have the right contact information for the people in your organization. We hope you will be responsive to our requests for this information when we contact you. If this newsletter was not sent directly to you but you would like to be on our mailing list, send your email address to support@ihshca.com or send your mailing address to our address at the left. We welcome your feedback and input.

Web User Conference

We held our first web based user conference, March 2, 2005. The two (nearly identical) morning and afternoon sessions were an opportunity for our customers around the country to hear news about upcoming releases and ask questions. We were encouraged by a number of people who attended and the positive feedback we received from the session. People felt like it was a practical and inexpensive alternative to our typical "fly to California" user conference. While we will still consider an in-person alternative for later in the year, we plan to hold a second web user conference in late summer or early fall. A copy of the presentation slides we used can be found on our web site. After logging in, click on the events link along the left side of the page.

HIPAA

Federal Regulatory Updates

There are several modifications to be made to IHS applications to comply with HIPAA guidelines. We will be making changes to all programs containing PHI (Protected Healthcare Information) for adding audit trail and audit logs (i.e. user and date/time stamps). Changes will also be made to audit logs for file access related to by-codes and passwords. We are also evaluating changes to by-code generation and time-out options, using system controls. As a healthcare provider, you will also need to have physical safeguards to protect EPHI from unauthorized disclosure, modifications, or destruction.

Standards included:

- Facility access controls (normal and contingency operations)
- Standards for proper workstation use and physical security of workstations accessing EPHI (Electronic Protected Healthcare Information)
- Standards for device and media controls – disposal, hardware, backup/storage, and accountability

Technical Safeguards:

- Technical policies and procedures on systems that maintain EPHI
- Transmission security for integrity controls and encryption
- Hardware, software, and/or procedural methods for audit controls
- Policies and procedures to protect EPHI
- Person or entity authentications

Health care facilities are required to develop a security program to guard EPHI and to develop programs or methodologies to protect PHI. PHI needs to be protected from public viewing. Clients should develop standard measures to protect privacy and integrity via passwords, digital signatures, firewalls, virus protection, VPN's, etc. Set in place procedures for creation and monitoring of audit reports/logs to comply with security regulations.

Your IT department will need to take security measures. We recommend implementing individual user accounts, sign-on/log-ins; authenticated identity available to all applications; access controls consistent across enterprise.

- Access control policy consistent with privacy rules
- End-to-end user accountability and auditing
- Encryption over public networks

The specification for the changes has been posted to the IHS website (www.ihshealthcare.com) on the Fed Reg Updates page for your review. We are also working with some of our clients in a beta mode and doing some benchmarking of the operating system impact. The application updates will be available by April 15th. Please contact client services for more information.

New Features and Version 420

Version 420 is scheduled to be available during the third quarter of 2005. Currently there is a complete list of bug fixes to be included in 420 on the IHS website. We have several new features that are available now and some that are under consideration. Installing this release may require retrofitting existing customer changes. We welcome your feedback on our plans for 420!

Features Available Now!

- ADT History file enhancement
- HIPAA privacy enhancements
- Enhanced re-bill functionality
- Enhanced bill hold by patient type feature
- OSHPD ED/AS (emergency dept. and ambulatory patients) regulation change (impacts CA hospitals only)
- Pharmacy lists and formatting enhancements
- Enhanced AR features

Features Under Consideration:

- Online UB
- Radiology Module
- Transcription module, interface for interpretations
- Revised patient clinical window
- Bar coding

New Product Announcements

Electronic Insurance and Benefits Verification (270/271)

This product combines changes to your application software and a service offering that connects your system to payers for insurance verification through our data center. You will be able to check benefits and eligibility information in just seconds, eliminating waits on the phone and providing the advantage of having the results of the verification stored online and allowing for printing the of eligibility information. This also reduces or eliminates the need for repetitive eligibility checking for patients. More than 100 different payers are supported.

Features and Benefits include:

- Provides accurate determination of patient co-pay and deductible
- Minimizes claim denials, reducing accounts receivable 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
- Rules-based for client flexibility and customization

We are testing with customers now. You can sign an agreement for service and software now. Pricing is based on transaction volume. Contact Richard Marino (richard.marino@ihshealthcare.com or 800-487-5772 x 225) for pricing and to obtain contract documents.

Electronic Remittance Advice (835)

This product provides the ability to receive the electronic 835 document from the payer or clearing house directly into your application software. Data is processed and tracked and AR posting batches are automatically created including edit and exception reports. This creates an easy way to track electronic payments and capture reason codes for reduced payments or non-payment transactions. The product will also allow semi-automatic creation of 837 records for secondary billings and will store information for COB (Coordination of Benefits).

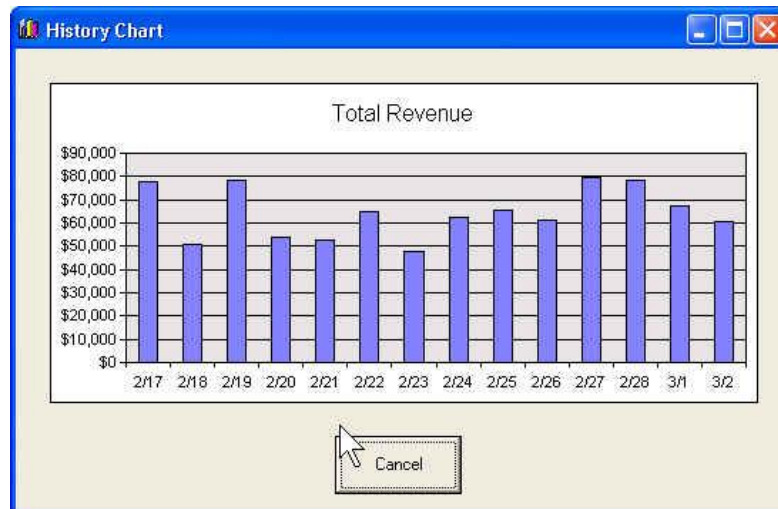
The software will be available the second quarter of 2005. To allow our customers different cost options we will be offering this product on a paid-up license and transaction cost basis. Contact Richard Marino (richard.marino@ihshealthcare.com or 800-487-5772 x 225) for more information.

Dashboard - Instant Access to Your Critical Business Information

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 providing quick detection of potential problems. Dashboard runs on your PC either as a PC application or a web application. Here are a few sample screens from the PC application:



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 immediate detection of potential problems. You can also display graphs that show historical data for business trend analysis as shown below:



Data displayed is controlled by username, password, and user type. You can display financial information, census information, system information, and/or almost any IHS/system data from your AS400. Multiple pages of information may be displayed allowing almost limitless options tailored to your requirements.

Release is planned for Q2 and we are looking for test sites. For list of proposed "data" or to suggest what data is important to you, contact Mayda Brown. For ordering information and pricing contact Richard Marino [800-487-5772 x225](tel:800-487-5772) or richard.marino@ihshealthcare.com.

Choosing a Password

Picking a password is tough. Passwords need to be hard to guess and easy to remember. If they are too easy to guess they really aren't secure. If they are too hard to remember, they get written down and that's not secure either. Having picked passwords for myself and various systems for many years and being responsible for the security of data base environments; I have some suggestions for you. Whether you are picking passwords to use at work or for your personal online activities such as bank accounts you should pick strong passwords. Here are some options:

First, create a password by combining two words together. This makes it very easy to create reasonably long passwords – *acepilot*, *goldring*, *inhouse*, *bluesky*, *oldclock* are some examples. When you are limited in password length, you can still create passwords by combining two words together. Here are some six letter password examples: *agenot*, *dogarf*, *askear*, *atepie*. If you visit www.google.com and Google (type) "list three letter words" you will find hundreds of possibilities.

Second, use an acronym – a set of letters that correspond to a phrase. For example, *mfmipw* is the acronym for "my favorite movie is pretty woman". These are a little harder and slower to touch type but harder to guess (provided you don't say the phrase out loud when you type it!). Other examples: *jlivf* (Jay Leno is very funny), *mdiabf* (my dog is a bishon frise), *iwihto* (I wish I had Friday off), *irssm* (I read Sam Spade mysteries), and *bogof* (buy one get one free).

I don't recommend a numeric password. While you may be able to key in a numeric password fast on the numeric keypad on your keyboard, you'll probably pick something that's easy to guess if someone has access to information about you (birthdays are the favorite choice). However there is a way to use a numeric password relatively safely. Make it alphanumeric! A birthday such as 5/26/92 becomes 5two692 or even better 5too692.

My recommendation is to use an acronym where you need a very strong password and either add or substitute digits to create an alphanumeric password. For example, *mfmipw* could be changed to *mfm1pw* substituting the digit 1 for the letter i. You could also change *bogof* to *b0g0f* or you can just add digits at the beginning, end, or in the middle, changing *mdiabf* to *midiabf8*. Digit substitutions that are easy to remember include I or L into 1, O into 0, E into 3, G into 6, T into 7 and S into 5.

In using the web you may need multiple passwords. You want the most secure passwords for work, banking and brokerage sites where your real job or money is at risk. You want strong passwords for sites where credit card information may be stored such as some retail sites. There is a risk when using the same passwords for multiple sites that if one site is compromised, somebody with some of your personal information and password may be able to use it at other sites.

Do not let your web browser store critical secure passwords. Anybody who can access your browser then has your passwords. There are even programs that will display such stored passwords! If you must store passwords on a computer, use a tool that saves them in an encrypted form and use a strong password to access that tool. You can find such tools on the web by searching for "password storage utility".

In summary choose passwords carefully at work and at home. Acronyms (Abbreviated Coded Rendition Of Name Yielding Meaning) work best!

Support

We believe customer support is one of our strengths. We welcome your comments and suggestions. Here are some highlights from our plans and support offerings.

Documentation

We are currently updating our documentation. New versions of the documentation will be posted on our website later this year and all manuals will be available in PDF format. In addition, we are currently working to convert most of our documentation to web-based help files. We expect to have this project done in time for the 420 release in the fall.

Training

Intelligent Health Systems thrives on ensuring the full use of our system's resources. It is important for us that our clients utilize all functionality that will benefit the applications of your module. When the system is utilized properly and to its full capacity, your facility is increasing productivity and our mission is fulfilled.

We encourage proper training on all our applications and we are available to provide on-going training to meet your needs. Training is usually most appropriate when user errors become more frequent and costs for fixes are involved.

Support Costs and Payments

We review our costs to provide support annually and adjust your maintenance costs. We increase the maintenance costs for some products based on the number of hours we spent the previous year supporting those products. In an effort to make support costs as fair as possible we also included this year a formula that increased support costs to those customers who used support the most, the upper 15%. Often time this is an indication of high turnover or the need for training. Finally most of you receive maintenance invoices quarterly. They are due and payable before the start of the maintenance period and we will suspend support temporarily for non-payment.

After-Hours Support

You can reach us outside of normal business hours by calling 800-359-2607. You will be connected to our answering service who will page a support person. After hours support should be used ONLY for emergencies, not for normal business hours questions such as project status.

Holidays

Our offices will be observing the following holidays during the remainder of 2005. Emergency support can still be obtained on holidays by calling our normal support number.

2005	Memorial Day	Mon May 30
	Independence Day	Mon July 4
	Labor Day	Mon Sep 5
	Veterans Day	Fri Nov 11
	Thanksgiving	Thu/Fri Nov 24-25
	Christmas Day	Mon Dec 26

