C&S Research Corporation Practice Management Systems

Ideas and Information from the Medical Software Experts **January, 2009**

PRACTICE PROFILE

ALABAMA DERMATOLOGY ASSOCIATES, P.C.

A recent addition to our family of clients here at C&S Research is Alabama Dermatology Associates, P.C. Located in the friendly town of Northport, which is adjacent to Tuscaloosa in west central Alabama, this is a thriving eight physician group comprised of Drs. Robert Bentley, Cynthia Lucy, David Jackson, Michael Johnson, Robert Griffith, Charles Gambla, Karen Walker and Jeffrey Weeks. Dr Bentley founded the practice in 1977, and after outgrowing their previous facilities they moved into their own building in 2007. (Dr. Bentley will be retiring soon so we wish him the best!) They are a busy practice that focuses on medical dermatologic care and, through Dr Gambla, offers Mohs microsurgery.

We spoke recently with Drs. Bentley and Johnson and asked them what differentiated their practice from others. Dr. Johnson stressed how the practice concentrated on treating patients with dermatologic problems and avoided the push towards cosmetic care. As Dr. Bentley said, “We’re not a money-oriented practice, but a people-oriented practice, that really wants to take care of sick people.”

We at C&S were introduced to Alabama Dermatology by one of our clients. As too often happens today, their previous software vendor was phasing out the practice management software they had been using for many years, forcing them to find something else. (Their previous software had a nifty, unique feature: it used scannable charge tickets like the bubble-in forms we all remember from school, so we wrote a module to replace this feature.) After a diligent search, Alabama Dermatology selected the ProVision® software because of the breadth of features and local support.

SUPPORT NEWS

SYSTEM BACKUP FAILURE

We are noticing an increase in the number of clients who are having bad backups due to no medium found, meaning the backup tape was not in the drive or the backup drive needs to be cleaned. Understanding the importance of having your data backed up regularly, we strive to insure that all clients have good backups every night. Going forward, we would like to put in place a mechanism whereby we can notify your office via e-mail. Normally when we call we ask a few routine questions. If you would like us to e-mail the person(s) responsible for your backups, please supply contact name(s) and e-mail address(es). You can send this information to us via e-mail to support@csrc.com or by calling the Support Department at 610-265-5939.

Was last night's tape in the drive?

If not, make sure you put tonight's tape in and monitor the backup messages the next day.

If the tape was in the drive last night, what is the status of the ready light on the drive?

The light should be green. It may be yellow or amber. If so, you should run the cleaning tape through and make sure the light is green when it's done.

Things to remember:

1. You should be logging each time you use the cleaning tape as they generally have a finite number of uses.
2. You should be marking the backup tape that had a bad result with the date of the last bad backup. If you continue to get bad backups when this tape comes around in the rotation again, that may indicate it's time to replace the faulty tape.

TIP OF THE MONTH

FINDING ANSWERS

Part 2 of our 2 part series

Who changed the scheduling picture

The Audit Trail of Scheduling changes, found on the Scheduling Reports menu, will show the changes made to provider's schedules, the date of the change and the user responsible for the modification.

Need to print a HCFA for an item in Trail.

On the Accounts Receivable menu the Receipts feature offers the user the option to generate a 1500 form for items selected. Items do not need to be in open services to generate the form.

Re-bill per individual?

The Rebill option is found in any of the patient's posting screens. To add a line item to the claim submission queue for the next billing highlight the items or items needed to re-bill and then choose the Re-bill button. This will flag the items for a re-bill by re-keying the services for inclusion with the next billing run for that Paycode/3RD party.

How can I record multiple contacts per patient?

The .PHONE jumper from the hot key F8 will provide additional contact information per patient.

Other Helpful features are available.

Delayed Transfer > Accounts Receivables Menu

Delayed transfer is designed to automatically transfer unresolved billed charges to the patient's responsibility after a pre-determined number of days. The charges are transferred to the Self Pay Paycode along with a message that the items were billed to the insurance company without any response.

The number of days requested to wait before including charges in the transfer is set as a default of 45 days. When the Delayed Transfer option is run only accounts, in that selected Paycode, that have reached the ceiling of 45 days will be sent to Self Pay.

Refund Checks > Controller Menu

The Refund Checks feature is a convenient technique for viewing and printing refunds due to patients or insurance companies. Retrieving data within the Refund Check program is reliant on the occurrence of three other processes.

Those processes are: 1) Printing a report for credit balance accounts – this report is found on the Refund Check panel. 2) Accessing the accounts and applying a refund posting code; and 3) Closing the Daily Journal that contains the refund posting code entries.

A/P Checks – These checks can be generated from the billing system if you feel this offers the best control. The checks would then be keyed into the A/P system from Provision's check register that is generated from the Refund Checks feature. Other options are available; please check with your C&S Research Practice Manager.

Claim Status > Master Menu

Claims status gives providers access to status data for all claims submitted through Emdeon and other third party carriers. The Claim Status program will give you real-time feedback from both Emdeon and many other third party carriers to which you now submit.

The good news is all of this information is generated and processed automatically each time you submit claims via Emdeon. If you process claims daily you will get daily updates. This all happens behind the scenes and doesn't require you to do anything more than send your electronic claim files as usual.

BREAKING NEWS

Save time using automated appointment reminders!

C&S RESEARCH PARTNERS

with

talksoft™
Software-Driven Reminder Calls

Most C&S practices know how detrimental "no-shows" can be for the average practice. One national study shows the average no-show rate to be 18%. This could be reduced significantly using Talksoft's automated appointment reminders.

Many of our practices have staff make reminder calls. Studies show that 75% of phone calls in the US go to either voicemail or to answering machines. It no longer makes good business sense to make reminder calls manually when an efficient and cost-effective solution is available. Talksoft has cut no-show rates an average of 30%, translating into a significant increase in revenue and more productive use of staff time.

The cost for Talksoft service scales up or down based on call volume creating fair pricing for all practices. Every practice regardless of size receives free setup and customization. Call volume does not have to fit predefined pricing tiers like those used by mobile phone services. The monthly fee is based on the volume of calls made. Talksoft has customers paying as little as $20/month. Setup takes only 30-45 minutes, and once installed is a completely automatic system requiring minimal input from the practice.

As a software-based system, the service is much more persistent than a human caller could ever be. If the system is set to call patients two days prior to their appointments, it will try calling three times on that day. If it gets a busy signal or no-answer, the system will attempt three calls the following day (the day prior to the appointment). Six attempts are made in all. The system can also call on weekends if desired.

Practices interested in a free one week trial or in getting a free estimate can contact Kendra Witman at 800-545-8460 or Kendra@csrc.com

C&S Research Corporation
Caring for the Health of your Practice

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