

# HandyWork Newsletter

Summer 2007

## VISTA!

### Vista's Coming!

Like a slow train coming, Vista is on its way to a computer near you. Vista, in case you haven't heard, is Microsoft's latest operating system. Like all new operating systems, (other than those from Apple) it has quite a few quirks in it and is offering developers a whole host of issues they never had to face before. For us, we found one major inconvenience that interferes with one version of HandyWorks.

In the HW2 version, which is what the majority of our users run, Vista blocks the auto dropdown command that lists entries in the "Find" box. You can click on it to make it dropdown, but it no longer does it automatically.

That's the worst problem for HW2 users. HW97 users face a more daunting problem. Vista does not support Access 97! While we were able to install Access 97 on our Vista machine, we could not get it to run! While some machines may be able to circumvent this problem, we could not do so, no matter how hard we tried.

The good news is that HW2000 works flawlessly under Vista. The bad news is that if your HWDATA is in the Access 2.0 format, it must be converted to Access 2000. While this is an easy process, it means that any and all machines running lower versions of Access will also need to upgrade to at least Access 2000.

In other words, if you are

running a network of more than one machine, and you need to either replace or get a new machine that runs only Vista, then you will have to upgrade your HandyWorks system to at least the Access 2000 level on every machine. This is not a bad thing, just something to be aware of when calculating the time and expense of your next hardware upgrade.

So, while we know Vista is coming, a number of computer manufacturers including Dell still offer \*XP machines. Stay there if you can, but if you must switch, know that you can depend on us to help you through this process.

Regarding Access 2000: If you need to upgrade, you will want to purchase and install your own copy of Access 2000 on your machines. Because copies of Office 2000 are readily available and selling pretty cheaply on EBAY, this should not present too much of a problem.

One last thing. Don't let your techie do anything to HandyWorks without having them speak to us first. To do otherwise is a near certain path to big problems.

### HCFA Aligning

We knew that printers were all different, but last week we saw an interesting form problem on the new CMS-1500.

A user was having alignment problems in that she could get the print to align, but that the bottom line was cut off. The top margin

settings seemed a little large so we asked her to send us the actual form she was using.

This form she sent us had the printing on it nearly 1/4 inch lower than ours. They were from a company called Nationwide. We sent her a small batch of our forms, which we get from Quill, and with these forms, was able to get the printing perfect.

### The "NPI"

There are three places in HandyWorks, that you can put the new NPI; (National Provider Identifier). First is the top right of the Doctors info screen. (DO NOT put it on the left side!) If your clinic is incorporated, you must put that NPI on your preferences screen. DO NOT put the doctor's NPI there. Lastly, if you get referrals from other doctors, their info goes in the referral screen area.

The reporting rules for the new NPI have been changing repeatedly, with revised deadlines and each State's Medicare carrier following slightly different rules for the reporting of the referring doctor (Box 17, 17a, 17b), the NPI and legacy numbers in box 24j, and use of box 32a and 32b.

We routinely address these issues as they arise, and are posting updates weekly. We expect that most of the issues will continue to resolve as each carrier more fully implements the NPI standard.

## X-Charge it!

In this day and age, if you don't accept credit or debit cards, you are losing business!

Of course there's a cost to accepting credit cards - the nominal 1.5-3% charged to you by the credit card companies. But if experience is any guide, you'll end up making more at the end of the day if you accept them. And HandyWorks makes it EASY to collect funds from a credit card.

We do it with X-Charge, a credit card charging system that integrates into HandyWorks. Users who have switched their credit card processing over to X-charge are not only saving money with reduced fees, they are saving time because X-Charge fully integrates into the HandyWorks Transaction screen.

It is convenient, fast and reliable. If you are tired of paying high rates for credit card services, why don't you call Ty Smith at Ph (800) 637-8268 Ext. 238 or email him at ty.smith@camnv.com. He'll ask you to fax him your current credit card services bill and show you how you can start saving money right away.

## Reattaching?

When installing a new HandyWorks upgrade on a multi-user system, it can sometimes take a long time to re-attach to the data on the server. Avoid this time-consuming process by making sure that no one else is in the HandyWorks system during re-attachment. Your re-attachment will be over in seconds instead of minutes!

In fact, you should always make it a habit for other users to be out of HandyWorks when reattaching. This is because the attachment program sometimes needs to make changes to the HWDATA.MDB file. It can only do this if it has exclusive access during reattachment.

## Bad Download? Backup Horror

A very frequent tech support issue revolves around bad website downloads. Here's why:

Your web browser remembers what files it has downloaded, and when asked to download the same file name, it simply re-uses what it stored in memory rather than redo the download. You can avoid this by clearing your downloaded files from your browser's memory. In Internet Explorer, this is done through Tools and Internet Options. Firefox does it through its Preferences.

## Summer Break

The HandyWorks Office will be closed the week of August 20th-24th. If you are planning to have a problem, please do so prior or after our break!

## What's New?

While this may seem trivial, we finally tracked down the bug that allowed "unknown" to creep into the Appointment Book. (Thank you Rachel!)

Dr. Paul K. has helped us upgrade the capabilities of the Insurance Tracer Letter system.

We tracked down the MD-Online problem that occurred during the switchover to the new NPI. Thanks to all of your for your patience as that problem was solved.

We continue responding to the evolving CMS-1500 reporting requirements from local BCBS and Medicare carriers. This exciting work keeps us busy almost every day!

On a more minor note, we added the patient's cell number to the missed appointments report. We also added a field for the insurance Plan Name in the carrier's screen to solve a problem one user was having with a specific carrier that needed the address name to be different from the plan name.

As we were doing this newsletter, Dr. M.D of NJ called with a small backup problem. Seems his C.A. had reverse copied from his flash drive to his hard drive, overwriting his existing data. Since he didn't have multiple copies of his data, he was out of luck.

Remember, there are two types of computer users out there. Those that have lost data and those that will. Backing up is your ONLY insurance against a computer failure. If you don't have a backup and you lose your data, it will be no one's fault but your own.

**SUGGESTION:** see below!

## How to Backup

Please have multiple backups of your data. Make 5 empty folders on your flash drive. Call them M, Tu, W, Th, F. (Or the full names of the days of the week if you want.) On Monday, backup to the M folder. Got it?

To make things easy, we use a batch file to make each backup. This is a small text file made with notepad. We'll detail one file and its contents. You can do the rest.

Make a file and call it BUM.BAT (This stands for backup monday) It has the one line of text. `copy c:\hww\hwdata.mdb I:\m` This one line of text is run when we double click on BUM.BAT file located on our desktop, and it copies the hwdata.mdb file from the hww folder to the M folder on the flash drive (letter I: for me in this case). If you need help in doing this correctly, call or email us.

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