

# HandyWork Newsletter



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Number 3

## STAFF PROFILE

Many of you know Noel Selegzi by voice because he is often your first contact with Customer Support. Since he started working for us a few months ago, Noel's input has become invaluable. Because he takes a very personal approach with all of you, we thought you'd appreciate knowing a little more about him.

Noel comes to us with close to a decade of experience with personal computers. A native New Yorker, Noel graduated Amherst College several years ago and is presently striving for his doctorate in political theory at Columbia University.

He began working with computers in the early 1980's while still in high school. His first computer was one of the original Apple personal computers that, for better or worse, helped make computers the ubiquitous things they are today.

In college, he took several jobs working with computers, mainly to avoid having to take a work/study job cleaning up the dining commons. The college not only paid him to teach other students how to use their PC's, but also to do research on 19th century Massachusetts. In doing this research, Noel used the campus mainframe to study US census records of Concord and Amherst, MA. His goal was to see how the transcendentalists Henry David Thoreau and Ralph Waldo Emerson and the poet Emily Dickenson fit demographically into their communities.

As a graduate student, Noel realized that political theory, while a fine vocation, was not one easily marketed. He again turned to computers to avoid menial labor. He has worked as a consultant to various companies

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# WHAT'S NEW

## Goodbye QFAST5 Hello HW

The Upgrade to Version 6.12 contains many enhancements designed to make life easier and safer. One fundamental change is moving all of the HandyWork files from the \QFAST5 directory to a new \HW directory. As part of this move, all files have been renamed to start with HW instead of CMS or DMS. This will make backing up easier and more reliable. It also makes upgrading easier for us.

Because we know that making mistakes is common, we try to make it easy to fix them. That is why we made the following change to the edit/reprint/trace section of the billing system (ALT+7). If you have a bill on display, changing the form from one type to another changes all of the Office Visit flags and moves the carrier too. This makes fixing wrong carrier types very easy. In addition, if you change the assignment flag in editing a bill, it automatically changes the paid flag and paid amount. And to make all of this even easier, we rearranged how this data is displayed, so what is most commonly changed is easiest to get to.

The insurance assignment flags, which used to live exclusively in

(ALT+3), are now also available in the (ALT+1) screen. No longer do you need to go to (ALT+3) simply to change an assignment flag. In (ALT+2), we took the "/" out of the accident description field. Lengthening it will come in a later upgrade.

The new pop-up calculator (ALT+C) works like any portable calculator and is found within many different screens. Inside the Office Visit and Payment modules, we added a hidden feature called transaction control. This feature protects your data from untimely interruptions during record saving. As a record is saved, data is stored temporarily. Only after the save completes successfully is the temporary data written to the disk.

We added left margin control in (ALT+O), for those with letterheads that run vertically on the left hand side of your stationary.

We also made a system-wide change in billing terminology. What used to be called the primary carrier is now referred to as the Commercial carrier. This is because the primary carrier is really the carrier that pays first, and this may be an auto or

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# WHAT'S NEW

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workmans comp carrier. The secondary carrier is one that pays second.

The (ALT+3) screen display has been completely rewritten to give you more information regarding calculation of expected insurance payments relative to what each patient owes. In addition, the accounts receivable report has been reworked so it is half as long yet gives you the information needed to pursue patient collections.

In (ALT+P), we added a modifier field that can be associated with any procedure. When putting in an office visit in (ALT+5), the modifier automatically appears when you enter

the code or abbreviation. In (ALT+D), we added a carrier type field that is used only for electronic billing. The field has its own help screen that pops up only when you are entering data in that specific field.

A number of small problems in 6.11 have also been fixed. Few users noticed them because they appeared in parts of HandyWork that most sites rarely used. These fixes included better (F2) & (F3) handling in (ALT+G) and (ALT+P) and fixing the NYS workers comp billing mask. The new HCFA 12-90 forms now prints more than 7 lines and includes the Medicare ID for Medicare claims. It also better handles reporting of secondary carriers and guarantors. Printing of

statement finance charges in the (ALT+4) screen works as it's supposed to.

If you do encounter a serious error at any point, our newly enhanced error tracking system describes the problem in english, along with instructions to call us.

Finally, the latest version of the HandyWork manual is back from the printer. Including almost all of the most recent changes, this new manual reflects an expanded tutorial coupled with a comprehensive index. If you want or need a copy, call Technical Support at 800-255-0668 and ask for a copy.

# STAFF PROFILE

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who needed someone capable of making their computers work and their workers understand them.

Noel's introduction to Handywork came during a consulting stint at a busy New York chiropractic practice. There he learned not only how the program worked but how chiropractic and medical offices are run. He was

impressed by HandyWork (and we were impressed by him!)

Besides programming computers and theorizing about politics, Noel spends time teaching New York high school students the fine art of surviving a battle of wits. For the past three years he has been the debate coach at Hunter College High School. He has qualified kids for the national

championship and, this past year, his team finished third in the State Championship, ahead of many larger and better funded schools.

This summer, Noel will be taking an intensive 7 week course in German that will take him out of the HW offices until mid-August. He will be missed by all.

# COMING ATTRACTIONS

We continue to polish the electronic claims system. Right now, our users are getting a 90%+ acceptance rate, which is very high. Electronic transmission is the wave of the future. Don't let it pass you by.

As an aid for new people learning to use HandyWork, we've begun experimenting with a better way of teaching the function keys shown at the bottom of the screen. Movable highlights on these keys will replace

the "hold" position currently at the top left of each data screen. And the growing use of (ESC) for getting out of pop-up windows is similarly being implemented. Feedback from a few of our alpha testers is very positive.

A number of podiatrists who use HandyWork have asked for multiple ICDA codes. This will let all of us more specifically code ambiguous diagnosis and will be implemented like the multiple CPT codes are.

The appointment book is being opened up for multi-doctor use. We plan to allow it to handle up to 99 different doctors.

Finally, SOAP notes are becoming more and more important to all of our practices. I've noticed in my office more and more requests for information. We are working on several SOAP note models and hope to be sending them out later this year.

# SUPPORT STATEMENT

We help registered users with any HandyWork problem. However, some users call us for problems unrelated to HandyWork. For example, today we got a call from a user who turned on the computer and nothing happened. We were sympathetic and told her to call her computer maker.

We will go the extra yard in

supporting HandyWork. We will tell you how to make it run better. We will help you when you need to recover a corrupted data file. That's because these problems relate to HandyWork.

We cannot help with problems that occur prior to typing HW at the DOS C> prompt. If you have a question about backing up with PCTOOLS, call

them. If your printer stops working, call your printer maker. If your hard disk crashes, call your computer maker. We will help with your data recovery after your machine is up and running.

We know HandyWork inside and out. Feel free to call us and ask any HandyWork related question.

# ELECTRONIC BILLING UPDATE

Two advantages to electronic claims are faster bill payments and immediate detection of problem billings. Problem billings should be fixed and resent or mailed. Accepted claims are electronically sent to carriers on the list below. Unlisted carriers (e.i. Chubb or SAG) are mailed printed claims by the clearing house.

<u>Carrier</u>	<u>ID CODE</u>
Aetna	60054
Allstate (Met Life)	65978
American General	87815
Anthem	87815
APWU	44444
Arizona Health Plan	62308

Benefit Trust	P0001
CIGNA	62308
Confed Admin	P0005
CNA	P0004
Equitable	62944
Gnral Amer/Genelco	P0006
Great Southern Life	90212
GreatWest Life	P0007
Guardian	P0013
Healthpoint Corp	68195
Healthy Choice	69140
ICH Corp	67784
J.C.Penny (Aetna)	60054
Lincoln National	P9004
Metropolitan Life	65978
Modern Amer Life	90212

MONY	P0005
Mutual of Omaha	71412
Mutual Benefit	P0010
The New England	P0007
NY Life	66915
Pacific Mutual	P0009
Philadelphia Life	67784
The Phoenix	P0011
Provident Mutual	61271
Principal Mutual	61271
Prudential	P9001
Southland Life	65471
State Mutual Life	P0012
The Travelers	87726
Western Life	P0017

## ADVERTISING CAMPAIGN UNDERWAY!

After a year of test marketing in the northeast, HandyWork is expanding to the rest of the nation. Our current national ads in the Chiropractic One Directory and Chiropractic Products are attracting a lot of notice. We plan to handle the increased exposure

while keeping our commitment to the high level of client support that has made us so successful.

We know from your responses that HandyWork fills an important role in the Chiropractic Software market. We also know that we deliver and support

a higher quality software priced far below our competitors.

We know the best advertisement is your word of mouth and encourage your referrals. We thank you for your confidence and support.

## FREE DATA CONVERSIONS

Many Chiropractors are stuck with expensive systems that fail to meet their needs. Because we want you to be able to switch to HandyWork easily, we offer *free conversion* of your existing system into HandyWork. While we don't convert every piece of data, often, we can get all of your

demographic and accounting data. With Federal Express Overnight delivery you can be out of your old system and into HandyWork without missing more than a day of work!

If you are interested in converting over to HandyWork, we have converted the following programs:

- Db Consultants
- Lytec Medical
- The Hefert System
- Medisoft
- Centori
- Chiro 6000

Please call us for details.

We thank Dr.'s Battagliola and Deutchman for their willingness to beta test new versions of HandyWork prior to its release to everyone else. If you would like to be a beta tester, please let us know. You need to be computer savvy for best results.

Since 1984, HandyWork has been guided by the needs of its users. This will continue, even as HandyWork expands at a far greater pace than ever before. Your comments and suggestions are valuable to us. We encourage your input and will discuss any changes you might like to see

To order HandyWork  
 send \$695 to  
 132 East 29th Street  
 New York, NY 10016  
 or call  
 212-889-8878,  
 FAX 212-889-8830  
 Toll-Free (out of NY)  
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