

HandyWork Newsletter

Winter 2015

ERA 835

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Electronic filing has been the best way to send claims for many years. The claims get to the carrier quickly, don't require scanning or other time-consuming interactions, meaning that it gets processed and paid faster. There are fewer errors, and often those errors can be fixed on-line. It's a win-win for everyone (except maybe the US Post Office).

There is a second side of claims processing which is the payment made through an EOB, or explanation of benefits. This is where the carrier explains how the claim was processed and paid. In the past, this paper document needed the user to bring up patients one by one in order to enter the payment, perform write-offs or transfer the unpaid balance back to the patient. This is tedious work, and many offices do a poor job of reconciling the payments to the bills.

Fortunately, there is now a better and easier way to process the EOB using the 835 Electronic Remittance Advice. The 835 ERA is the electronic counterpart to your claim file, and it contains the entire EOB in an electronic format.

Late in 2014, HandyWorks added 835 processing to its capabilities. It reads the 835 file and analyzes it all at once making it easy for you to post payments to recently submitted claims. Getting an 835 ERA is not automatic, and often, you need to ask the carrier (or clearinghouse) to accept them for you. We have been using the

835 ERA for a few billing cycles and have found it extremely useful. For example, a 20 page EOB that might take our staff an hour to analyze and enter was finished in 2 minutes last week. That is quite a time saver!

Behind the scenes, the bill file (ansi.txt) that you upload, contains the bill number in a specific record. The 835 recognizes that bill number, and HandyWorks uses that information to lay out your payment options, patient by patient, bill by bill, in a very easy to understand screen. Feel free to try it.

Account Errors

Many users have encountered a pop-up message in the Visits screen announcing that there is an accounting error on that case. This usually occurs because what the patient and insurance owes is different from the actual owed amount based on services and payments.

These errors can come from a number of different sources. Some are old errors that came from an initial conversion from DOS records. Sometimes, an error occurs in the database and only a partial record was stored. And up until now, fixing these errors was tedious and difficult for the average user. That has now changed and Handyworks can fix all of the errors at one time. Also, HandyWorks now includes an automatic test that looks for a specific break in the

database structure to prevent further errors.

To see if you have any errors, and fix them, go to the Utility Menu (from add-ins in Access 2007-2013) and click fix/report balance problems. Most of you will have a blank report, but if you do have errors, HW will ask if you want them repaired. If you click yes, HW will make a special entry in the Transaction record that contain a one line entry for a BC (balance correction).

X-Charge it!

If you accept credit cards then HandyWorks has a better way for you to do it. It's called X-Charge.

HandyWorks with X-Charge makes it simple to collect funds. When you put CR in for the payment method, a box comes up ready to take your credit card swipe. Type in the amount, press enter and HW does the rest. Data entry is easy and without errors.

As for cost, most processors charge 1.5-3%. X-Charge is on the lower end of this range and can likely save you money over your current credit card processor.

If you are tired of paying high rates for credit card services, why don't you reach out to Joel Call at 888-427-2260 x465 or email him at Joel.Call@acceleratedpay.com. He will ask you to fax your current credit card services bill and will then show you how you can start saving money right away.

Data Archive

As the years roll by, data accumulates making your data file larger and larger. Some users have over 25 years of records! Storing this much info is not necessary, and drags down the performance of the system.

Here is how we handle this problem in our office: At the end of each year, we make a copy of the HWDATA file and rename it HWDATA_2014. This file have the entire data set as it existed in 2014. Next, we go to the Patient Data screen in HW and click on Inactive at the bottom of the screen. From there, we ask HW to delete patients who have not been seen for over 8 years. This removes them and all of their visits from the database. Then we do a Compact/Repair. Should there ever be a reason that you need to find something that was deleted, simply open your hwdata_2014, and it will still be there.

SOAP & Exams

A comprehensive new SOAP and Exam form has been added to HandyWorks. The Exam begins OPQRST for 3 regions, continues to posture, ROM, orthopedic, reflex and range of motion tests. An area for indicating muscle spasms, trigger points, fixations and tenderness follows the test section. Medical decision making and goals (important for Medicare), including segment listings, modalities treatment plans and exercise is near the bottom, along with complicating factors, contraindications and goals (both short and long term).

It is accessed from the bottom of the Visits screen by clicking Exam Forms. It supports password based signing by the provider, full reports, SALT function and a other features as well. While it is not a replacement for EHR, it does provide enough resources to help you keep tract of patient progress. One of our offices uses it exclusively for patient records and has gone paperless!

MD-OnLine

We have used a number of clearinghouses to send electronic claims. Recently, we signed up with MD-Online and are very pleased with their level of support. The website is easy to understand, claims are easy to fix, and you get feedback on your claims immediately. This is perhaps the one feature we like best about MD-Online. Check out MDON-Line.com

ICD-10 Codes

Delayed until October 1, 2015, a key element of the data foundation of the US health care system will undergo a major transformation. This is a change from the decades-old ICD-9 diagnosis codes to the newer ICD-10. The ICD-10 version has been in use by most developed countries throughout the world for a number of years. The ICD-10 allows for greater specificity and detail in describing a patient's diagnosis and in classifying inpatient procedures.

It is important to understand that the new ICD-10 code set is not a simple update of the current ICD-9 code set but rather a fundamental shift in structure and concept of how a diagnosis code is used. This makes it very different from ICD-9. For example, in the ICD-10 diagnosis code set, one can specify right versus left, initial encounter versus subsequent encounters, as well as other important clinical information. Use care when coding injuries and extremities.

The ICD10 package will be turned on by us in 2015, and will automatically start printing and transmitting ICD10 codes with all of your claims on 10/1/2015. (Except NY Comp, which remains in the dark ages!)

FWIW, ICD-11 is in the works and it is coming down the pike. The fun never stops!

TeamViewer

As many of you know, when calling for tech support, we almost always ask you to run TeamViewer. This program has become a critical support component for us because it lets us connect directly to your computer so we can see what is going on without having you try to explain it to us. Problems are solved faster, teaching is easier, and troubleshooting becomes a breeze.

Note that TeamViewer is a replacement to Crossloop, which stopped working early last year.

Backup Issues

Sometimes, users move their data from one location to another. Sometimes its to the desktop, other times to a shared documents folder. Regardless of the cause of the data location change, the user needs to update their backup routine to specify the new location.

Many of our users like Carbonite, which is an internet based backup system. From our experience, Carbonite does a great job and should be considered if you find that backing up is hard to do.

How to Backup

Please have multiple backups of your data. Make 5 empty folders on your flash drive. Call them Mon, Tue, Wed, Thur, Fri. (Or the full names of the days of the week if you want.) On Monday, backup to the Mon folder.

To make things easy, we supply sample batch programs to do the backup for you in every HW Upgrade. If you need help in doing this correctly, call or email us. We will be glad to help you set this up.

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