

# HandyWork Newsletter

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Number 1

## WHAT'S NEW

First time users will like the new save command, <CTRL+ENTER>, which brings HandyWork into conformity with other programs. For regular users, we know it's a pain to relearn a comfortable keystroke, but our own use shows that it's an easy switch to get used to.

The Insurance Carrier screen now has room for a carrier ID that uniquely identifies that carrier for electronic claims. While the upgrade program puts in this information for your existing carriers, you will need to do this by hand for any new carriers. The list of Carrier ID's is found inside.

Just as carriers get a number ID, doctors get one too. If you are a single doctor office, no changes are needed because you are already Doctor "0001". Otherwise, pick number for each of your doctors.

There are some nifty enhancements to the Billing System. You can now create bills based on an inactivity date. This lets you print bills for inactive patients with service totals under your regular billing thresholds. Next, an enhancement to the Unpaid Bills report lets you exclude recently printed bills. This keeps the clutter out of reports. We also added a Max Claim Amount, (set in Office Setup), that splits claims before they exceed this amount.

There were a number of changes regarding the actual printing of bills. First we moved the vertical alignment on the commercial carrier claim form (HCFA-1500) up by two lines to let them to be printed on laser printers. Those of you with dot matrix printer will need to print the alignment mask to see where your new top of form is. If you have an automatic top of form printer (such as the Panasonic

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# Electronic Bills Save Time and Money!

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Faster payments makes everybody happy.  
Costs per claim are also reduced.

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Sending paper claims to insurance carriers used to be the only way to report on services rendered to your patients. In the last few years however, electronic (paperless) claims have become more and more popular. And with good cause too!

First, payments are much faster, often within 3 weeks. There are several reasons for this. By skipping the Post Office, you save almost one week for starters, not to mention lost, misplaced or destroyed claims.

At the insurance company, you get to skip over any backlog in data entry and you also eliminate inadvertent processing errors made by overworked clerks. Further, you get a receipt from the clearing house for each submitted claim. Never again will you have to wonder whether a claim is lost or not.

Secondly, you find out about

insurance problems sooner. While our front offices do their very best to verify coverage and deductibles on patients before services are rendered, some problems slip through the cracks. These are caught sooner, which means your exposure to loss is reduced.

Also, it is cheaper to send a claim electronically than it is to mail it. The cost of an electronic claim is 47¢. Your mailed claim costs 29¢ in postage alone. And this doesn't count the processing time of your staff. Wouldn't that time be better spent on patient recalls, collection problems or other office functions?

We have found that electronic claims save us both time and money. Isn't it time for you to consider the benefits of electronic claims? They're cheap, easy and tremendously effective. And HandyWork takes all the drudgery out of doing them.

# HOW TO DO TELEPHONE ELECTRONIC BILLING

**W**hile HandyWork is not the first to offer electronic billing, its version offers you great flexibility in managing the process. Of course there are a number of preliminary steps required before you can even start.

Your first step is to call HandyWork to sign-up. On your behalf we will ask the electronic claims clearing house to send you a provider enrollment form. Fill it out and send back to them. They require a yearly fee of \$125 to be paid at the time of enrollment. Once you receive your password and ID from them, you are ready to submit claims electronically.

Print your bills as usual. Then, as I assume you already do, examine and correct each claim. Be sure you are using correct ICD\*9\*CM diagnosis codes!

Once your claims are correct, go to the Electronic Billing Menu with <ALT+E>. Press "M" for a menu that lets you decide on how to choose

bills. Press <CTRL+ENTER> to begin the process of examining and choosing bills.

When done choosing which bills to send, HandyWork prompts you to print the list of selected bills so you can verify it is correct. If you have changes to the list, you can add or subtract them easily. Otherwise, continue with the next step, which is

1. Chose Which Bills to Send
2. Make your Send File
3. Send it to the Clearing House

making the send file.

Making the send file takes each selected bill and creates a special data record with all of the information put in according to the requirements of the claims clearing house. You can watch HandyWork as it builds up this file bill by bill!

Once this is done, your last step is to send it. If this is the first time you are sending a claim electronically, HandyWork will ask for your password and User ID. Then, it dials

the phone, establishes a link to the clearing house and sends the data file. When finished, the clearing house returns back a claims acknowledgement report, which HandyWork prints and analyzes to mark the sent bills as being accepted or rejected. This acknowledgement report serves as your receipt of sent bills.

Expect to have some claims rejected by the clearing house the first few times you send bills. You will learn that Guardian policy numbers are only 6 digits long, (with no letters allowed!), and that Social Security Numbers can't be used in place of policy numbers. Incomplete data, such as missing patient zip codes also causes rejections.

Correct each problem and then go back to the Electronic Billing Menu and Resubmit the corrected claims. As you begin cleaning these items up, and learning the ropes, your rejection rate will plummet while your cash flow soars.

## WHAT'S NEW

*Continued from page 1* KXP-1124), the top of form is now the actual "top of form".

New MEDICARE forms, required by April, 1992 are due out in version 6.10. In NY, we have switched to the newer Workmans Comp C-4 form. For more information of these new forms see the section on forms and forms suppliers at the end of this page.

For those with laser printers, HandyWork now prints envelopes in Landscape mode.

We redesigned the Demographics screen to show primary and secondary carrier data. We also added more guarantors detail. Then we added the Last X-ray Date and the NY W'Comp Case Number to the Insurance Data Screen. The X-ray date, (placed on Medicare forms above the diagnosis), is changed by HandyWork whenever you record an x-ray.

We also changed how HandyWork prints to the screen so it works perfectly well with laptops and systems without printers.

## DIAGNOSIS UPDATE

**O**ver the years, HandyWork has used lists of ICD\*9\*CM diagnosis codes from a variety of Chiropractic sources including ACA and ICA publications, Llewellyns text, school notes, etc. When we recently compared them to the codes in St. Antonies, the "reference bible" of codes, we found many codes were "off".

Almost all of the differences were trivial. And as long as we were submitting paper claims, these minor errors caused no problems. However, in electronic claims submission, the codes must be exact. If a code is wrong, the claim is rejected.

So we redid the diagnosis code file. While we didn't include every code from St. Antonies, we chose the most commonly used codes for musculo-skeletal and neurological problems and created an updated diagnosis code file.

We would like you to update your data with this new file. However, we also know that many of you have spent

a lot of time customizing your codes. Thus, we are supplying the corrected codes in two forms. First, we put the list in the upgrade program, which asks you if you want to replace yours with the new one. Secondly, we are enclosing a printed list. If you don't let upgrade replace your file with the new one, at least check your current codes to make sure they're right.

## NEW FORMS SUPPLIER

**J**ust Cards, located at 3 Surf Road in Islip, NY 00123, (516)-581-6160 offers NY Workman's Comp forms in NCR format. They also come overnight instead of the 3-4 weeks it takes W'COMP to send them.

One of the best deals is on the new MEDICARE forms from Retrieval Business Systems at P.O. Box 1097, Milan, IL 61264, (800)-447-0523. Be sure to order these forms early! You'll need them when 6.10 comes out in February/March.

## INSURANCE ID CODES

Carriers that don't take electronic claims are automatically sent paper claims by the clearing house. Below are some of the major carriers that do accept electronic claims.

<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

Carriers are continuously joining the electronic claims bandwagon. Updated lists will be sent periodically.

## COMING ATTRACTIONS

Most of you loved the new schedule module introduced in the last upgrade. The one complaint we had was that it did not handle multi-doctor offices. This will soon change because we're modifying it so it can handle upto 10 different doctors. This change is planned for the spring upgrade.

Very shortly after you get 6.00, you will receive 6.10. This is a language upgrade that boosts the capabilities of HandyWork tremendously. One thing you'll notice right away is the new look for the windows. And that's just on the surface! You can soon expect HandyWork to be even faster and friendlier than ever.

SOAP notes are becoming more and more important. We've noticed in our office that we get more and more requests for information than ever before. We have several ideas on how to implement SOAP notes, including writing our system, providing a gateway for Quick Notes, etc. One of our dealers in the Chicago area has developed a HandyWork compatible Soap Notes system that we will explore integrating into HandyWork shortly. As this is a very large project, we may not finish it until the fall of 1992.

As we get feedback from the claims clearing house on common billing errors, we will take steps to reduce them. As 6.00 is the first version supporting Electronic Claims Submission, we know its not yet perfect. Give us your comments, problems and suggestions so that we may both grow together!

## DATA CONVERSIONS

Many Chiropractors are stuck with expensive systems that fail to meet their needs. We want them to be able to switch to HandyWork easily so we offer free conversion.

With Federal Express Overnight delivery they can be out of their old system and into HandyWork without missing more than a day of work!

## POLICY STATEMENT

There is only one price for HandyWork, \$695. And this is for the complete system. Others may sell stripped down systems lacking valuable features requiring you to purchase them separately. We have no extra charges for Electronic Billing, or Multi-User or Multi-doctor. Our Appointment Book comes standard. And when SOAP notes are added in the fall, they'll be free to current users too!

And our first year of support is really free. Including our toll-free support line. That's because we know that learning a new program can be confusing. And while we think HandyWork is easier to learn and use than most, we're still here to help you over the learning curve.

Our intentions are to offer a high quality product at a very modest price. We'll go the extra yard on service and support because we know that's the only way to make you happy.

And if you like HandyWork, we'd appreciate your telling your friends.



## TO ORDER HANDYWORK

Enter the data you use for your practice:

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State & Zip \_\_\_\_\_  
Phone \_\_\_\_\_

Mail to:  
HandyWork  
132 East 29th Street  
New York, NY 10016  
or call:

212-889-8878, FAX 212-889-8830