# VITAL

## Message from the Chief

*Four Weeks on the Street*

**Ron Flormann, Chief Commercial Officer**
*Glenwood Systems LLC*

I've just returned from a four week whirl wind road trip visiting Physician Offices in several states with a few of my Regional Managers.  What a learning experience this was!

Our goal was to personally introduce Glenwood Systems and our CCHIT 08 certified GlaceEMR electronic medical records system to as many practice managers and physicians as possible.  We visited 100s of offices and spoke with 100s of people.  I was amazed by how few physician practices were paperless and totally unprepared if a disaster were to destroy all of the paper patient files and their in-house billing records.  More interesting were the reasons I heard for not exploring and implementing an electronic medical system (EMR) and the misconceptions associated using such a powerful medical practice tool.

It occurred to me that the biggest issue surrounding EMR

### INSIDE THIS ISSUE

## The Biller's Tips

*The Importance of Eligibility Verification and Coverage information*

**Mindy Meyers**
*Glenwood Full Service Billing*

In many offices it is still common practice for the front office to make a copy of the patient's insurance card and not verify eligibility at the time of the patient visit.

To approach a 100% insurance collection ratio, it is important to check eligibility at or before each patient visit.

With the advent of Medicare and Medicaid HMOs; patients change HMOs frequently, sometimes done by agents without the patient's knowledge.

It can be difficult to recover payments from HMOs for a variety reasons including:

- Non-participating provider status
- Pre-authorization requirements
- Short time filing deadlines
- Paper-only claims submission option etc.

To avoid these collection pitfalls, we find the following tips useful:

1. Use an eligibility verification tool.

- Through GlacePMS
- Carrier website
- Eligibility verification websites like Navinet

Be sure you obtain usernames and passwords to check eligibility.

2. Make a list of participating HMOs along with Medicare with provider numbers, co-pay / authorization requirements and allowed amounts for commonly used codes and post them at the front desk for ready reference.

system implementation is a lack of education on the subject. The perceived issues I heard included concerns about affordability, government requirements, interoperability, data security, difficulty of use and the effect that system implementation has on the practice. These may have been issues in the past, but a current CCHIT 08 certified EMR system from a company with a rich service history nullifies each of these misconceptions.

Not only are affordable, easy to use systems like GlaceEMR available, but increased office efficiencies, medical practice cost savings, improved charge capture, improved staff and patient satisfaction, business continuity benefits and the financial incentives for meaningful utilization far outweigh any modest learning curve.

If you haven't started the due diligence required to find the best EMR system for your practice I encourage you to start today. Remember, no two practices are the same, so be sure to review systems that provide you flexibility and a company providing personal service.

I hope you will include GlaceEMR for review during you selection process ☺

## What's New with GlaceEMR

*Unlimited Free Training now available for GlaceEMR users*

**Sam Manickaraj**
*Technical Director*

One of the biggest concerns we've heard as we speak with prospective clients is dissatisfaction associated with past EMR training. Common practice is that during implementation a trainer shows up at the practice and a multi-day "boot camp" begins. The practice slows to a halt as each member of the staff is subjected to a barrage of new stimuli. The physician is paying for the training so everybody is trying to cram as much as possible into a two or three day period. Finally the training comes to an end, the trainer departs and the entire staff breathes a sigh of relief. Tired and overloaded they head home for the weekend. Monday comes, everybody is excited and UH OH, what did that

guy say last week…. Sound familiar?

The Glenwood Training Team continues to address the needs of the market place with the introduction of **GlacePractice**, a unique unlimited, ongoing training program.

It is not uncommon for a training participant to capture 80% of the new information during the initial training and have a need to review the module again to pick up the balance.

After testing various training techniques, the team found that regularly scheduled modular webinars each focused on a specific area of GlaceEMR will improve retention and use.

This interactive free online classroom format allows questions from participating practices and is effective for initial and refresher training and mimics the institutive workflow within the office.

# Business Health Tips

*The Importance of a Business Continuity Plan*

**Mort Schaeffer**
*Glenwood Business Office*

What happens when your business is affected by disaster - a fire, flood, tornado, hurricane or earthquake? How do you recover operations and get back to business? Imagine the impact one of these events would have on your practice, staff and your patients.

A medical practice using an in-house server (without off-site backup) to manage their billing and paper patient files has the highest risk of losing all of their business information – and their business..

It recently happened to one of our Clients and it can happen to your practice. The fire destroyed it all – don' be a victim of unpreparedness.

Recovery starts with a plan - a Business Continuity Plan - that is communicated to staff and patients before the tragedy occurs outlining how your business will operate after the disaster occurs.

## HEARD ON THE STREET

A mechanic was removing the cylinder heads from the motor of a car when he spotted a famous heart surgeon in his shop standing off to the side, waiting for the service manager to come take a look at his car. The mechanic shouted across the garage, "Hello Doctor! Please come over here for a minute." The famous surgeon, a bit surprised, came over to the mechanic. The mechanic straightened up, wiped his hands on a rag and asked argumentatively, "So doctor, look at this. I also open hearts, take valves out, grind 'em, put in new parts, and when I finish this will work as a new one. So how come you get the big money, when you and me is doing basically the same work?" The doctor leaned over and whispered to the mechanic "Try to do it when the engine is running."

## CALENDAR OF EVENTS

AMERICAN COLLEGE OF EMERGENCY PHYSICIANS( ACEP)

BOSTON, MA
OCTOBER 5-8

AMERICAN ACADEMY OF PHYSICIANS (AAFP)

BOSTON, MA
OCTOBER 14 - 18

AMERICAN ACADEMY OF PEDIATRICS (AAP)

WASHINGTON, DC
OCTOBER 17 - 18

AMERICAN SOCIETY OF NEPHROLOGY

SAN DIEGO, CA
OCTOBER 27 – NOVEMBER 1

AMERICAN COLLEGE OF CHEST PHYSICIANS (AACP)

SAN DIEGO, CA
TIME OCTOBER 31 – NOVEMBER1

3. Ensure that you check the eligibility FROM and TO dates and report it to billing. Some older claims may be covered by the new card. Be sure to report the insurance information clearly to billing - relationship to the covered, effective dates and primary/secondary status.

4. Check eligibility for EACH visit that the batch eligibility check did not report ACTIVE insurance.

5. Always get insured person's ID information (spouse / parents) for reference. This is especially relevant when dealing with new born babies and children.

6. Check eligibility for Secondary insurance as well. This prevents future disputes when secondary payor does not respond to claims or pays the patient.

7. Watch out for HSAs (Health Savings Accounts) or high deductible plans. If the patient has HSA, it is OK to collect an estimated carrier allowable amount at the time of the patient visit towards the visit. Any overpayments can be easily adjusted. It is difficult to collect an underpaid visit.

Checking insurance eligibility is the number one factor for successful collection. Surprisingly, it also helps improve patient satisfaction. Patients presented with their pay portion upfront are less likely to feel dissatisfied when compared patients who receive bills in the mail.



.
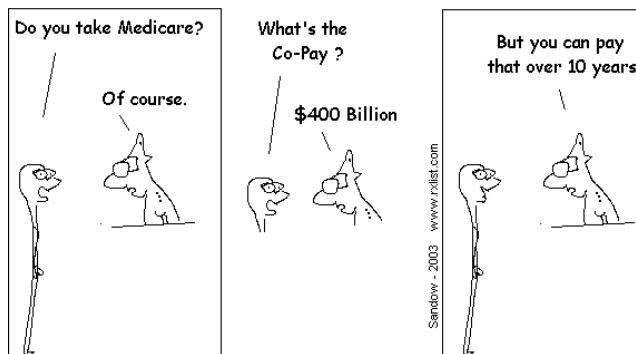
# EMR NEWS

THE HITECH ACT AUTHORIZES A HEALTH INFORMATION TECHNOLOGY EXTENSION PROGRAM (EXTENSION PROGRAM). THE EXTENSION PROGRAM CONSISTS OF REGIONAL EXTENSION CENTERS (REGIONAL CENTERS) AND A NATIONAL HEALTH INFORMATION TECHNOLOGY RESEARCH CENTER (HITRC). THIS FUNDING OPPORTUNITY ANNOUNCEMENT SEEKS APPLICATIONS FROM QUALIFIED ENTITIES TO SERVE AS REGIONAL CENTERS WITHIN THE EXTENSION PROGRAM

The Regional Centers will offer technical assistance, guidance and information on best practices to support and accelerate health care providers' efforts to become meaningful users of Electronic Health Records (EHRs). The Extension Program will establish an estimated 70 (or more) Regional Centers each serving a defined geographic area. The Regional Centers will support at least 100,000 primary care providers, through participating non-profit organizations, in achieving meaningful use of EHRs and enabling nationwide health information exchange.

Go to:

http://healthit.hhs.gov/portal/server.pt?open=512&objID=1335&mode=2&cached=true

---

A good plan contains:

- A Business Flow Chart
- Outline of operations critical to the practice
- Data backup program
- Emergency Payroll / Accounting System
- Plan to contact Employees, Patients and Suppliers
- Succession of management

Two good sources of business continuity planning information can be found www.disastersafety.org and www.ready.gov/business .

To protect your data, go paperless in the office. An ASP (web based) EMR and billing system such as the Glenwood Systems Remote Backup Solution (HIPPA compliant) and GlaceEMR (CCHIT 08 certified) offer you the greatest protection. These systems house data offsite and prepare for disaster with redundancy programs built in. If you insist on an in-office buy a NAS device and host it in your home or your alternative office location (if you have more than one office).

If you would like more information about programs to protect your clinical and billing records please call us toll free at (888) 452-2363.

www.glenwoodsystems.com

---

Glenwood Systems LLC
81 W. Main Street, West Wing 3rd Floor
Waterbury, CT 06702

ADDRESS CORRECTION REQUESTED

Mailing Address
Street Number and Name
City, State  98765-4321