Spring 2006

An Update for Centricity Users in the Southeast

best practices

Electronic Eligibility Verification Now Available

Imagine the possibilities! No more phone calls to verify coverage. No more rekeying patient data on carrier websites. No more limits on how many patients you can verify at once. Electronic eligibility verification has arrived — and the benefits are many:

Electronic Eligibility At A Glance

- Save time
- Increase data accuracy
- Get crucial information in advance
- Ensure cleaner claims

Speed — With a high-speed internet connection, practice administrators can now verify eligibility in real-time. Front desk personnel can be off the phone and focused on interacting with patients.

Accuracy — Reading patient data over the phone or rekeying it into a carrier website increases the possibility of error. With electronic verification, the data comes directly from your practice management system. All results are updated immediately.

Batch Eligibility — Want to get ahead? Staff members can now check eligibility for an entire schedule a day or two in advance, allowing time to address insurance issues before patients arrive.

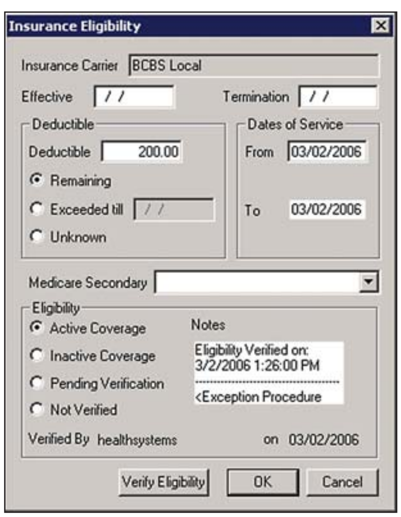
Cleaner Claims — By checking the patient ID and the patient name with your state payers, you will be assured that both are valid and correct before you ever send out a claim. In some cases, information on patient deductibles and co-payments is also available.

"Electronic eligibility is something our customers have wanted for a long time," said HealthSystems' Maurice Rosenbaum. "We believe it's going to improve the efficiency of every medical practice and save our customers an enormous amount of time and hassle."

How It Works

In Georgia, McKesson is offering an electronic eligibility package that includes a free high-speed internet connection, with a charge per individual eligibility request. For Alabama customers, HealthSystems has developed its own Medicare and Blue Cross & Blue Shield eligibility-claims status plug-in, which will handle eligibility and claims status over a high-speed gateway. The HealthSystems product will be priced on a per doctor or other provider basis, with unlimited transactions and eligibility requests.

If you are interested in learning more about electronic eligibility, please contact Karen Byrne at kbyrne@healthsystems.net or 404-207-1295.



Training Takes Off at HealthSystems

EMR Clinical Consultant Shannon Rogers explains system set-up features for the physicians and administrators of Allergy Partners during a recent training session.

Educating clients to be productive, effective and self-sufficient — that's the mission of the HealthSystems training group. With highly experienced, full-time trainers and a new training space at HealthSystems' Atlanta office, the group is reaching more clients than ever with up-to-the-minute training on GE Centricity Physician Office and third-party software.

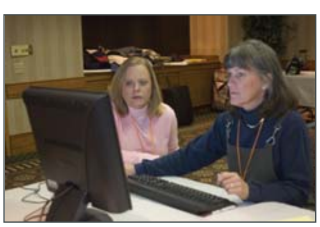
Led by Lisa Bonner, Director of Training and Implementation, the training group has combined experience of 110 years. Almost all of the trainers have worked in clinical settings, several of them are GE Certified, one is a registered nurse and one is a long-time educator. "We have a wide variety of healthcare and education backgrounds, and I believe that serves our clients well," said Bonner.

The group conducts most of its training — about 90% — onsite at client practices, but complements these onsite efforts with state-of-the-art online and classroom training. EDI training is the most popular, with Reports and Administration classes vying for a close second. New Administrator and New User classes are always in demand to accommodate staff changes at our client practices. And with more carriers requiring secondary claims to be filed electronically, a recent Electronic Secondary class was a huge hit.

Flexibility is key to the training group's success. "We try to stay on top of what our clients need," said Bonner, "and we fine-tune our classes to answer the questions of the specific participants involved. For example, we're now developing our own CPO-PM materials for new practices, based on what we know our new users really need and want to know."

Client feedback is very positive and keeps the group motivated to do even more. "We really love working with our clients," Bonner said. "It's very gratifying to know that they're enjoying using their software to the fullest and keeping their practices running smoothly."

Do you have a training request? Email training@healthsystems.net or call 404-207-1312.



Annual User Conference Earns Kudos

The 2006 User Conference was a smashing success, full of engaging learning sessions, informative presentations by GE personnel, and lots of interaction among Centricity users. Over 150 attendees enjoyed four different learning tracks geared to specific office functions, and the two-day format gave plenty of time to each topic. Here's a sampling of attendee feedback:

"The most enjoyable conference I have ever attended ..."

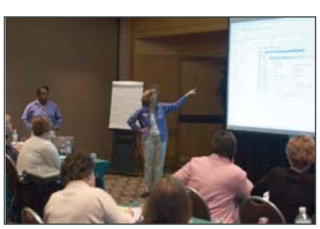
"What a lot of information we received ..."

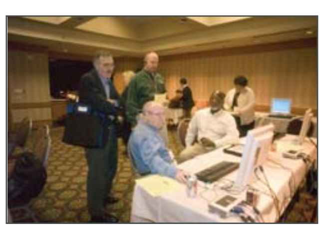
"Each and every person was helpful ..."

"An outstanding job ..."

"You really know the meaning of customer service ..."

If you are interested in helping to plan our next User Conference by serving on our steering committee or if you are interested in forming a local user group, please contact Karen Byrne at kbyrne@healthsystems.net or 404-207-1295.





Ask the Experts

The HealthSystems support staff knows many tricks and tips to help you use your Centricity office system more efficiently. Here are answers to questions frequently asked of support team members Aida Anderson and Shannon Rogers.

Aida Anderson joined the HealthSystems support team last year as an EDI and Remittance specialist. Previously, she worked in the GE Healthcare Technology Centricity support group in Texas, and prior to that, she served for nine years as an office manager and billing manager for two clinical practices.

Eligibility

By Aida Anderson

Q: How can I submit an eligibility request?

A: You can set up real-time eligibility processing with McKesson or by using the HealthSystems Alabama Blue Cross & Blue Shield Eligibility and Claims Status plug-in. Both allow real-time eligibility processing. You can send eligibility requests immediately after you request to verify eligibility.

To verify eligibility via Patient Information:

Click the Details button of the insurance window. After the Additional Policy Information Window opens, click the Verify Eligibility button.

To Verify eligibility via Scheduling:

For all applicable patient appointments in a schedule: Select Edit, then Verify Eligibility for Schedule.

For individuals: Select an appointment then select Edit, then Verify Eligibility. Or, right-click on an appointment and select Verify Eligibility to verify eligibility for that individual. After the Insurance Eligibility window opens, click the Verify Eligibility button.

A registered nurse, **Shannon Rogers** joined the HealthSystems implementation team last year as a clinical consultant. Shannon previously worked with TriCounty Technical College as an instructor, and with the South Carolina Department of Health and Environmental Control as a program manager.

EMR — Filed in Error Documents

By Shannon Rogers

Q: What can I do to fix an update posted to a patient's chart in error?

A: If a chart update is posted in error, you can classify the document as Filed in Error. Clinical list items added or changed in the misfiled document will be permanently removed from the lists and noted as changed in Clinical List Changes. To correct a misfiled document:

1. Verify that you have Filed in Error SIGN or Filed in Error SIGN (additional signature required) Document Signature privileges.
2. From Chart, click the Documents tab.
3. Select the following types of misfiled documents:
   - Signed documents
   - Unsigned documents with no clinical list changes
   - Signed or unsigned transcriptions
4. In the Actions menu, select Document > File in Error. The Clinical List Changes window displays the list items and observations that will be permanently removed from the patient's chart.
5. Click Yes to remove the items, click No to cancel. The document text is marked Filed in Error and FIE is noted on the document summary. Clinical list items are permanently removed from Chart Document list and noted as Removed in the Clinical List Changes. To see Filed in Error documents in the documents list, open the Chart tab and click Organize. Under View Name, select Filed in Error.

To post the misfiled document to another patient's chart, copy the contents of the Filed in Error document, then start a new update. Paste the document into the new update, make all clinical list updates from the original document, then sign the new document.

Do you have a question for our technical experts?
Email us at support@healthsystems.net

Mark Your Calendar

Please make note of these upcoming events.

March

- **1-3** Alabama Medical Group Management Association (MGMA), Birmingham (The Wynfrey Hotel)
- **21** Statements (web-based training, 2-3:30 pm)
- **28** Electronic Filing of Secondary Claims (web-based Training, 10-11 am)
- **30** Reports Demystified (web-based training, 2-4 pm)

April

- **13** Statements (web-based training, 10-11:30 am)
- **27** Reports Demystified (web-based training, 10-12 pm)
- **28 & 29** Centricity Healthcare User Group Conference, Portland, Oregon
- **28 – 30** Georgia Medical Group Management Association (MGMA), Braselton (Chateau Elan)

May

- **13** Medical Association of Georgia, “EMR Decision Time: Rx for Success,” Tifton (The UGA Center)

June

- **10** Medical Association of Georgia, “EMR Decision Time: Rx for Success,” Atlanta (Cobb Galleria)

We are continuously adding new classes and events to our training schedule. For up-to-date information and registration details, visit www.healthsystems.net/events.htm.

NEWS & NOTES

GE Acquires IDX, Practice Insight

GE Healthcare has acquired IDX Systems Corporation, a leading healthcare IT provider for very large group practices, hospitals and integrated delivery networks. The acquisition enables GE to offer a comprehensive suite of financial and business solutions for medical groups of all sizes, and cements the company’s position as a leading provider of global healthcare information solutions.

GE Healthcare also recently purchased the Practice Insight data analysis tool featured in the Fall 2005 issue of this newsletter. Given their new ownership of the product, it’s likely that GE will more fully integrate Practice Insight into the Centricity Physician Office suite, making it an even more valuable data analysis tool exclusively for Centricity users.

“For our customers, these transactions underscore GE’s commitment to the healthcare field and reinforce the practicality of investing in GE Healthcare technology,” said HealthSystems’ Bart Segal. “These acquisitions indicate that GE is absolutely dedicated to shaping the future of patient care for large and small practices everywhere.”

How to contact us...

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Online support is available at www.heathsystems.net/support.htm

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