

best

practices

Claims Management Made Easy with Centricity EDI

Your practice's revenue cycle depends on a seamless flow of information across the entire organization, from the first point of patient contact through final reimbursement. With Centricity's new EDI Services, users can enjoy an integrated, web-based, all-payer claims management system that saves time, reduces hassles and improves cash flow.

Non-Aggregation of Claims —

Claims are sent quickly – not aggregated – via one connection to more than 2,500 payers. Because claims are automatically scrubbed at GE before submission, and they are cleaner and get sent within hours of service, you get paid faster.

Proactive Monitoring & Support —

Centricity EDI automatically monitors all transactions to ensure that claim files are successfully transmitted, that payers have received the claims, and that every claim has been received into the payers' backend adjudication system. The system identifies where claims may have been dropped or delayed in the processing cycle. You are then notified of any irregularities.

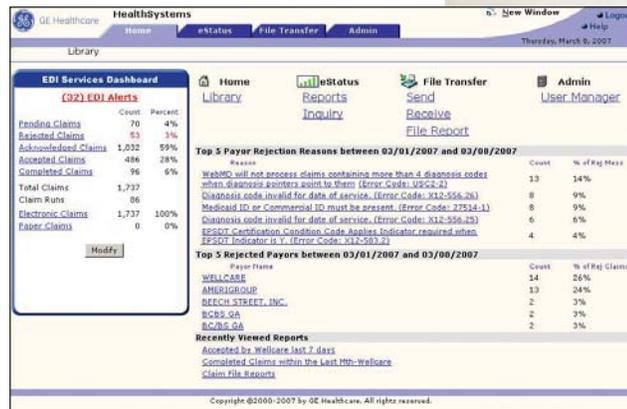
Real-Time Web Status Updates —

Using the Centricity EDI eStatus online web portal, you can track claim files, runs and individual claims. Centricity EDI also provides administrators with an easy-to-see dashboard overview of their entire EDI business.

Tight Integration —

Tight integration between Centricity PM and EDI ensures that all claim statuses get updated. You will no longer have to review carrier specific reports (CR) as carrier level information will automatically update both the Visit status and the EDI notes on the Claims tab. Standard reconciliation reports are provided with every EDI file. Using Centricity EDI, electronic claim creation and submission works identically to other clearinghouse processors with Centricity plug-ins, so there are no new steps to learn.

Those who attended the HealthSystems User Conference heard more about Centricity EDI from GE Vice President George Langdon, who noted that larger practices have been using Centricity EDI for years with great success. "In Georgia and Alabama, larger practices using Centricity EDI are seeing 98 to 99 percent of their claims submitted,



acknowledged and accepted within 48 hours, improving their cash flow substantially. This is the future of EDI, and we're delighted to be introducing it to all Centricity users in the Southeast."

One HealthSystems client, Operations Manager Teresa Andrews of Decatur Pediatrics, was an early adopter of Centricity EDI, and is already convinced of its benefits. "I've used every EDI out there and this one is superior to all of them," Andrews said. "It's quick, simple and easy to use. The interface is completely transparent, so you feel like you're very much in control. Plus, we get status information back within about 24 hours. Centricity EDI is a major plus for our practice."

To find out more about Centricity EDI, you can watch a quick demo at www.gehealthcare.com/usen/hit/videos.html or contact Jan Jennings at jjennings@healthsystems.net or 404-207-1289.

It's NPI Time!

By now you probably have your National Provider Identifier (NPI), which is required to be in use by May 23, 2007. But in order to use it with Centricity PM, HealthSystems needs to install the free Centricity Service Pack 7.1.1., which is an upgrade to Centricity 2004 and includes new fields to enable NPI readiness.

We will be contacting your practice individually to schedule your update. In the meantime, we highly recommend that you attend one of our online training webinars to learn more about the setup and use of the new NPI fields. To register for a webinar, please visit www.HealthSystems.net/events.htm.



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GE Healthcare
Centricity Practice Solutions



User Conference Blooms at Callaway Gardens

Centricity users from around the Southeast flocked to Callaway Gardens in Pine Mountain, Georgia, for the 2007 HealthSystems Centricity User Conference in January. Anxious to hear news of the new Centricity Practice Solution, EDI options and EMR topics, attendees were enlightened by informative presentations, multiple break-out sessions, a user lab, roundtables, and informal networking opportunities with each other, vendors and GE Healthcare representatives.

“As a newcomer to EMR, the conference gave me a great opportunity to network with experts and experienced users,” said Dr. Dean Firschein of Allergy Partners. “My time was well-spent over the weekend — I have recommended it to my all my partners.”

“I learned so much today,” said a Linda Alcorn, accounts receivable manager at Southside Kidney Center. “I now realize how much Centricity can do.”

“You were all very thorough,” said Ross Orthopaedic Wellness Center Administrative Manager Helen Marie.

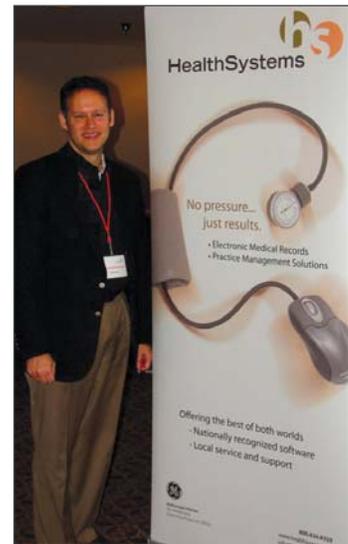
“Everyone did a great job.”

While Centricity was the focus of the event, attendees also enjoyed socializing at a reception co-hosted by HealthSystems and Medical Practice Technologies on Thursday evening, and a Casino Night on Friday.

We hope to see you at the HealthSystems Centricity User Conference next year!

User Conference

2



How to contact us...

Division	Phone	Fax	Email
Main Office	404-207-1300	800-834-8359	info@healthsystems.net
Sales	404-207-1314	800-834-5016	sales@healthsystems.net
Training	404-207-1312	800-834-5016	training@healthsystems.net
Billing	404-207-1299	404-506-9196	billing@healthsystems.net
Support	404-207-1311	770-936-1921	support@healthsystems.net

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

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 Ricky Higginbotham and Venessia Gresham.



Ricky Higginbotham joined our Technical Services team in late 2006. Previously, Ricky worked in a Centricity-based family practice in Athens, Georgia. He has many years of experience supporting both Centricity PM and EMR products, as well as Microsoft hardware, networking and operating systems.

Back Up and Recovery

By Ricky Higginbotham

Q: I'm getting a back-up error message when I log in to Centricity. What does this mean and what can I do about it?

A: This message indicates that your backup process has not completed successfully. Though you can click on "OK" and go about your normal tasks, please do not ignore this message. Contact our support team immediately.

Centricity has a two-part back-up process. The first part employs Microsoft SQL Server to create a back-up file or copy of your Centricity database. If for some reason this file is not created, Centricity will notify you at startup with an error message.

In most cases, the failure is attributed one of three issues: a piece of software called SQL Agent didn't run as scheduled, your server was shut down at the scheduled back-up time, or you have a shortage of disk space. Our support team will review your system, identify the problem and help you fix it.

The second part of the process copies the back-up file to external storage media, generally tape or an off-site web-based back-up solution. Centricity will not alert you to an error in this process, so be sure that you or your hardware vendor regularly verifies that your back-up files are indeed being copied.

Every practice should have a disaster recovery plan in place to ensure that data can be recovered from back-up media. It's important to "rehearse" this recovery periodically so that you know the process will work in case of catastrophe.

3

Unlocking a Locked Out User

By Venessia Gresham

Q: Sometimes users get locked out of the EMR system. Why does this happen, and how can I get them "unlocked"?

A: Users typically get locked out because they have exceeded the maximum allowable failed login attempts. When this happens, a message appears: "This user ID has been locked out."

To unlock the user ID,

1. Go to Setup/Settings and select Users. (You must have appropriate permissions to do this.)
2. Select the user name and click Change.
3. In Password, enter a new password for the user and reenter in Verification.
4. Check the box Require Password Change at Login.
5. Communicate the temporary password to the user. When the user logs in, the EMR application prompts them to change their password.

To increase the maximum number of login attempts:

1. Go to Setup/Settings/System/Security. (You must have appropriate permissions to do this.)
2. In the "Maximum Number of Login Attempts" box, change the number to a higher number, such as 5.

Note. If Superuser is locked out, contact the HealthSystems support team to reset the Superuser password.



Venessia Gresham joined HealthSystems in 2005, and has been in the healthcare industry for 16 years. Venessia previously worked in quality assurance and technical support for ProxyMed and NextGen, and began her career in a clinical setting.

Mark Your Calendar

Please make note of these upcoming events.

April

- 12 Atlanta MGMA, Atlanta (The Ashford Club)
- 12 Birmingham MGMA, AL (The Club)
- 12 East Alabama MGMA, Enterprise, AL (The Medical Center)
- 18 Mobile MGMA, Mobile (Springhill Medical Center)
- 19 Greater Atlanta Medical Managers Association (GAMMA), Decatur, GA (DeKalb Medical Center)
- 25 Tuscaloosa MGMA, Tuscaloosa, (DCH Regional Medical Center)
- 26 Central Savannah River Area Medical Manager Association, Augusta (Partridge Inn)

May

- 8 Huntsville MGMA at the Holiday Inn Select
- 10 East Alabama MGMA at SE Medical Center
- 15 Gadsden MGMA at the Gadsden Country Club
- 16 Mobile MGMA at Springhill Medical Center
- 17 Birmingham MGMA at The Club
- 23 Tuscaloosa MGMA at DCH Regional Medical Center
- 24 CSRAMMA-Augusta Area MGMA at the Partridge Inn

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

HealthSystems Team Expands

HealthSystems has added two new Centricity experts to assist clients with their PM and EMR training, support and development needs. Mary Kay Herman has joined us as a project manager and will be assisting with EMR training, support and form development. Mary Kay has eight years of experience with Centricity EMR. She previously worked for Texas-based CySolutions and for GE Healthcare. Ricky Higginbotham has joined our technical services department, assisting EMR clients with product installations, configurations and troubleshooting. Previously, Ricky worked for nine years at a family practice that used both Centricity PM and EMR. He has more than 16 years of experience supporting Microsoft hardware, networking and operating systems.

Georgia Explores RHIO and GHIE

Georgia Governor Sonny Purdue recently established a Health Information Technology and Transparency (HITT) Advisory Board to establish best practices on the use of electronic health records in the state. Along with the HITT, two related initiatives, a Regional Health Information Organization (RHIO) and the Georgia Health Information Exchange (GHIE), were also discussed at a recent Technology Association of Georgia (TAG) Healthcare Society meeting, which HealthSystems' Maurice Rosenbaum helped to coordinate as a member of the TAG Healthcare Society Board.

 HealthSystems
Center Pointe I
1100 Johnson Ferry Road NE, Suite 220
Atlanta, Georgia 30342-1709


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