

best

practices

What's Coming Next? GE Is Ready.

One of the major benefits of choosing Centricity for your practice is the fact that it comes from GE Healthcare — a global pioneer committed to keeping its products on the leading edge. When you invest in Centricity, you're getting all the resources of GE behind you, along with the company's commitment to help you manage the ever-changing healthcare landscape.

For example, ICD-10 is coming October 1, 2015, but it's been on GE's radar for many years. The company was ready for the first ICD-10 deadline in 2013 — since pushed back two years — and has continued to create support materials and product enhancements to smooth the way.

GE has earned accolades for its ICD-10 plan, particularly the predictive search feature in Centricity. So the technology is fully ready for ICD-10. Is your practice ready, too?

ICD-10 Webinars & Support

ICD-10 offers a number of advantages, but the idea of 68,000 codes makes users nervous. To help practices manage the transition, GE has not only updated Centricity — both CPS 11 and CPS 12 are ICD-10-ready — the company has created an ICD-10 Roadmap to help practices navigate the change. Via a series of webinars and other helpful tools, GE has a four-part plan for practices to follow: Initiate Your ICD-10 Project, Plan for the ICD-10 Transition, Design Your Solution and Execute on the ICD-10 Switch.

Each section of the plan is backed by videos, documents, checklists and webinars to help you manage the change and the workflow adjustments that will come with ICD-10. The path covers best practices for PM-only, EMR-only and PM/EMR workflows, as well as specialty workflows for orthopedics and cardiology. (You can find ICD-10 webinars under the Webinars & Events tab on our website.)

One of the best tools GE has developed — which will be especially helpful during the ICD-10 transition — is the Hosted Claims Manager add-on (see sidebar), which scrubs claims before they are submitted. This time-saving tool will not only reduce coding errors, but also assist in getting prompt reimbursement.

Stay Current

We strongly encourage you to stay current in your software so that you can take full advantage of all that Centricity offers, both in terms of the day-to-day running of your business and whatever changes are to come as regulations change and healthcare technology evolves.

Service Pack 10 is due out in August and will include several new problem search enhancements and other features to improve Centricity performance and stability.

HealthSystems is here to help you at every step along the way of your ICD-10 journey. If you have any concerns, please contact our support team — we'll be happy to answer your questions and get your practice set up for success.



Partner
Healthcare



Reduce Claim Denials with HCM

Think of Hosted Claims Manager (HCM) as your ICD-10 insurance policy — an automated way to scrub claims before transmission to reduce denials, potential underpayments and costly re-work.

"We've been using Hosted Claims Manager (HCM) since the day we went live with Centricity," said Ayme Fitz-Gerald of Alabama Orthopedic, Spine & Sports Medicine Associates. "HCM acts as an additional employee scrubbing our claims. By the time claims leave our office, I know they're as clean as they can be. I love it, trust it and depend on it. I don't know how offices get by without it!"

To schedule a demo or learn more, contact Janine Job at 404-207-1292 or JJob@HealthSystems.net.

SEUC Celebrates 10 Years

The Southeast Centricity User Conference went double digits this year!

Sponsored by HealthSystems at Chateau Elan in Braselton, Georgia, the 10th annual conference was well attended. Centricity users, vendor partners, GE executives, employees and industry experts made it a memorable SEUC.



According to keynote speaker Peter Kinhan, VP and general manager of Ambulatory Practice and Integrated Care Solutions at GE Healthcare, “It was great to get close to our customers and learn what their challenges are locally. Nothing can replace face-to-face time.”

In his keynote, Kinhan discussed GE Healthcare’s commitment to Centricity users, noting that GE has “doubled down” on this segment of the business and is completely strategically aligned with customers like those in attendance at the conference. “There are certainly challenges facing these organizations,” he said. “We’re here to help them.”

Attendees had positive feedback from the conference. “It was perfect,” said a first-time attendee. “The schedule, the food — it all worked well. I also appreciated that the HealthSystems staff reached out to me to give me a little extra guidance since I was new to the conference.” Veteran attendees also enjoyed the event. “This was a great place — my favorite of the three SEUCs I’ve attended,” said one practice administrator.

Several attendees noted how helpful it was to spend time with others using the Centricity product. “It’s great to network with other



administrators and talk about what their practices are experiencing,” said one guest. “I also enjoyed the speakers, especially those from GE who gave us a peek at the future and what to expect for Centricity in the next few years.”

The next SEUC will be held in the fall of 2016. We hope to see you there!

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CHUG at C-Live to Be Annual Event



Last spring, the Centricity Healthcare User Group (CHUG) joined GE’s Centricity Live for a joint event in Orlando, creating a huge draw for Centricity users around the country. The conference went so well that the two organizations will be making it an annual event.

“The joint event delivers outstanding educational opportunities and avoids making practices choose to attend separate CHUG and Centricity Live conferences,” said HealthSystems’

Maurice Rosenbaum. “Bringing these events together combines the best of both organizations in terms of thought leadership.”

In addition to combining forces for the spring conference, CHUG also recently launched a new initiative to strengthen ties with Centricity VARs, inviting them to become more active with the organization. To facilitate this process, CHUG requested that one representative from each VAR participate in the 2015 CHUG board meeting with the goal of creating

a formalized agreement between VAR partners and CHUG. “The best way to improve the Centricity product is to get the voice of the user,” explained CHUG President Etan Walls. “That’s how we can ensure that we’re all working at peak performance.”

CHUG will now have a dedicated space at its events for VARs — a “VAR Lounge,” where VARs can meet with customers. CHUG has also invited VAR representatives to conduct Centricity training sessions at CHUG events, including an ICD-10 session at the upcoming fall conference in New York. “We’re a collaborative group,” said Walls. “We want to be the eyes and ears of the user community so that Centricity will be the best it can be.”

For more information about CHUG, visit <https://CentricityUsers.com>.

Four New Add-Ons Increase Efficiency for Centricity Users

For years, our customers have relied on us to help them fine-tune Centricity for their specific needs. We're now excited to introduce the next evolution in practice problem-solving with the development of four products that help HealthSystems' practices run more smoothly:

Patient Flow Tracker

Designed to help busy offices keep track of patients and clinicians, Patient Flow Tracker helps you monitor patient flow, identify bottlenecks and increase efficiency, improving the patient experience overall.

As soon as patients check-in, Patient Flow Tracker lets you see the location of care (i.e., waiting room) and status (i.e., how long they've been checked in). Once roomed, staff can update the patient status in the EMR, and Patient Flow Tracker tracks each change so your information is up to the minute.

Staff and clinicians can easily see summary information for the patient, which can be filtered based on location, pod, doctor and resource. Reporting delivers metrics and averages so you can better evaluate bottlenecks and improve patient flow. Patient Flow Tracker is available for PM only, PM/EMR, or EMR Oracle.

Fee Schedule Loader

Having updated fee schedules is a must, but keeping them current has

required an excessive amount of time — until now.

"I absolutely love the Fee Schedule Loader," said Cindy Yancey of The Orthopaedic Clinic in eastern Alabama. "I used to dread the downloading process, but this takes only seconds to apply. It's fantastic!"

HealthSystems' Fee Schedule Loader makes it easy to update, copy or create a new fee schedule in minutes. You can update the fee, allowed and/or RVU amounts with just a click. It's really just that simple!

With updated fee schedules, you'll know exactly what you should be paid for each procedure. You can also easily flag discrepancies, manage your accounts receivable and forecast cash flow more accurately.

Chronic Care Management Module

This new module lets practices easily capture and automatically bill for all the time clinicians spent outside the exam room — on the phone or online — providing "non-face-to-face" chronic care management (CCM) per CMS's new CPT code 99490.

This code presents a significant opportunity to increase revenue simply by billing for what you're already doing. Our tool lets you easily track minutes of CCM time spent.

Keys to making a CCM program effective fall into three categories, all

provided by the HealthSystems CCM module. Start with a comprehensive "shared care plan," then track different events performed for the patient, and finally automate the billing aspect to make it easy.

Audiogram

A boon for ENTs, our Audiogram solution allows practices to enter all the standard frequencies as measured by an audiometer and graph the results. The graphing tool is designed to replicate all the ANSI industry standard symbols for air/bone



conduction, and includes options to display test results based on the use of headphones, insert phones, sound field and aided sound field.

"It's finally easy to include the audiogram in an office visit," said an audiologist at Tuscaloosa ENT. "The audiogram module allows the hearing test to be included on the same form with the office visit instead of on a separate scanned page."

For more information about any of these products or to schedule a demo, contact Janine Job at 404-207-1292 or JJob@HealthSystems.net.



How to contact us...

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

Mark Your Calendar

Please make note of these upcoming events.

August

3 - 5 Alabama MGMA, Destin, FL
(Hilton Sandestin Beach & Golf Resort)

September

2 - 4 South Carolina MGMA,
Myrtle Beach
(Hilton Myrtle Beach Resort)
16 - 18 North Carolina MGMA Leadership
Conference, Pinehurst
(Pinehurst Resort)

October

1- 3 CHUG, New York City
(New York Marriott Marquis)

We are continuously adding new events to our schedule. For up-to-date information, visit www.healthsystems.net/events.



NEWS & NOTES

Employees Help with Dash4Dad

Eight HealthSystems employees volunteered at the ZERO Prostate Cancer Run/Walk and Kids Superhero “Dash for Dad” in June. These intrepid volunteers reported for duty at 6 am on the day of the event, which was part of 40+ run/walks across the country.

Approximately 500 people participated in the Atlanta event, which raised nearly \$60,000 for prostate cancer research, advocacy and financial assistance to patients.



See Whitepaper for ICD-10 Tips

If you are concerned about how ICD-10 implementation might affect your cash flow, we have some must-read information for you on our website. “Six Steps to Safeguard Your Revenue Cycle from ICD-10” is a whitepaper sponsored by HealthSystems. In it, you’ll find excellent tips for ICD-10 implementation preparedness. To download a copy, visit the “Resource Center” section of our website and click on “Brochures & Whitepapers.”

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