

Latest practice management news and product information for healthcare professionals

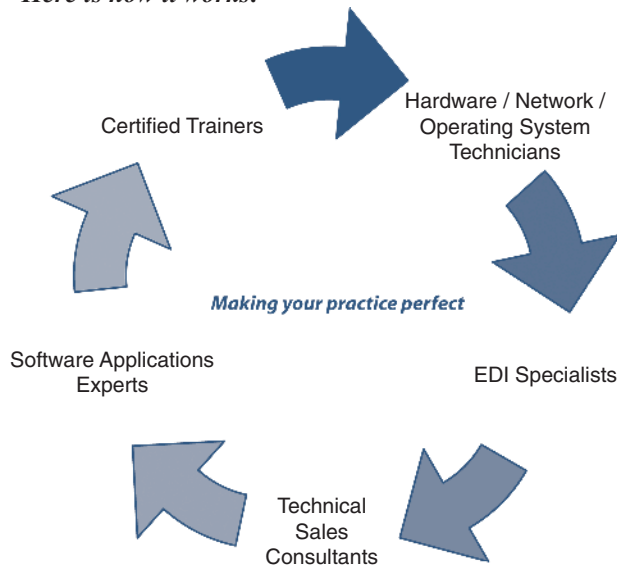
## 1<sup>st</sup> Rate Support ...

### How does it Work?

Keeping your practice management system functioning at the highest level and your office running smoothly requires a multi-level, integrated support system that includes: hardware/networking technicians, software application experts, technical sales consultants, EDI specialists, and certified trainers.

1<sup>st</sup> Care's new facility and growing structure has aided in the implementation of this new support system.

Here is how it works:



The above diagram illustrates the integration of all support disciplines working as one to improve the overall quality and performance of the practice management system(s) as it applies to specific practice needs. (Continued on page 2)

## Calling All Users...

### MediSoft, Lytec, Charting Plus EHR

User Groups provide the ideal networking environment for you and other NDCMediSoft, Charting Plus or NDCLytec users. Meet other users in an informal setting to exchange ideas and discuss the applications that impact today's fast-paced practice management environment.

NDCMediSoft Users are gathering together on July 29th for a user group discussion on: tips and tricks, work list management, reporting customization and more.

User groups for NDCLytec and Charting Plus EHR are coming soon.

User groups are aimed to help you get the most out of your investment. If you would like to attend or have topic suggestions, please contact Dorothy Brown at 866-983-7068 or by fax at 609-354-0314.

## Are You Current? NDCMediSoft V.10

### Why are upgrades and advancements necessary?

Keeping up with technology is essential for today's physicians. 1<sup>st</sup> Care Consulting and NDCMediSoft V.10 are helping today's busy physicians get back to the basics of healthcare with:

- .. HIPAA readiness
- .. Data encryption
- .. Improved collection management
- .. Automatically generated patient statements
- .. Advanced reporting options
- .. And more!

The above improvements and recent developments in practice management technologies will reduce time and energy spent on managing the business facet of the medical practice, allowing the modern physician to redirect the focus to patient care *letting technology do the rest.*

If you aren't using the current version of NDCMediSoft and would like a price quotation please call 866-983-7068.

\* Please see "Tech Talk" for V.10 System Requirements

### What's Inside

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## 1<sup>st</sup> Rate Support *(Continued)*

### New support protocol:

1. Support call is triaged to one of the following departments: EDI, software application, training, hardware/network/operating systems, or technical sales.
2. The 1<sup>st</sup> Care specialist supporting your call will work in a multi-disciplinary fashion, looking at all possible sources of error and outcomes, as well as coordinating the necessary support with all areas of expertise at 1<sup>st</sup> Care.
3. If we do not find you a solution... YOU DON'T PAY!

### Example:

*I am not able to transmit my claims electronically...help!*

This call would be directed to the EDI specialist. After careful assessment it was determined that there is a problem with the modem. The network engineer would evaluate the situation and suggest a solution to correct the modem problem.

**Keeping your practice management systems functioning at the highest level and your office running smoothly requires a multi-level, integrated support system.**

*I am now getting errors when I submit my claims electronically to Medicaid.*

The network engineer and the application technician would evaluate the error. It has been determined that the Medicaid cross over claims have been repeatedly entered incorrectly. The certified practice management software trainer would then discuss options of on-site training to correct the problem and to ensure accuracy in data-entry / claims submission going forward.

### Example:

*My ERA does not work with my NDCMediSoft Version 10.*

There was a manufacturer error in the ERA programming and compatibility NDCMediSoft V.10. NDCHealth has since released a service patch to correct the issue. In this situation you would not be charged a support fee.

Note: Operating system technicians are Microsoft certified.

Having problems with your practice management system, hardware, network, operating system, data corruption, or just need training? Contact 1<sup>st</sup> Care Consulting's 1<sup>st</sup> rate support team at 866-983-7068.

## Electronic Lab Results

### ***Make receiving & reading results easier!***

The same company that brought you NDCLab Connect now offers a way to completely integrate the lab process from start to finish. After you submit all information to the lab using NDCLab Connect you will receive all lab results via the Results Reporting module. With this feature you can:

- Receive lab reports electronically directly from the lab
- Abnormalities flagged for immediate follow up/intervention.
- View a side by side comparison of past and present results
- Patient contact information at your fingertips
- Customize how results are viewed

**"Results Reporting shaves at least an hour off reading and comparing lab results."**

- Andrew Poulshock, DO.  
Philadelphia, PA

NDCLab Connect and Results Reporting is backed by the nation's leading lab companies, including Quest Diagnostics, Lab Corp and Bio-Reference. The lab company may absorb the cost of implementing the programs in to your office. Contact your lab representative or a 1<sup>st</sup> Care Consultant to see if your office qualifies for NDC Lab Connect and results reporting. Call 866-983-7068 for more information or a free demonstration.

## Are You in Power?

Without an un-interruptible power supply (UPS) attached to your computer system(s) you are not. Internal and external power surges scald your computer, power supply, and data daily. While one large surge of power can fry computers, small daily surges will result in cumulative wear and tear, irreversible damage to the hard drive and data corruptions.

### **How does a UPS protect my computer?**

A UPS has internal batteries providing continuous power is supplied to your equipment even if the primary power source stops providing power. If the power outage is longer than the battery life of the UPS, this provides adequate time to execute a proper shut down of the system.

### **Advantages:**

- Protects valuable data
- Equipment does not incur the stress of power cycling.
- Business doesn't stop when power fails.
- Ensure constant high quality electrical supply.

1<sup>st</sup> Care hardware and network technicians always recommend the use of a UPS at every workstation. If your data is not protected from power surges or outages, a 1<sup>st</sup> Care technician can educate you on the appropriate UPS option for your system. Make sure you are the one in power.

# Let 1<sup>st</sup> Care Do Your Billing “Directly” Improve the Claims Process...



*A Division of 1<sup>st</sup> Care*

## **Introducing... Collect - billing and collections service.**

Many clients have relied on 1<sup>st</sup> Care's vast expertise in practice management, patient accounting, billing and collections to assist in increasing their practice's revenue. 1<sup>st</sup> Care is staffed with highly qualified billers that are experienced in NDCMediSoft, NDCLytec, NDCMedical Connect, Electronic billing and more. The Collect division of 1<sup>st</sup> Care is putting their expertise to work for your practice.

- Increase revenue
- Immediate claims filing for consistent cash flow
- Increase collections
- Free up valuable staff time
- Dedicated to 100% HIPAA Compliance

**Collect** offers highly personalized services to meet the specific needs of your practice.

**Full Billing and practice management** -- From entering patient demographic and insurance information to submitting claims to writing reports and everything in-between. Remote log in to your patient data when needed.

**Partial Billing** -- Claims filing per date of service, payment posting, and claims tracking.

The financial strength of a practice is directly related to timely patient billing and insurance reimbursement. Let 1<sup>st</sup> Care's experienced staff and latest medical billing technology work for you. **Call 866-983-7068 for an evaluation of your specific billing needs.**

## **with NDCDirect Module and NDCDirect Remittance**

Speed up the claims process, shorten payment times, and **save approximately \$219 per month, and \$2,748 per year** with NDCDirect Modules, and NDCDirect Remittance.

**NDCDirect Module** - *Shorten payment time & save money!*

NDCDirect Modules allow you to send claims electronically directly to regional government payers resulting in faster process times and faster payments. With a click of a button, the entire claims process is automated. No need to print, sort by payer, and mail your claims. Cut the cost of labor in half and eliminate the cost of forms, envelopes, and postage completely.

**NDCDirect Remittance** - *Simplify posting*

NDCDirect Remittance works automatically with NDCDirect Modules to post payments and adjustments to patient ledgers. NDCDirect Remittance downloads the Electronic Remittance Advise (ERA) file from the payer to your practice management system. With a few key strokes the payments are posted. This will save time and eliminate the errors commonly associated with manual posting.

### **A few facts:**

With electronic claims submission and remittance:

- Claim acceptance rises as much as 30%
- Payment time is reduced by up to 50%
- ROI: Expense of paper filing - \$448.00 / month  
Electronic claims filing - \$219.00 / month
- You save \$229 / month. That is \$2,748 / year.

For a more detailed ROI specific to your practice contact a sales consultant or EDI Coordinator at 866-983-7068.

## **Tech Talk**

### **Attention EDI & ERA Users:**

\*NDCElectronic Remittance Module (ERA) is now working with the ProxyMed Clearing House.

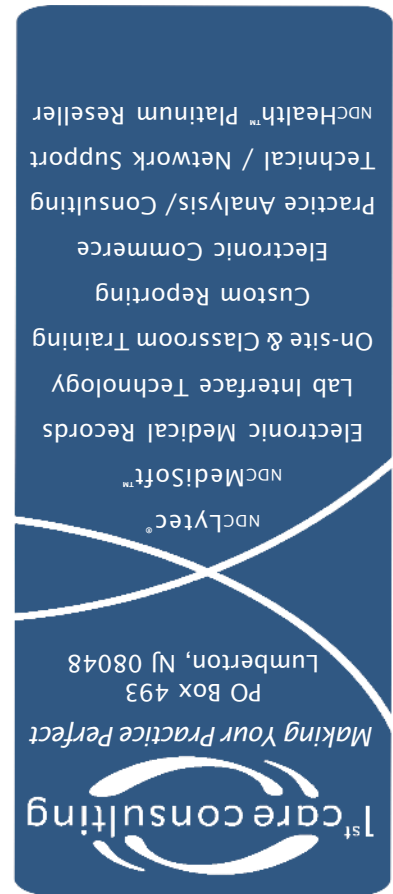
\* **UPDATES NEEDED FOR VERSION 10 USERS:** If your office is currently using NDCMediSoft Version 10 the following patches (updates) must be installed to ensure proper operation: ERA update, Stratus Electronic claims update, Pheonix electronic claims update, Direct Module update. Not sure how to get these updates? Call 1<sup>st</sup> Care's EDI Department (866) 983-7068 for installation / download instructions.

### **Attention MediSoft Version 10 Users:**

\* Microsoft Windows 98 is no longer compatible with NDCMediSoft V.10. The updated system requirements are as follows:

*Workstation System Requirements (Recommended):* Pentium 4 2.6Ghz processor or higher, 1GB of available hard disk space, 512MB of RAM, 16+ color display, Windows 2000 Professional or Windows XP Professional.

*Server System Requirements (Recommended):* Pentium 4 2.6Ghz processor or higher, 2GB of available hard disk space, 1GB of RAM, 16+ color display, Windows 2000 Server or Windows 2003 Server.



## Classroom Training Registration Fax back to 1<sup>st</sup> Care at 609-354-0314

Name: \_\_\_\_\_

Practice Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

How many people will be attending? \_\_\_\_\_

Please list the names of attendees:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

I am currently using NDCMediSoft Version: \_\_\_\_\_

I have been using NDCMediSoft for \_\_\_\_\_ years.

\_\_\_ I do not wish to register at this time. However, I would like information on class agenda.

**Introductory fee of \$199/** attendee. Or purchase a Three Pack and attend any three classes for \$450. Call today to see if you are eligible for a **FREE** class.

*Sending the whole office.... Call for special rates!*

**Please reserve my seat for the following:**

MediSoft 101

Circle date: 6/1/05; 6/29/05; 7/20/05; 8/24/05

MediSoft 202 Advanced

Circle date: 6/8/05; 7/6/05; 8/10/05; 8/31/05

Advanced Reporting

\* Circle date: 6/15/05; 7/13/05; 8/3/05; 8/17/05

NDCMediSoft Version 10 Review Course (Only \$79.00)

\* Circle date: 6/22/05; 7/27/05; 9/7/05

Printed Manual (\$20.00)

Qty: \_\_\_\_\_

**Method of Payment**

Check - Check# \_\_\_\_\_ enclosed

Visa     MasterCard     AMEX

CC# \_\_\_\_\_ Exp. date \_\_\_\_\_

Signature \_\_\_\_\_

Please Print \_\_\_\_\_