

CPU *Visions*

A Publication of CPU Medical Management Systems

February 2008

CPU 2008 Holiday Schedule

February 18
President's Day

May 26
Memorial Day

July 4
Independence Day

September 1
Labor Day

November 27
Thanksgiving Day

November 28
CPU Holiday

December 24
CPU Holiday

December 25
Christmas Day

December 31
CPU Holiday

Please note, CPU's offices will be closed and customer support will not be available on these dates; however, pager support will be available on December 24 & 31.

Join Us for CPU University

CPU University is a free monthly education opportunity offered the third Wednesday of every month to help reinforce your knowledge of MED/FM and share ideas with other users over the Internet.

CPU offers both a morning and afternoon session of CPU University. Space is limited so placement is based on a first come first serve basis.

2008 CPU University Schedule

- **February: NGS**—Using NGS to extract charge data, assign fees using Microsoft Excel, and upload fees into the Contracts file using the Maintenance Menu
- **March: ECS & NPI**—Setting up for NPI only, review of insurance exceptions, and ECS configurations
- **April: Maintenance & System Menus**—Reviewing Maintenance menu & System menu features (including scheduled jobs)
- **May: Business Management Summary Report**—Setting up files and running the Business Management Summary Report
- **June: Auxiliary Files**—Reviewing core MED/FM files features
- **July: Film Tracking**—Setting up and using Film Tracking
- **August: Group Bills**—Creating contracts, data entry, and group statements
- **September: Hospital Data Capture Programs**—Reviewing the hospital data capture request/questionnaire, set up, and use
- **October: Write-offs**—Reviewing new write-off features (Collections, Small Balance & Credit)
- **November: Transcription**—Configuring and using Transcription

*This schedule is subject to change at CPU's discretion.

To enroll please email Ann Quinn at ann@cpumms.com and indicate whether you wish to attend the morning or afternoon session. If the session is already full, you will be placed on a wait list and notified if there are any cancellations. Please remember, you may not register more than 30 days in advance for any CPU University class.





President's Notes

It is hard to believe that our 16th Annual Users' Conference is just a few weeks away. We only began planning it just a few days after the previous conference so I guess it is about time.

I am delighted to see that so many of you have already registered for the conference. We are anticipating that this will be our largest and most successful conference to date with over one hundred attendees and ten exhibiting companies. Every year the conference gets bigger and better, and that is a direct result of your input and participation. By completing our conference evaluations and surveys you help us determine which topics are covered, where the conference is located, and when we host it.

By far, your most important contribution to our annual conference is your participation. We invite you to continue to share your experiences, ask questions, exchange ideas, and provide CPU with suggestions for improving our products and services. Our annual conferences are truly a learning experience for all who attend.

This year we are offering you another opportunity to speak with CPU team members, CPU clients, and business partners on a more intimate level with a round table discussion session. Table topics will range from productivity to ER billing to compliance. We encourage all of you to join us for this valuable session.

I look forward to seeing all of you in March in San Diego!

Michael Stringer
President & CEO

Welcome New CPU Clients

Desert Medical Imaging
of Indian Wells, CA

Palmetto Open MRI
of Miami, FL

Professional Business Services
of Springfield, IL

X-Ray Professional Associates
of Concord, NH



Important Reminders When Emailing Support

In order to help us understand and respond to your emails more quickly, CPU asks that emails sent to Support include the following information:

- Please provide a meaningful subject line, including your client acronym and a brief summary of the issue you are experiencing, i.e. "XYZ - Error downloading Southern CA Medicare remit."

Please do not leave the subject line blank, as this may result in your email going to the spam folder and not being received promptly by our staff.

We also ask that you do not use generic one-word subject lines such as "Error," "Question," or "Help." Often we will receive numerous emails from different clients with the exact same subject line, making it difficult to know which emails have been reviewed and if a reply has been sent.

- Please include your telephone number and extension in the body of your email message.
- The body of your email should also state if the issue you are experiencing is data set specific or if it is impacting all data sets.
- When supplying additional information requested by CPU personnel via email, please reply to all email addresses, including Help@cpumms.com. This will ensure that more than one person within CPU receives your information and will be able to address your issue, if your primary CPU contact is not available.

Please note, support emails are monitored during our regular hours: 6:00 a.m. to 6:00 p.m. PST Monday through Friday.

CPU's 16th Annual Users' Conference

March 13 & 14, 2008
US Grant Hotel
San Diego, CA

CPU Medical Management Systems would like to invite you to attend our 16th Annual Users' Conference at the US Grant Hotel in San Diego, California, on **March 13 & 14, 2008**.

This two-day learning experience will be packed with helpful information, interactive presentations, question and answer forums, and opportunities to learn more about CPU's latest products and services.

Our Users' Conference is an excellent opportunity to meet other MED/FM and MED/MC users and CPU staff, who can answer questions you may have regarding your software system and new technology that can benefit your business.

I look forward to seeing all of you in San Diego!

Michael Stringer
 President & CEO



Location: The US Grant Hotel

The US Grant
 326 Broadway
 San Diego, CA 92101
 Reservations: 866-837-4270
www.starwoodmeeting.com/Book/cpumeds

Deadlines

All registrations must be received by February 29, 2008. After the deadline, individuals may register on-site at the registration desk during the conference; the on-site registration fee is \$350.

Cancellation/Refunds

Registration fee refunds will be made only upon receipt of a written request received by February 29, 2008. No telephone cancellations will be accepted. A \$100 processing charge will be deducted from all refunds. Refunds will not be available on-site. CPU will process all refunds after the conference.

On-Site Registrations

Please register at the on-site registration desk outside the conference room at The US Grant Hotel. Please bring check or money order. Please do not bring cash for the registration fee.

Conference Questions

Please call or email Heidi Koffler at 888-224-4278 ext. 211 or heidi@cpumms.com.

Registration Deadlines

Individual Rates

Regular Registration Fee \$325
 Due on or before February 29, 2008

On-Site Registration Fee \$350

Group Rates Per Person (A group is 2 or more people.)

Regular Registration Fee \$300
 Due on or before February 29, 2008

On-Site Registration Fee \$350

To register online go to:

<http://www.acteva.com/booking.cfm?bevalD=144848>

To reserve your space with a check, please mail the registration form and payment to CPU. Payment must be received with the form to guarantee your reservation.

Please make check payable to
 CPU Medical Management Systems
 and mail to:

CPU Users' Conference
Attn: Heidi Koffler
9235 Activity Road, Suite 104
San Diego, CA 92126

If you have any questions, please contact Heidi Koffler at (888) 224-4278 ext. 211 or heidi@cpumms.com.



CPU's Annual Users' Conference Is Going Green!



Americans use 85,000,000 tons of paper a year; about 680 pounds per person.

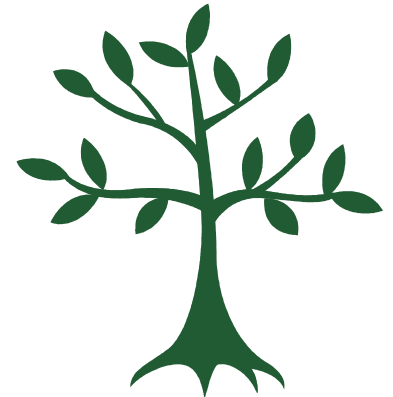


The amount of wood and paper we throw away each year is enough to heat 50,000,000 homes for 20 years.



Each ton (2000 pounds) of recycled paper can save 17 trees, 380 gallons of oil, three cubic yards of landfill space, 4000 kilowatts of energy, and 7000 gallons of water.

CPU wants to do our part to protect our precious environment by reducing the amount of destructive elements at our Annual Users' Conference and using recycled products and eco-friendly products whenever possible. We're going green—We are doing our part to save our planet and resources.



What can you expect?

Handouts

CPU will no longer supply paper handouts of the conference presentations; instead, we will provide each attendee with a CD containing an electronic version of all the conference presentations. We will also make the presentations available on our website.

Evaluations

In order to reduce the amount of paper used, conference evaluations will be emailed to conference attendees after the conference. Attendees will be able to fill out an electronic evaluation online.

Thank you for your support.



Be Sure to Attend the Coding & Compliance Session Presented by Holly Louie

With all the external pressures on those in the medical industry today, coding doesn't get much attention from the medical community. That should be a real concern as coding is the highest risk area for your organization or practice, and is a major focus of fraud and abuse initiatives. Proper and accurate coding is necessary to receive appropriate reimbursement, fulfill compliance obligations and protect you in the event of payor audits.

Here's your chance to get a quick and thorough education and advice you can implement as soon as you get home. Holly J. Louie, R. N., CHBME, PCS, is the corporate compliance officer for Practice Management Incorporated, a multi-specialty billing company located in Boise, Idaho. She is also an independent national healthcare consultant providing services for attorneys and multi-specialty clients with emphasis in documentation, coding and billing compliance, physician education and litigation support. Holly also specializes in conducting risk assessments and has extensive experience assisting attorneys in criminal and civil healthcare cases.

Holly's presentation will cover high-risk areas of coding, common audit findings and enforcement trends. She'll dig into the details and discuss provider-specific problem areas, show real medical record examples from fraud and abuse cases, and highlight tricky issues such as what creates questions of veracity. And if you think relying on your electronic medical record (EMR) system insulates you from some coding risk areas, you'll want to hear what Holly learned about EMRs and cloning from her time on a national CMS task force looking at EMR implementations. Coming out of this session, you'll have a clear understanding of how to make coding an integral part of your compliance plan.

Holly is a member of the Healthcare Billing and Management Association (HBMA) Board of Directors and serves as the chairwoman of the Ethics and Compliance Committee. She is the past chairwoman of the Coding Committee and the co-developer of the HBMA Operational Compliance Course. Holly is also a member of the Board of Governors of the American College of Medical Coding Specialists.

On Demand Achieves Financial Success with Computer-Assisted Coding in the Emergency Department

CPU client On Demand serves as the practice management company for a team of 35 emergency physicians who provide medical care to the Treasure Valley region of southern Idaho through local hospital emergency departments. The organization struggled with its largely manual operation for coding medical reports, with stacks of printed medical records and no system for organization. An awkwardly merged paper and structured text reporting system required coders to switch between multiple computer screens and paper throughout the day. The company could not track coders' work or the interactions between the coders and the emergency departments.

On Demand was also challenged by determining appropriate service levels for procedures performed. On Demand found encounters were often coded conservatively, regardless of services provided and documented. Coding decisions were sometimes not based on records at all because of the cumbersome reconciliation process. This chronic under-coding put physicians at risk of not receiving full reimbursement for the services they provided. Bonnie Carns, an owner of On Demand, decided she had to streamline and automate processes to strengthen her coding division. Based on her research, computer-assisted coding held the most promise for reaching her goals.

The CodeRyte Solution

On Demand wanted a cost-effective, easy-to-operate, computer-assisted coding system that would eliminate its disparate paper and online systems, streamline coding for the busy emergency departments and help Carns build her business.

On Demand's search ended with CodeRyte, the healthcare industry's

premier provider of computer-assisted coding solutions. Through natural language processing technology, CodeRyte identifies correct billing codes with statistical precision from clinical information in medical reports. CodeRyte's technology details performance measures down to the E&M elements, providing physicians with detailed information to maximize appropriate reimbursement.

"With checks and balances programmed throughout the process, we are assured that every record is captured and available to be coded," Carns said. "CodeRyte's technology gathers the different

"Certain things just weren't being billed before. With CodeRyte, we're catching everything."

Bonnie Carns
Owner
On Demand

components of the record necessary for coding and combines it into one record that is truly reflective of the visit. This gives the coder the time to spend capturing revenue the provider deserves."

CodeRyte began serving On Demand in the fall of 2006, quickly streaming medical reports from the emergency physicians into its natural language processing engine. On Demand now receives a monthly summary of everything CodeRyte's certified coders have done, complete with client-customized details on every note. Using this report, On

Demand can cross reference its physicians' activities and chart various performance measures. The technology, for example, shows when physicians are not dictating complete reviews of service or sufficient history elements.

Increased Revenue by 5 Percent

Alleviating administrative and accounting headaches was a big win for On Demand, but the most significant value CodeRyte delivered was increased revenue capture. The failures of the old systems meant many of the services performed in the fast-paced emergency rooms were not always captured. Swamped coders frequently defaulted to applying codes that assumed midlevel service, even when higher levels could be justified.

CodeRyte's engine documents every procedure performed and helps capture procedures that the old system missed. By reading all of the language of the physician's notes, CodeRyte's engine cast out chronic under-coding of emergency service levels and assigned appropriate levels based on the rich language of physicians' records, noting all procedures performed. In all, On Demand experienced a 5 percent revenue increase for its emergency physicians.

"Certain things just weren't being billed before," Carns said. "With CodeRyte, we're catching everything."

The entire case study is available online at http://www.coderyte.com/documents/case-studies/coderyte_ondemand_case_study.pdf

CodeRyte is a preferred CPU business partner.

Managed Care Corner for MED/MC Clients

The MED/MC team has been working long and hard on designing new enhancements to introduce to you at our upcoming Users' Conference in March at the US Grant Hotel in San Diego. We believe these enhancements will assist you greatly in your daily workflow. As always, our objective is make your life a little easier.

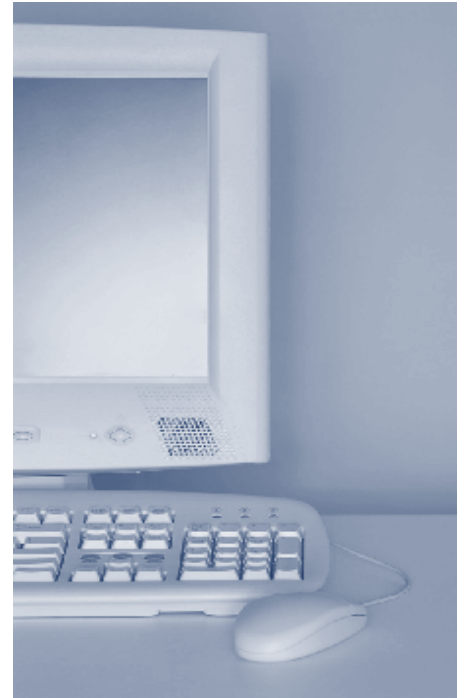
Over the last several years it has been our primary goal to make our Users' Conference a real "Users Group," meaning it is your meeting as well as ours. We hope to send you back to your organizations better equipped to tackle your daily challenges by finding out how other clients have tackled theirs.

Our annual conference is the MED/MC team's opportunity to gather a better understanding of your current and future needs and to help us determine where we take the product in the future.

Should you have any suggested topics or questions you would like to discuss during the conference please let a MED/MC team member know.

If you have any questions about San Diego or weekend activities while you are here, please contact Christopher at chris@cpumms.com.

We hope that you will join us for our annual conference!



CPU's Most Valuable Player of the 4th Quarter Award Winner

CPU would like to congratulate Karen Joshua on winning the *Most Valuable Player* award for the fourth quarter of 2007!

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