

CPU *Visions*

A Publication of CPU Medical Management Systems

May 2008

CPU 2008 Holiday Schedule

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.

Take Advantage of Free CPU University Classes Each Month

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

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 cpuuniv@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 wait to enroll until you receive the monthly CPU University reminder email, as clients may not register more than 30 days in advance for any CPU University class.



President's Notes

Our 16th Annual Users' Conference was another productive, informative event thanks in large part to our attendees! Your participation and enthusiasm are not only rewarding, but also helpful to CPU and other conference attendees, who can learn from your experience and ideas!

To encourage client communication and involvement throughout the year, CPU has designed a new website, where clients can propose enhancement requests, rank enhancement requests submitted by other clients, submit questions, and learn more about CPU. Our development team plans to utilize the new site to manage client enhancement input, in addition to keeping our clients informed of our development project progress and product improvements

We are also constructing an online CPU user forum where CPU clients can discuss industry issues, pose questions to other users, and share ideas. We hope that you will take advantage of this new online community. Look for updates regarding the new client forum in future issues of *Visions* and in upcoming CPU Wise Advises.

As your business partner, CPU strives to continually meet your needs by providing you with product enhancements and tools to make your business more efficient and profitable. All of us are constantly learning and adapting to the changes in our industry. It is our hope that these new tools will allow all of us to learn and share information more easily.

Michael Stringer
President & CEO

Welcome New CPU Clients

Medical Billing Services, Inc.
of Houston, TX

On Line Alternatives, Inc.
of Mobile, AL



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.

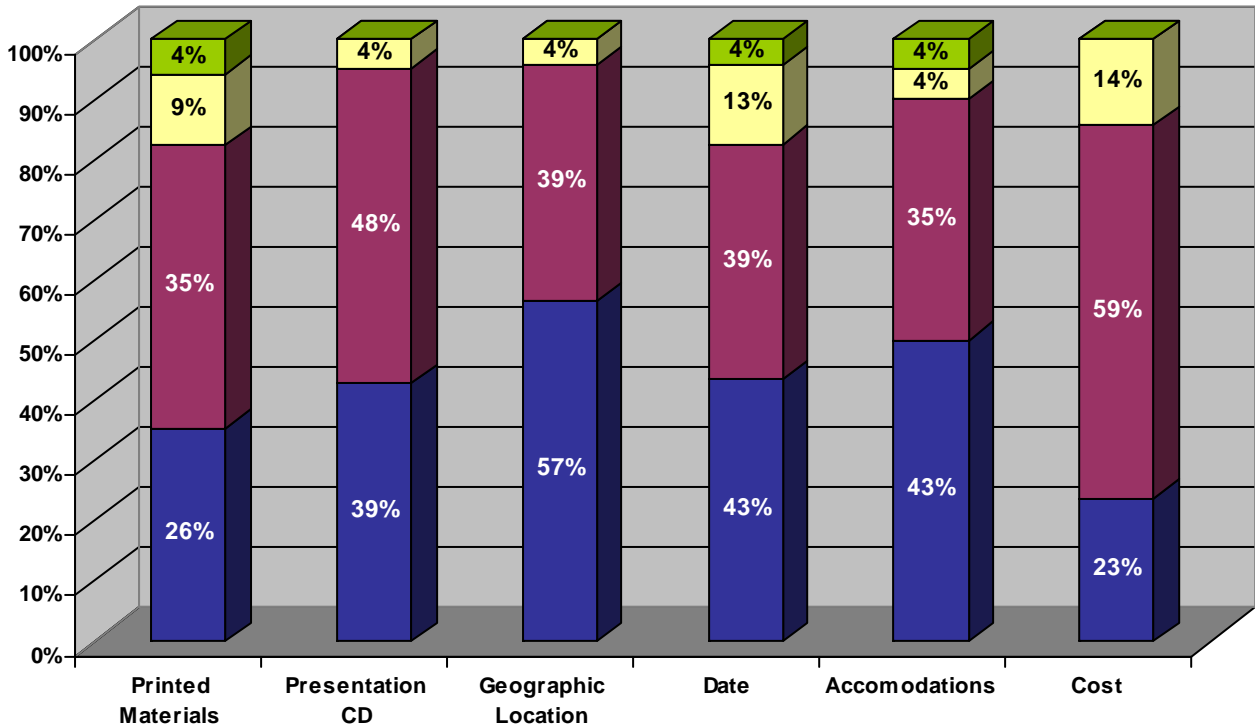
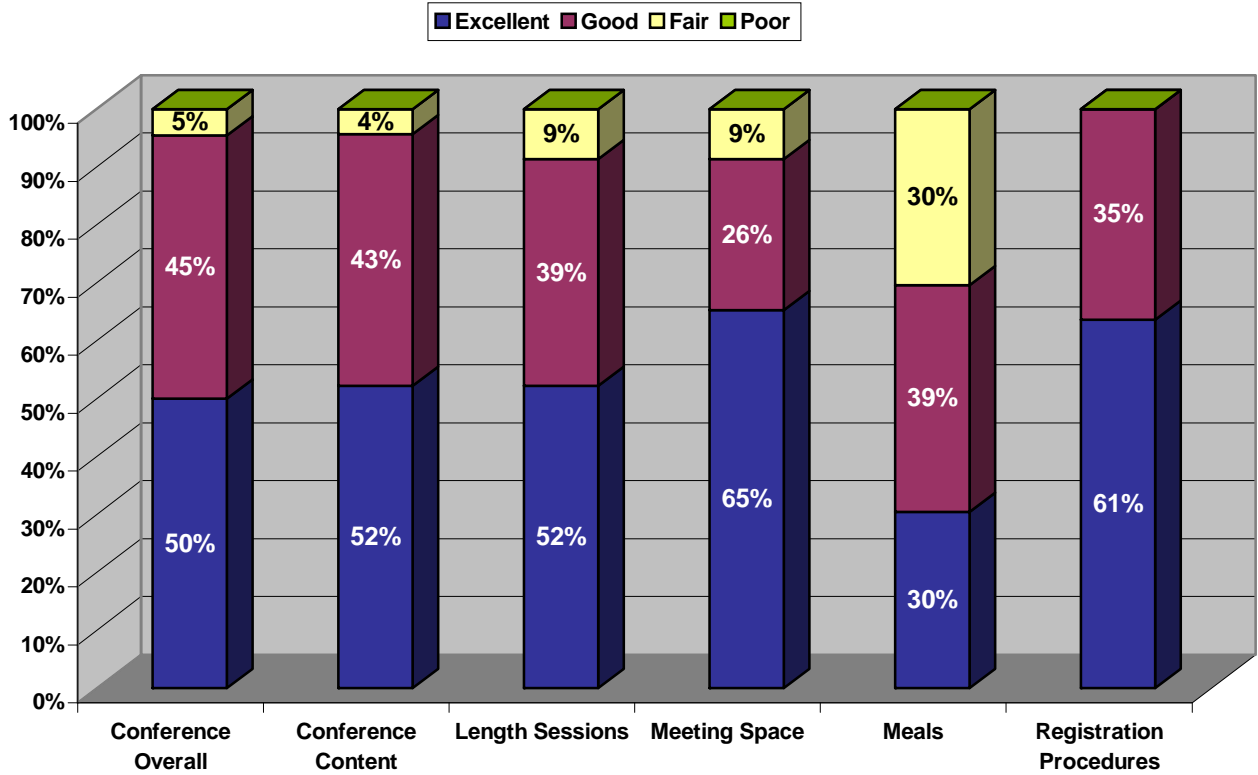
- Please include your telephone number and extension in the body of your email message.
- The body of your email should also state if the issue you are experiencing is data set specific or if it is impacting all data sets.
- When supplying additional information requested by CPU personnel via email, 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 Users' Conference Evaluation Results

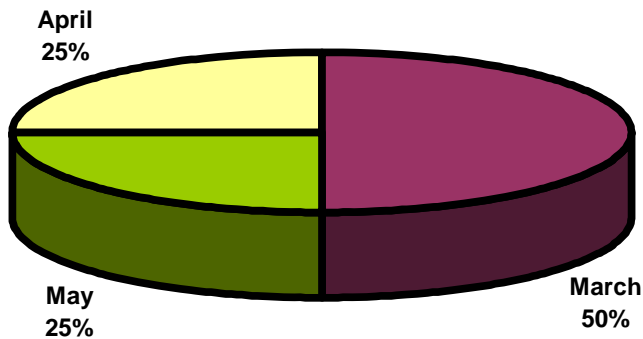
During our Annual User's Conference in March, CPU surveyed the attendees on the conference, the presentations, and suggestions for future conferences. Thank you to those who filled out the evaluations. Your feedback will help us plan next year's conference.

Overall Conference Results



Users' Conference Evaluation Continued...

What Month Would You Like
CPU to Host the 2009
Conference?



What Topics Should CPU Cover Next Year

- Paperless billing benefits and pitfalls
- Claims tracking
- Third party applications that provide tools to assist CPU customers
- Productivity ideas
- Report writing tools
- Suggestions for streamlining processes and saving FTEs
- Specific items/improvements that have been developed, but that have not been adopted by all clients
- Reporting for advanced users
- More detail on reports and what they can do, especially the Selective Transaction Report
- The new dashboard application
- Spend more time covering collection topics
- More sessions on new enhancements

Recommendations for Improving the Conference & Comments About the Conference

- Nothing - Heidi does a great job! I hated the hotel though.
- I thought this was one of your best conferences, but perhaps the break periods were a little too long.
- The US Grant was fine, but I liked the Omni hotel better.
- I think the last 3 conferences have been very helpful and if anything, just minor tweaks are necessary.
- The meeting rooms at the Grant were MUCH improved over the Omni.
- Keep up the good work!
- Relocate to another city that would promote more attendance like Las Vegas.
- If you are going green again, it would be nice to have a hard copy of the attendee list.
- I would love to have more time for roundtable discussions and breakout sessions.
- Overall, I thought that the conference was well put together. I thought that it would have been nice if the conference room/dining area had better climate control. Even with layers of clothing, I still was uncomfortable.
- I preferred the detailed presentations such as the new reporting tool coming out and Randy's presentation of the Claim Tracking Module. Talking about concrete items allows for better understanding of issues. Talking about concepts or allowing the crowd to control the direction of the discussion tends to allow one or two people to dominate and bore the rest of us.
- The conference needs to be 2 1/2 days.
- The round table discussions were good but there was not enough time allocated.
- If you decide to go "green" next year, CPU should provide an email with the presentation information and give the clients the option to print it out and bring it with them to the conference.
- I think you did a terrific job! Thank you.
- The conference should be held on Wednesday and Thursday and during a warmer month.
- My only negative comment is that there were not any healthy breakfast options such as fruit and yogurt.
- CPU should cut the length of some of the longer sessions so additional sessions can be added.
- I would like to see lunches with at least one CPU team member at each table. The interaction is great.
- I would have liked a little more information about the new CPU website, job tickets, their rating, etc.
- I did not like how the conference ended. I thought there should have been a closing.

Special Thanks to Our Conference Sponsors!

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Managed Care Corner for MED/MC Clients

Thank You for Attending!

The Managed Care Team would like to thank those clients who attended our 16th Annual User's Conference in March. We received feedback that the sessions were informative, and that conference attendees especially enjoyed the opportunity to interact with the MED/MC staff. We hope you will join us again next year!

MED/MC Question:

We received the following question from a client: why don't claims with a certain action code drop/change from a status 1? The reason is that the flag for "Print claims with this code on edit?" in the action code master was configured to equal N (no). In order for the claims to go through the 1st edit process this must be configured to Y (yes).

MED/MC Tip:

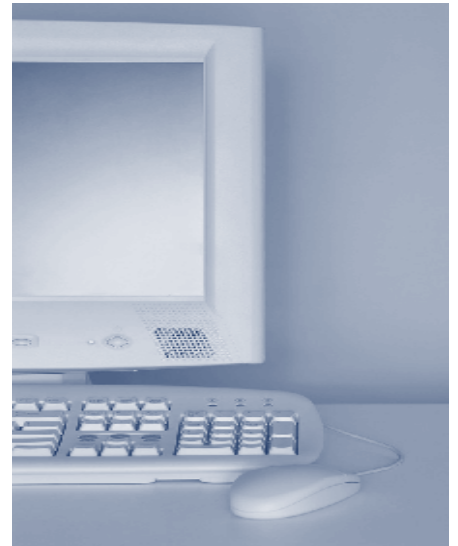
When trying to locate a description key

(MM,60,12) that you know is in the system but you are unable to remember the key name, utilize the SCAN function. To access this function: tab to the SCAN field on line 4, key in a one word name in the key's description (such as EOB), and press F4. The description keys that contain the key word will be displayed. If you need to continue, press F4 to go through all keys that may contain that word. At the end of the search, you will receive the following message: MESSAGE 836: NO MORE MATCHES FOR EOB.

NPI News:

As of May 23, 2008 you can no longer accept ECR claims unless the providers' NPI numbers are submitted. Many MED/MC clients are controlling this at the clearinghouse level. If you want to error claims in MED/MC when no NPI is submitted, modifications may be needed in your supplemen-

tal provider match logic. Please contact Vicki at 1-800-597-0875 ext 255 for assistance with these modifications.



CPU's Most Valuable Player of the 1st Quarter Award Winner

CPU would like to congratulate Tanya Blasdel on winning the *Most Valuable Player* award for the first quarter of 2008!

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Published quarterly by
CPU Medical Management Systems, Inc.
9235 Activity Road, Suite 104
San Diego, CA 92126

www.cpumms.com
eMail: Info@cpumms.com
Phone: 888-224-4278
Fax: 858-530-2615

Visit us on the Web!
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