

CPU *Visions*

A Publication of CPU Medical Management Systems

August 2006

CPU 2006 Holiday Schedule

Labor Day
September 4

Thanksgiving Day
November 23

CPU Company Holiday
November 24

Employee Holiday Luncheon
December 15

CPU Company Holiday
December 22

Christmas Day
December 25

CPU Company Holiday
December 29

New Year's Day
January 1

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 22 & 29.

Date Set for CPU 2007 User's Conference

March 15 & 16, 2007

**Omni San Diego Hotel
San Diego, California**

Join Us for CPU University

CPU University is a free monthly education opportunity offered the third Wednesday of every month to 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. Please keep in mind, clients are not allowed to sign up for a class more than 30 days in advance.

To enroll please email Marie at marie@cpumms.com and indicate which session you wish to attend. If the session is already full, you will be placed on a wait list and notified if there are any cancellations.

Upcoming CPU University Classes

- **August 16:** MED/FM Contract File
- **September 20:** Hospital Data Capture
- **October 18:** Unbilled Claims
- **November 15:** Open Item Payment Entry

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





President's Notes

As the healthcare industry changes and technology advances are made, CPU continually strives to meet the ever changing needs of our clients. After all, it is our goal to make you as successful, profitable, and productive as possible.

Continuous development and enhancements of MED/FM is one effective way to meet these goals. Another way we can do this is by partnering with other companies to provide you with additional products and services. We can also develop interfaces and integrate our software with other applications to make your job easier. Over the years, CPU has developed numerous partnerships and interfaces with companies such as Canon, DR Systems, Dictaphone, GE, A-Life Medical, Laserfiche, JPI, BRS, FormsPlus Consulting Group, CodeByte, and many others.

As we look forward into the future, it would be helpful to know what solutions outside of CPU you are interested in and how you think these solutions can work with CPU's applications. The more you can tell us about the issues your business is confronted with the better we can help enhance your environment.

As your business partner, I believe it is crucial that we plan for the future together and develop strategies that are mutually beneficial to our companies.

Please feel free to share your thoughts and ideas for the future of our business relationship. You may contact me directly at michael@cpumms.com.

I look forward to hearing from you.

Michael Stringer

Welcome New CPU Clients

Medical Billing Management
of Chattanooga, TN

Physicians Lifeline, Inc.
of Temecula, CA

**Medical Management
Services Associates, Inc.**
of Harrisburg, PA

**Diversified Revenue
Specialists**
of Canton, OH

CPU Tradeshow Schedule

Look for CPU representatives at the these upcoming conferences:

HBMA Annual Fall Conference

September 10 - 12, 2006

Las Vegas, NV

www.hbma.org

HBMA Southeast Regional Meeting

October 12, 2006

Orlando, FL

www.hbma.org

HBMA Great Lakes Regional Meeting

October 17, 2006

Milwaukee, WI

www.hbma.org

HBMA Southwest Regional Meeting

October 19, 2006

Dallas, TX

www.hbma.org

HBMA Pacific Regional Meeting

October 20, 2006

Los Angeles, CA

www.hbma.org

RBMA Fall Conference

October 22 - 24, 2006

Phoenix, AZ

www.rbma.org

RSNA Annual Conference

November 26 - December 1, 2006

Chicago, IL

www.rsna.org

Better Customer Support Starts With You

With growth comes new opportunities, and nowhere has this been more evident than in CPU's Customer Support Department!

With all of the changes in medical billing over the past few months, from new carriers accepting electronic secondary submissions to developing new interfaces to installing new clients, the CPU Support Department has been growing not only in personnel but in developing new processes to assist our customers.

We are pleased to announce two new faces in Support—Rhonda Vanbebber and Marie O.

Together we can achieve even more and make all of these changes as smooth as possible. You too can help CPU better serve YOU.

The CPU Helpdesk offers a variety of support choices. The first is our toll-free number: 800-597-0875. By pressing 1 – 1 (one-one) you will be placed in the call queue, and your call will be answered in the order it was received. If all of the support representatives are assisting other clients, you will be forwarded to our support voicemail. Please be assured that if this occurs, your call will be handled as soon as possible.



The second support option for reporting an issue is the CPU Helpdesk email. CPU has two email accounts for all support questions and issues: help@cpumms.com, which is for general MED/FM support issues, and cpuansi@cpumms.

com, which is for HIPAA and ANSI related support issues. By using the email support option, you give our support representatives the opportunity to review the issue and do most of the research prior to contacting you.

Anytime you contact CPU Support, please have the following information ready and/or include it in your email or voicemail message:

- Assigned CPU company acronym
- Your first and last name
- Phone number
- Detailed description of issue/error you are experiencing including steps taken. (Please include as much information as possible, and be as specific as possible.)
 - Which data set(s) is experiencing the problem?
 - What account number are you working with?
 - What steps were taken to get to the issue?
 - If you received an error message, did you take a "D" or is there a message on your screen waiting for an answer?

We ask that stand-alone system clients state whether or not your link is set so CPU can sign onto your system prior to returning your call.

If you need to attach sensitive HIPAA information please state that in your initial contact with Support and send your attachments to helpatcpu@yahoo.com. Please DO NOT send anything except attachments to this email address, as it is not monitored regularly.

If your attachment is password-protected, please include the password in the original email.

All of this information will assist our support team in handling your issue or determining who is best equipped to resolve the situation quickly for you.

CPU's goal is to provide the best customer service possible. By providing us with the necessary information in your initial call or email, you can help us to provide quick and easy resolutions.

Who Is Authorized to Receive CPU Support?

Unless otherwise noted in your contract, your clients should not contact CPU Support directly. Only the employees of your organization who have received training in the use and support of the MED/FM software are allowed to initiate support calls and emails directly to CPU. We recommend that your primary CPU contact communicate with CPU so that multiple people are not calling regarding the same issue.

Please remind your clients to contact the appropriate personnel within your organization for MED/FM support. If your staff is unable to answer your client's question or resolve an issue for them, a member of your staff may contact CPU for assistance.

New Additions to CPU's Support Team



Please welcome Rhonda Vanbebber! Rhonda brings 28 years of medical billing experience and 15 years of CPU user experience to our support team.

Rhonda's life in medical billing began in 1978, performing front office billing duties and back office patient care. Over the years she had done everything from registering patients to processing insurance claims

and statements to working accounts receivable.

Before joining CPU as a trainer/software support specialist, Rhonda worked with San Diego Diagnostic Radiology for nearly 20 years. There she served as billing department supervisor, managing the day-to-day billing operations and a staff of 31 employees.

Rhonda's favorite escape is sharing her love of the outdoors with her husband of 32 years. She also enjoys reading, sailing, and camping.

CPU is pleased to announce the promotion of Marie O. to software support representative!

Marie has been with CPU Medical Management Systems just over four years. Here she has served as administrative assistant and most recently as operations assistant. Already familiar with our clients and MED/FM software, Marie is ready to take the next step in her career at CPU, as a member of the support team.



Marie holds an Associates Degree from ITT Technical Institute.

She is a mother of one, who enjoys spending time with family and friends, photography, traveling, reading, and playing the piano.

CPU is very excited about the addition of these two valuable, knowledgeable individuals to our support department.

Document Management – Beyond Billing

CPU partnered with Laserfiche, Inc. and JPI Data Resources, Inc. in 2004 to bring you an integrated document management solution to improve your billing and cash flow; however, the benefits of document management go well beyond billing.

Laserfiche helps over 22,000 organizations worldwide meet today's business demands.

- Long-term document accessibility and preservation
- Simplified retention schedule management
- Protection from unauthorized access and alteration
- Intelligent, fast document search and retrieval
- Universal document access via standard Web browsers
- Smooth integration with existing applications

Administrative and Business Office Benefits

- Credentialing
- Human Resources (personnel records, employee self-service)
- Accounts payable (routing of requisitions, POs, notices, invoices)
- Legal (contracts, agreements)
- Facilities Management (leases, warranties, taxes)
- Risk Management (property, liability, and workers compensation insurance)
- Financials (management and physician reports)

For more information about Laserfiche's document management solutions, visit www.laserfiche.com or contact JPI Data Resources, Inc. at danl@jpidr.com.



Managed Care Corner for MED/MC Clients

In the last issue of *Visions* we talked about MED/MC upgrades and our desire to continually keep all of our clients on a regular upgrade schedule. We are happy to report the MED/MC team is on track.

Our latest version of MED/MC features some exciting new enhancements including:

- Diagnosis pointers on 1500s
- Claim COB processing for multiple carriers
- Inclusion of the NPI number on the provider record
- Additional rendering/servicing provider claim fields

Thank you to all who participated in our last NPI conference call. Your input was

very helpful and greatly appreciated. We plan to schedule another call within the next few months. If you have any new information or requirements that you would like to share, please send them to Vicki Cain at vicki@cpumms.com, and they will be added to the current project plan.

On another note, we set the date for CPU's 2007 User's Conference. Next year's conference will take place on March 15 & 16, 2007. Please make a note on your calendars. We will again be at the Omni, right in the heart of downtown San Diego. If you have any questions or would like to make a recommendation on a topic for our conference, please contact Christopher Miller at chris@cpumms.com.



CPU's Most Valuable Player of the 2nd Quarter Award Winner

CPU would like to congratulate **Mark Wright** on winning the *Most Valuable Player* award for the second quarter of 2006!

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