

# CPU *Visions*

A Publication of CPU Medical Management Systems

February 2006

## CPU 2006 Holiday Schedule

**Presidents' Day**  
February 20

**Memorial Day**  
May 29

**Independence Day**  
July 4

**Labor Day**  
September 4

**Thanksgiving Day**  
November 23

**Day after Thanksgiving**  
November 24

**CPU Company Holiday**  
December 22

**Christmas Day**  
December 25

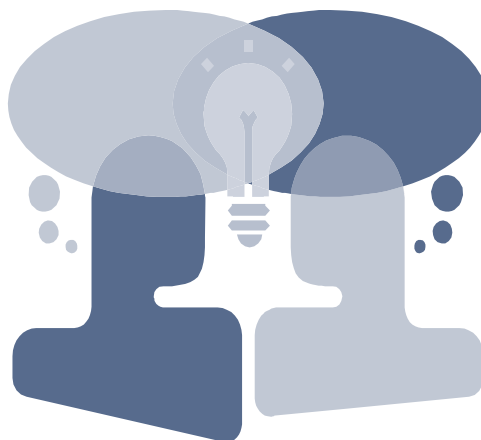
**CPU Company Holiday**  
December 29

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.

## Client Idea Exchange At User's Conference 2006

Have you ever wondered how other CPU clients utilize the Collection Module as a follow up tool?

Or, are you interested in knowing how many clients generate queries? And, do they have any tips for writing query reports more efficiently?



You can get the answers to these and other MED/FM and billing questions at our annual User's Conference.

The conference will offer several question and answer sessions. There will be one session for questions directed to the CPU team and other sessions for questions directed to a panel of MED/FM users and MED/MC users.

To make sure we cover all of the topics and questions that you are interested in, please email us your questions prior to the conference. This will give the CPU team and our client panel an opportunity to research your questions and develop helpful answers.

Please email your MED/FM and billing questions to Heidi Koffler at [heidi@cpumms.com](mailto:heidi@cpumms.com) by March 15th. Please email MED/MC questions to Christopher Miller at [chris@cpumms.com](mailto:chris@cpumms.com).

## Jeff Capelle Named CPU's IT & Hardware Support Manager

CPU is pleased to announce the promotion of Jeff Capelle to IT and Hardware Support Manager. Jeff assumed the IT and hardware support management duties after his predecessor, Bill Mathis, accepted another opportunity.

In making this appointment, Michael Stringer, CPU President and CEO, noted "Jeff's 15 years of service as a Senior Systems Engineer and his expertise in the IBM iSeries platform and network integrations. Under his leadership we expect our IT and hardware support to continue to improve on its fine record of external and internal customer support."

As the IT and Hardware Support Manager, Jeff is responsible for maintaining all of CPU's IT equipment, supervising the IT staff, backing-up both CPU and client data, and providing technical support internally and externally.



## President's Notes

Happy New Year to you all!

2006 is off to a great start for CPU, as we hope it is for your business. The launch and implementation of MED/FM 6.1 have been very successful thanks to the input we received from you, our clients.

All of us at CPU are looking forward to our Annual User's Conference that will take place April 20 & 21 in San Diego. With each passing year, our conference becomes more and more successful. That is in large part due to your participation. Every year the number of attendees increases, allowing us to meet with more of you and learn from your feedback. Your participation in the exchange of ideas and suggestions for improvement in CPU products and services is invaluable for not only our staff, but also for the other conference attendees. So plan to share your thoughts, ask your questions, and make your suggestions – we will all gain from it.

One of our major company goals for this year, as it is every year, is to meet the ever-changing needs of your organizations through our product enhancements and new service offerings. Our Research and Development teams are already in the process of planning and creating new features that will be part of the next MED/FM and MED/MC releases. Many new features will be introduced at the User's Conference. I hope that you will join us.

*Michael Stringer*

# Welcome New CPU Clients

**Hawthorn Physician Services  
of St. Louis, MO**

**Twin Medical Transaction Service, Inc.  
of Las Vegas, NV**

**Meridian Regional Imaging  
of Mundelein, IL**

## CPU 2006 Tradeshaw Schedule

Look for CPU representatives at the  
these upcoming conferences:

**HBMA Spring Conference**  
April 9-11, 2006  
Dallas, TX  
[www.hbma.org](http://www.hbma.org)

**RBMA Radiology Summit**  
June 4-7, 2006  
Miami Beach, FL  
[www.rbma.org](http://www.rbma.org)

**RBMA Fall Conference**  
October 22-24, 2006  
Phoenix, AZ  
[www.rbma.org](http://www.rbma.org)

**RSNA Annual Conference**  
November 26– December 1, 2006  
Chicago, IL  
[www.rsna.org](http://www.rsna.org)



## 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 will send an email each month with the class topic and date. Space is limited for each session so placement is based on a first come first serve basis. Please keep in mind, clients will not be allowed to sign up for a class more than 30 days in advance.

Both a morning and afternoon session will be offered. Each CPU University attendee will receive a certificate of participation.

To enroll please email Sharon Newberry at [sharon@cpumms.com](mailto:sharon@cpumms.com) and indicate which session you wish to attend. If the session is already full, you will be placed on a list and notified if there are any cancellations.

## Include Required Information in CPU Support Emails



When emailing CPU's Support Team at Help@cpumms.com, be sure to include the following information:

- Your First & Last Name
- Your Phone Number & Extension
- Your Company Name
- Your CPU Acronym
- Version of MED/FM
- Dataset(s) Involved
- Summary of Problem/Error

Having all of this information in the initial email will help our support representatives and allow them to serve you better and faster.

\*Should you experience any issues of an urgent nature after hours or over a weekend please do not email Help@cpumms.com, as the help email is not monitored after business hours or during the weekends.

## Request Your MED/FM 6.1 Upgrade Now!

CPU is excited about the number of requests to upgrade to the current release! The upgrade team is processing your requests as quickly as possible.

Below is a brief outline of the steps we take to ensure every upgrade is successful:

- Evaluate custom coding to determine what needs to be updated and send an estimate
- Review number of GUI users and discuss the upgrade process
- Determine required training
- Schedule the upgrade and send documentation along with current release libraries
- Coordinate the upgrade with the Support and Hardware teams

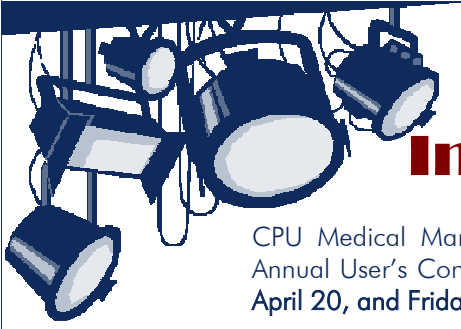
The demand for MED/FM 6.1 is so great that we are scheduling upgrades into June already. To schedule your upgrade, please contact your CPU sales representative. Your request will be processed at our earliest availability.

## Important Reminders



- CPU asks that all MED/FM ASP users run month-end after 3:00 p.m. PST or over a weekend.
- Pager support is available from 4 a.m. - 6 a.m. and from 6 p.m. - 9 p.m. PST Monday through Friday. On Saturdays and Sundays pager support is available from 8 a.m. - 4 p.m. PST. Please note, pager support services are not intended for training purposes, and CPU may require that your employees receive additional training at your expense, if the use of support services becomes excessive .
- **CPU Telephone Support Options:**  
First dial 1 for CPU Service & Support. Then select one of the following options:
  - Dial option 1 for MED/FM Practice Management Software Support
  - Dial option 2 for MED/MC Managed Care Software Support
  - Dial option 3 for CPU IT/Hardware Support

Thank you for your cooperation!



## Invitation To Attend

CPU Medical Management Systems would like to invite you to attend our 14th Annual User's Conference at the Omni Hotel in San Diego, California on **Thursday, April 20, and Friday, April 21, 2006.**

This two-day learning experience will be packed with valuable information, interactive presentations, question and answer forums, and opportunities to learn more about the latest CPU products and services. Our User's Conference is an excellent opportunity to meet other MED/FM users and CPU staff, who can answer questions you may have regarding your software package and new technology that can benefit your business.

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

Michael Stringer



## Conference Location: Omni San Diego Hotel

The Omni San Diego Hotel is a 32-story luxury hotel nestled in the heart of the historic Gaslamp Quarter and just moments away from the city's top sites and attractions. It is located just 8 minutes/4 miles from San Diego International Airport.

### Airport Transportation

Omni guests will receive a reduced rate of \$6 per person one way for transportation to and from the airport.

To catch a Cloud 9 Shuttle, just go out the doors of baggage claim to the kiosks across the street. (Guests arriving at terminal one will have to take the skywalk over the street.) You will see multiple transportation agencies. Look for the Cloud 9 Shuttle sign. Tell the attendant or driver you would like to go to the Omni San Diego, and you will receive the reduced rate.

Taxis and rental cars are also available at the San Diego Airport.

### Hotel Features

- Extraordinary views of the Pacific Ocean, San Diego Bay, or the

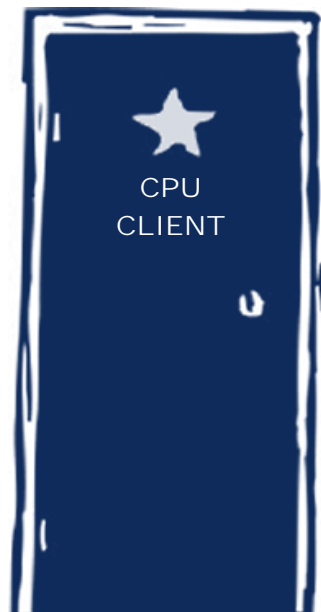
- downtown skyline
- Windows that open
- Fully stocked refreshment center
- Wet bar refrigerator (available upon request)
- Full-size iron and ironing board
- Hair dryer
- Coffee maker
- Plush terry bathrobes
- Foam, feather, or down pillows available upon request
- Pillow-top mattress with 320-count Egyptian cotton sheets
- Daily USA Today newspaper
- CD clock radio
- DVD player
- Electronic safe
- Executive desk with modem outlet
- Dual-line telephones
- Speaker phone with voice mail
- Complimentary wireless high-speed Internet access

### Room Reservations

The conference rate at the Omni is \$179 for single or double occupancy. **The deadline for reservations at the discounted conference rate is Friday, March 17, 2006.** Call 800-843-6664 to make

your reservations. Indicate that you are with the CPU User's Conference to receive the conference rate.

**Omni San Diego Hotel**  
675 L Street  
San Diego, CA 92101  
Phone: 619-645-6584  
Toll Free: 1-800-THE OMNI  
[www.omnihotels.com](http://www.omnihotels.com)



# CPU Conference Registration

## Hotel

Omni San Diego Hotel  
675 L Street  
San Diego, CA 92101

Reservations: 1-800-THE-OMNI (843-6664)

Conference Rate: \$179 per night for single/double occupancy

When making your hotel reservations, mention the CPU User's Conference to receive the special rate. Reservations must be made by March 17th to receive the discounted conference rate.

## Registration Information

Company: \_\_\_\_\_

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

City/State/Zip: \_\_\_\_\_

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

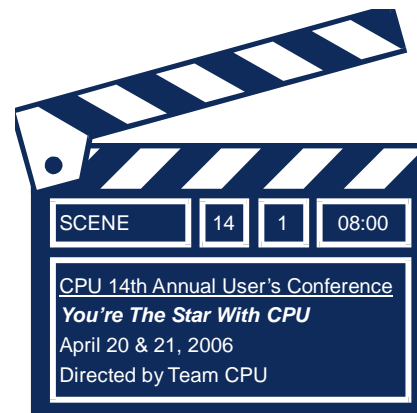
Confirmation Email Address: \_\_\_\_\_

Acronym: \_\_\_\_\_

Specialty: \_\_\_\_\_

Please enter attendee names and total registration cost in the table below.

Attendee Name(s)	Individual Rate \$250 Early Bird \$275 Regular \$300 Onsite	Group Rates \$225 Early Bird \$250 Regular \$300 Onsite
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$
	\$	\$
<b>Total Amount Due</b>	<b>\$</b>	<b>\$</b>



## Registration Deadlines

### Individual Rates

Early Bird Fee \$ 250  
Due on or before January 31

Regular Registration Fee \$275  
Due on or before March 30

On-Site Registration Fee \$ 300

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

Early Bird Fee \$ 225  
Due on or before January 31

Regular Registration Fee \$ 250  
Due on or before March 30

On-Site Registration Fee \$ 300

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

Please make check payable to CPU Medical Management Systems, Inc. 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.

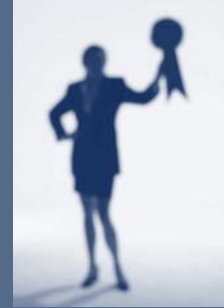
## Managed Care Corner for MED/MC Clients

Welcome to the New Year! We hope that 2006 will be especially bright in both your personal and professional future.

Here is an update on MED/MC happenings that occurred in the later part of 2005: Our long-time client, Family Practice Medical, upgraded to MED/MC 7.0 and is performing quite well. HealthChoice Arizona (HCA) advised us that they plan to take on an exciting new Medicare product called HealthChoice Generations this year. Good luck to HCA in their new endeavor!

We encourage all of our MED/MC clients to join us for CPU's Annual User's Conference on April 20th and 21st. We are still soliciting suggestions for topics. Don't be shy... Let us know what your interests are PRIOR to the big event so we can provide you with the information you need!

Should you have any questions leading up to the conference regarding registration, please contact Heidi Koffler at [heidi@cpumms.com](mailto:heidi@cpumms.com). If you have questions or comments regarding conference topics, please contact me at [chris@cpumms.com](mailto:chris@cpumms.com).



## CPU Annual Employee Award Winners

***Energizer Award—Mary Thompson***

***Unsung Hero Award—Dee Viado***

***Raving Fan Award—Sean O'Dell***

***Innovator Award—Lesley Finney***



## Ask CPU

Do you have questions about CPU, NGS, MED/FM, MED/MC, Laserfiche, or the CCI Module that would be helpful to your organization and other CPU clients?

CPU is looking for questions we can discuss and answer at the 2006 User's Conference.

If you have a question, please email it to [heidi@cpumms.com](mailto:heidi@cpumms.com). Please be as specific as possible. Thank you!

### CPU VISIONS

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