

CPU *Visions*

A Publication of CPU Medical Management Systems

May 2006

CPU 2006 Holiday Schedule

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.

New Claim Tracking Module

Thanks to everyone for the amazing response to our Claims/Denial Tracking Module for MED/FM 6.1, which was presented at our Annual User's Conference last month.

As we stated during the presentation, this is still a work in progress, and we are analyzing the input we received during and after the User's Conference before finalizing the project plan. We anticipate the new module to be available during the fourth quarter of 2006. We will provide you with a more specific project completion date as soon as the design is complete. This project is a high priority for CPU and will move forward at a rapid pace - so stay tuned!

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 will send you an email each month indicating the class topic and date. Both a morning and afternoon session are offered. Space is limited for each session 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.

Each CPU University attendee will receive a certificate of participation.

To enroll please email Marie Oasin 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.

Look for a class schedule on our Web site at www.cpumms.com.





President's Notes

Thank you for making CPU's 14th Annual User's Conference our most successful event yet! The participation of not only our clients but also our business partners was outstanding!

2006 was a record conference for CPU with eight vendors exhibiting and sponsoring various conference events. Your support is greatly appreciated!

For the second year in a row over 100 attendees from all over the country joined us in San Diego for two days of learning and exchanging ideas.

As always, the conference gave CPU the opportunity to share our plans for the future, answer your questions, and understand your organizations' needs. We listen to your suggestions and concerns whether they come to us at the conference, over email, via our Web site, or during a phone call. We hope that was evident with the unveiling of our upcoming denial/claim tracking module. As with most of our products, this future enhancement is a result of your input. Thank you for providing us with suggestions before, during, and after the conference.

It is our goal to design the best practice management tools to make your business successful.

Michael Stringer

Welcome New CPU Clients

**California Physician
Reimbursement**
of Redding, CA

**Emergency Medical
Management Associates**
of Pomona, CA

Ebix, Inc.
of Greendale, WI

On Demand, LLC
of Boise, ID

CPU 2006 Tradeshaw Schedule

Look for CPU representatives at the these upcoming conferences:

RBMA Radiology Summit

June 4-7, 2006
Miami Beach, FL
www.rbma.org

HBMA Annual Fall Conference

September 10 -12, 2006
Las Vegas, NV
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



Thank You to Our Business Partners for Sponsoring CPU's 14th Annual User's Conference!

A-Life Medical, Inc.

Contact: Karen Kniffin Phone: 858-812-3200
Web: www.alifemedical.com Email: kkniffin@alifemedical.com
 A-Life Medical's Actus™ allows your organization to significantly increase staff productivity and compliance by eliminating paper-based activities and manual processes such as demographic matching, data entry, sorting, filing, storage, and retrieval while also benefiting from accurate automated coding for select specialties. A-Life's patent pending technology, LifeCode, is able to read and understand physician notes just as a human coder does, and accurately assign ICD-9, CPT, and HCPCS II codes based upon Medicare guidelines.

Business Revenue Systems, Inc.

Contact: Dale Fandel Phone: 800-947-3030
Email: dfandel@comporium.net
 Business Revenue Systems, Inc. (BRS) offers an automated collection program utilized by many medical practices to collect past due accounts. The program interfaces with your billing software, making it easy for you to take advantage of this powerful collection tool. BRS works with you to develop an individual program that effectively and securely submits patient accounts for a variety of collection services based on financial class and aging. The program is incorporated so seamlessly with your current procedures that it will seem invisible. Best of all, it significantly reduces the number of accounts that reach 90 to 120 days while saving you time and money.

CodeRyte, Inc.

Contact: Alan Hinderer Phone: 301-951-5353
Web: www.coderyte.com Email: ahinderer@coderyte.com
 Billing companies, academic medical centers and physician practices use CodeRyte's technology to accelerate revenues, increase coder productivity, reduce denials and enhance compliance while maximizing appropriate revenues. CodeRyte's technology combines Natural Language Processing, statistics, workflow management, and clinical expertise to deliver results for specialties including radiology, cardiology, emergency medicine, and orthopedics.

FormsPlus Consulting Group

Contact: Cinda Raupe Phone: 858-675-9576
Email: fcg@cox.net
 FormsPlus Consulting Group (FCG) is a nationwide company offering a complete array of electronic statement outsourcing services for billing as well as an extensive line of business forms. FCG provides medical software compatible billing forms (standard and custom), x-ray jackets, mailing envelopes, custom form design and forms inventory management. Our personalized, hands-on billing experience means that you can count on the right solution for your operation.

Healthcare Billing & Management Association

Contact: Brad Lund Phone: 877-640-4262
Web: www.hbma.com Email: brad@hbma.com
 HBMA is the National Trade Association for third party medical billing companies. HBMA is dedicated to the informational, educational and advocacy needs of its members and the industry. HBMA offers 16 educational programs throughout the year and throughout the country, 4 of which are broadcast via the Internet. HBMA publishes the industry journal "Billing" and recently published "Collective Wisdom-Best Practices for Third Party Medical Billing Companies." HBMA also offers a variety of informational sharing activities for members to exchange information and experiences.

JPI Data Resource, Inc.

Contact: Jim Bergeron Phone: 888-581-8560
Web: www.jpidr.com Email: jimb@jpidr.com
 JPI Data Resource strives to be just that - a resource for your constant challenges with data and technology. We provide the consulting, installation, training and support of the Laserfiche Document Imaging System. We supply software to capture, index, store, retrieve and distribute vital billing paper. For more information please go to www.jpidr.com/billing.asp.

Laserfiche

Contact: Mauricio Pinto Phone: 562-988-1688
Web: www.laserfiche.com Email: mpinto@laserfiche.com
 Laserfiche document management solutions accelerate billing and collection cycles and HIPAA compliance by improving the way healthcare organizations archive, retrieve, and deliver information. Flexible capture options index scanned patient records, EOBs, and checks along with electronic documents and e-mail, making them available for fast retrieval. Laserfiche protects patient information, while enabling authorized personnel to access records securely. Our solutions reduce paper-handling overhead and eliminate the delays of paper-driven processes using an automated, digital workflow for rapid claims processing, coding, billing, and responses to patient inquiries.

New Generation Software, Inc.

Contact: David Gillman Phone: 916-920-2200
Web: www.ngsi.com Email: dgillman@ngsi.com
 New Generation Software develops NGS-IQ™, business intelligence solutions for the iSeries with reporting features that enhance the tools already available within MED/FM. In addition to reducing programming tasks and multiple data passes, NGS-IQ connects your iSeries, MS Office, and Web users to critical business data. CPU clients use NGS-IQ for comprehensive financial analysis of accounts and collections, patient analysis, and daily summaries. Create simple to complex reports and transform DB2 into: Excel, Access, Word, OLAP, Web pages, PDF, or XML with delivery via e-mail and FTP.

MED/FM Monthly Status Report

CPU strives to keep you informed. One way we do this is by sending monthly status reports outlining any outstanding projects to the contact person on file for each organization.

The "Work In Progress Report" contains: the task ID number, related programming task(s), description, customer contact, entered system date, hours estimated, date started, projected completion, and status.

SAMPLE MONTHLY STATUS LETTER

Monday, May 16, 2006

Contact Name
Client Name
Address
City, St Zip

Dear Contact:

The attached report has been compiled to help keep you advised on the status of the ongoing projects we are working on for your business. It is our desire to keep you informed on our progress.

If you have any questions regarding the jobs on the enclosed report, please call your Customer Support Representative at our toll free support line. The phone number is (800) 597-0875.

Sincerely,

Tom Gates

Tom Gates
Manager of Programming

Status Code Definitions

Advise: Task advised to CPU representative for action to be taken

Assigned: Task assigned to a programmer, but not started yet

Inpgmg: Task sent to Programming Department

Started: Programmer has started task

Waiting: Task requires additional information from client or other

Estsent: Task estimate sent to client; CPU waiting for signed approval

Hold: Task on hold at the client's request or programmer's need

Depreq: Task requires deposit; CPU will not schedule task until deposit is received

Research: Task requires research and has been assigned to a programmer

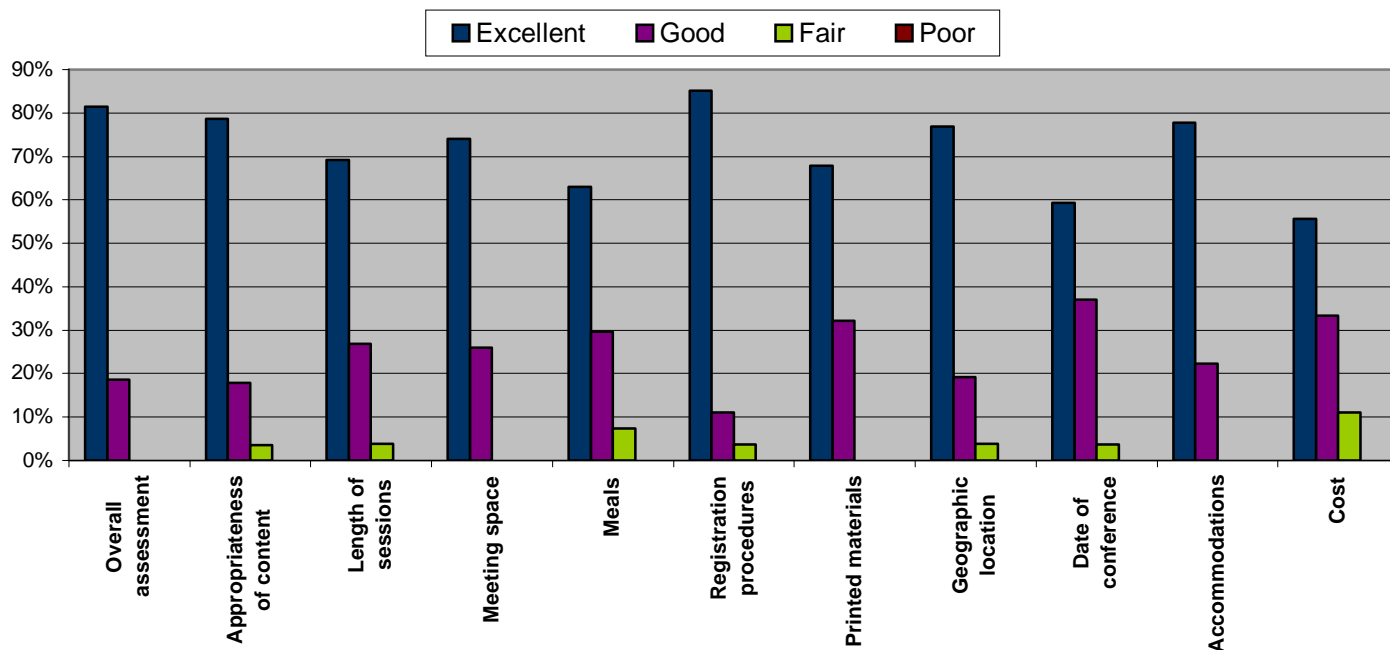
Work In Progress Report As of 05/08/06

Task ID#	Related Pgm'g Task	Description	Customer Contact	Entered System	Hours Estimated	Date Started	Projected Completion	Status
CALL 0Y55	FMOT 2345	Estimate: CUSTOM report - Charge Ty	Customer	04/06/06	.00	04/06/06		INPGMG
CALL 0Y67	FM61 0333	Merging of claims, while in OIPE ca	Kristin	05/04/06	.00			INPGMG
CALL 0YGA	FMOT 3456	XXX Requesting UB92 Electronically	Customer	05/04/06	.00			ADVISE
FMOT 1234		XXX New System client. Go Live = 05		01/20/06	.00		05/01/06	ASSIGNED
FMOT 1234 03		XXX Setup Kick-Off/Weekly calls w/c		02/06/06	.00			ASSIGNED
FMOT 1234 07		XXX Project Manager Post-Installation		02/06/06	.00			ASSIGNED
FMOT 1234 13		XXX Post-Installation Programming s		02/06/06	.00		05/14/06	ASSIGNED
FMOT 1234 16		XXX Create Install Tape for HWare R		02/06/06	1.00	02/07/06		STARTED
FMOT 1234 18		XXX Setup N. CA Medicare ANSI ECS,		02/06/06	6.00			ASSIGNED
FMOT 1234 19		XXX Setup N. CA Medicare Remittance		02/06/06	6.00			ASSIGNED
FMOT 1234 20		XXX Setup NV Medicare ANSI ECS, via		02/06/06	6.00			ASSIGNED
FMOT 1234 21		XXX Setup CA Medi-Cal ANSI ECS, via		02/06/06	6.00			ASSIGNED
FMOT 1234 22		XXX Setup CA Blue Cross ANSI ECS, v		02/06/06	6.00			ASSIGNED
FMOT 1234 23		XXX Setup CA Blue Shield ANSI ECS,		02/06/06	6.00			ASSIGNED
FMOT 1234 25		XXX Setup ProxyMed ECS Clearinghouse		02/06/06	6.00			ASSIGNED
FMOT 1234 26		XXX Estimate Full Trial & Live Conv	MARK	02/06/06	125.00	04/14/06	05/10/06	STARTED
FMOT 1234 27		XXX Est. Aux Files Trial & Live Con		02/06/06	.00			ASSIGNED
FMOT 1234 28		XXX Review Trial conversion data wi		02/06/06	.00			ASSIGNED
FMOT 1234 29		XXX Run 'Live' Conversion on Data		02/06/06	.00			ASSIGNED
FMOT 1234 30		XXX- Post conversion programming su		02/06/06	.00			ASSIGNED
FMOT 1234 31		XXX-Clean up post conversion libs &		02/06/06	5.00		01/01/09	ASSIGNED
FMOT 1234 33		XXX CCI WEBEX Training for Module		02/06/06	2.00			ASSIGNED
FMOT 1234 34		XXX Setup HL7 HDC FOR Hospital Name		02/06/06	8.00	04/06/06	05/01/06	WAITING
FMOT 1234 35		XXX TRAIN First-time HDC Client on		02/06/06	.00			ASSIGNED
FMOT 1234 36		XXX Setup A-LIFE INTERFACE Software		02/06/06	.00	03/21/06	05/01/06	WAITING
FMOT 1234 38		XXX WEBEX: Train Aux Files; 12 hour		02/06/06	12.00			ASSIGNED
FMOT 1234 39		XXX 10 days of INITIAL Software TRA		02/06/06	.00			ASSIGNED
FMOT 1234 40		XXX Train ALife features client is		02/06/06	.00			ASSIGNED
FMOT 1234 41		XXX Train NGS and Smartview feature		02/06/06	.00			ASSIGNED
FMOT 1234 42		XXX CREATE AND TRANSMIT BILLING TES		02/06/06	.00			ASSIGNED
FMOT 2345		XXX: CUSTOM report - Charge Type Ac	Customer	04/07/06	20.00		05/31/06	ASSIGNED
FMOT 3456		XXX Requesting UB92 Electronically	Customer	05/04/06	6.00			ESTSENT
** Report Totals **		271.00						

CPU User's Conference Evaluation Results Summary

During our Annual User's Conference, CPU surveyed the attendees on topics regarding the conference, the presentations, and CPU's effectiveness in various areas. Thank you to those who filled out the evaluations. Your feedback will help us plan next year's conference.

2006 Conference Evaluation Results



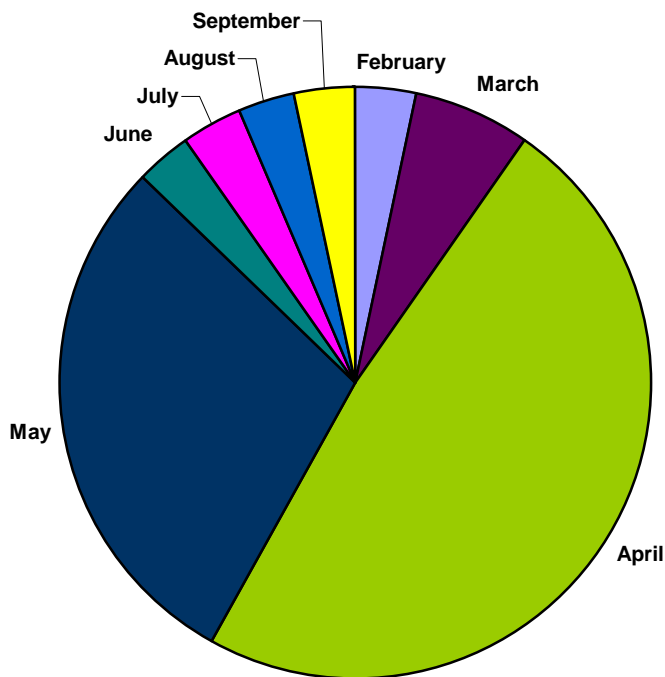
What About the Conference Was Most Helpful?

- Networking with others in the same field
- Interacting with the CPU staff and other clients
- The session on disaster recovery
- The session on reports
- The opportunity to ask questions of the CPU staff
- The sessions and discussion on Laserfiche
- Hearing about future products & enhancements
- All of the sessions on the second day

What Sessions Were Least Helpful?

- All of the sessions were helpful!
- The session on disaster recovery
- The CPU University session
- Radiology discussions
- Appointment scheduling topics
- Client panel question & answer session
- The time management session was helpful, but I think the conference should be focused on CPU and MED/FM topics

Suggested Month for 2007 Conference



CPU User's Conference Evaluation Continued...

What Topics Should CPU Cover Next Year?

- CPU query tools
- HIPAA compliance & new Medicare regulations
- More on MED/FM
- Offer a pre-conference class on NGS
- Provide more details for smaller practices
- New data capture capabilities
- Marketing

Recommendations:

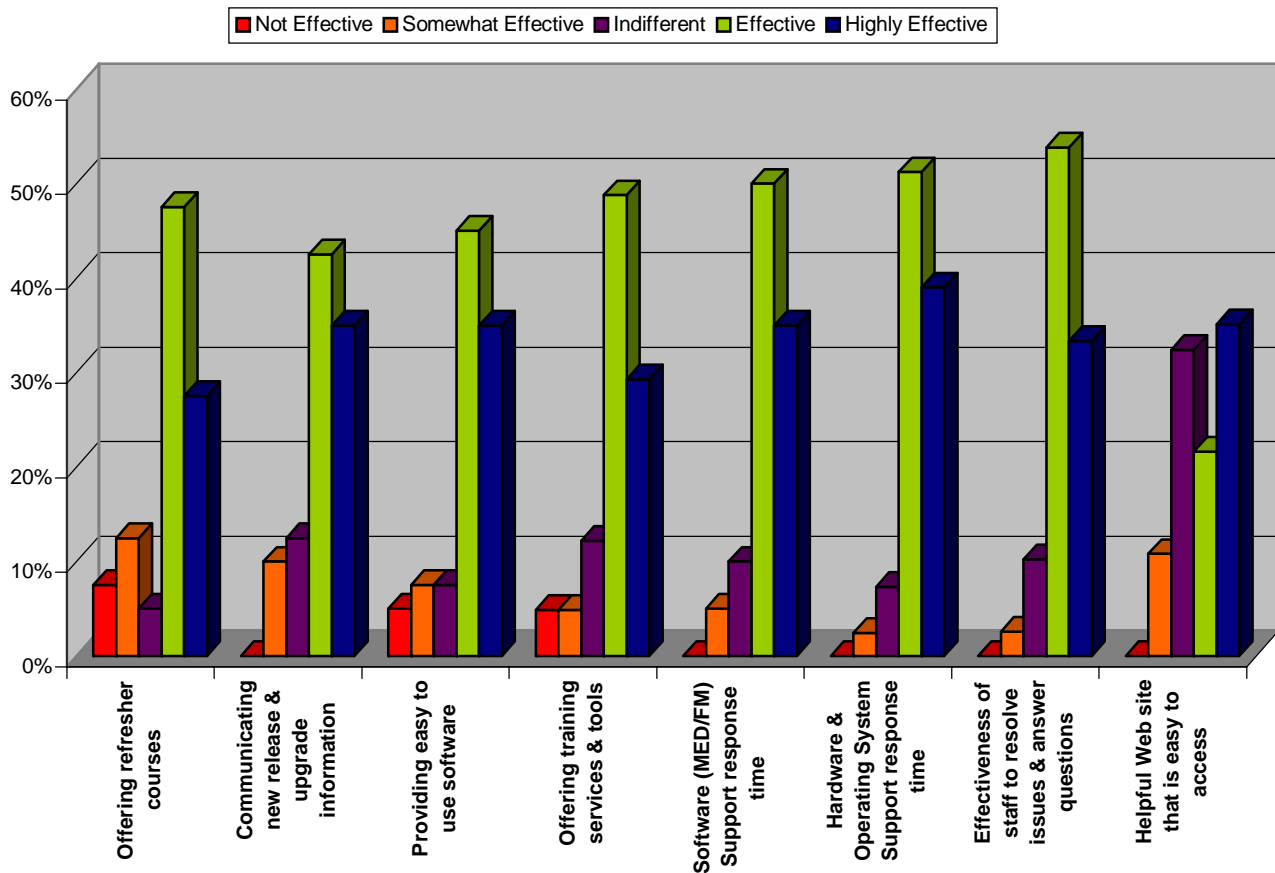
- Make the conference 3 days and offer 1 day of query training
- On the first day sessions should focus on MED/FM & other topics on the second day
- Have pre-planned questions for the panel
- Provide vendor pricing information
- Invite more vendors to exhibit
- Make more rooms available at the discounted rate on the last day of the conference

Additional Comments About the Conference:

- This conference was better than any other I have attended in the past.
- You're doing a great job!
- Change hotels
- I'm very glad I attended – it was really beneficial
- Great conference!
- Thanks for investing in your clients!
- Love the Omni!
- Use shorter tables and make shorter rows
- Provide documentation on enhancements

If you have additional comments or recommendations regarding the conference sessions, location, or cost please email them to Heidi Koffler, Conference Chair, at heidi@cpumms.com. Thank you.

CPU's Effectiveness Rating



Managed Care Corner for MED/MC Clients

The Managed Care (MC) team would like to thank the clients who attended our User's Conference last month. The interaction between you and CPU is always the highlight of our year.

During the conference, the MC team committed to upgrading our ASP customers in June. We will contact each system client to schedule the upgrade with the goal of having all clients upgraded by the end of the year.

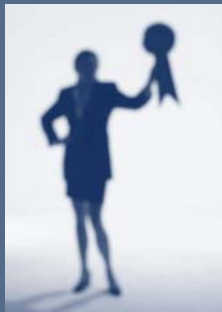
The National Provider Identifier (NPI) was another hot topic during the conference. The NPI number field currently resides in the Provider Master of MED/MC. During the discussion, we tried to identify client suggestions that would be impacted by or that could impact the

new NPI programming. This is going to be an evolving task. The functionality using the NPI throughout the system will change as clients understand how Medicare, State Medicaid organizations, and Health Plans decide the NPI will be used in daily operations. The MED/MC team committed to scheduling periodic conference calls on this topic, as more information is made available. The first call is scheduled for June 2006.

The topic of multiple modifiers was also discussed and generated a great deal of thoughts; however, we did not see a realistic way to proceed with this project. After the conference we sent an email to all clients asking what your particular organizational needs are for

processing multiple modifiers. We received your responses and are in the process of determining if there is some common programming logic that we can apply to fit all scenarios. We will provide more information on our findings in a draft specification document in the coming months.

If you have any questions or comments regarding these managed care topics, please email Christopher Miller at chris@cpumms.com.



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

CPU would like to congratulate Lesley Finney on winning the *Most Valuable Player* award for the first quarter of 2006!

CPU VISIONS

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