

CPU *Visions*

A Publication of CPU Medical Management Systems

May 2007

CPU 2007 Holiday Schedule

Memorial Day
May 28

Independence Day
July 4

Labor Day
September 3

Thanksgiving Day
November 22

CPU Holiday
November 23

CPU Holiday
December 24

Christmas Day
December 25

CPU Holiday
December 31

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.

Online Payments & Remittance

CPU recognizes the need for a method of payment by credit card and the ability for patients to view their statements online; therefore, CPU is evaluating possible vendors to partner with that offer this type of service. The vendors we are currently assessing include:

- DataBill
- EZPay
- InstaMed
- Moneris
- PSC (Payment Software Company, LLC)



If you have experience with these or similar vendors, we would like to hear from you. Please contact Doug Allem at dga@cpumms.com to share your knowledge on this topic.

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.

2007 CPU University Schedule

- **May:** *Electronic claims processing: frequently asked questions & setup review*
- **June:** *Claims Management - updating account & claim information*
- **July:** *Contracts*
- **August:** *Collections*
- **September:** *Refunds*
- **October:** *Commonly Used Reports & How to Drop Them to Excel*
- **November:** *Reports on the Web*

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

To enroll please email Marie at marie@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

Spring has sprung and so have the ideas for new projects, thanks to you, our clients!

During our Annual Users' Conference in March, many of you shared your ideas, concerns, and suggestions for how CPU can continue to improve our product offerings. We are taking your suggestions to heart and are in the process of making many of them a reality. This is one of the most important reasons the Users' Conference is crucial to CPU and why we encourage all of you to attend every year. We want to hear from you and make both of our businesses more successful.

One of the suggestions made during the conference was to give our clients the ability to rank the enhancements posted to our website's enhancement request page. You also told us that you would like more information about CPU's reaction to the requests and if and when we plan to implement them. I have assigned Heidi Koffler, our Marketing Director, with the task of organizing a work group made up of Marketing, Support, and Research and Development team members to redesign the enhancement request page so that ranking is possible and meaningful to both CPU staff and clients.

During the conference, attendees also asked CPU to create a user forum or message board so that MED/FM users can share ideas and information. Heidi has been assigned this task as well and is coordinating with the work group to provide CPU clients with an online channel of communication.

Another popular suggestion raised during the conference was the need for a method of payment by credit card and the ability for patients to view their statements online. CPU is evaluating possible vendors to partner with that offer this type of service. InstaMed, Moneris, and EZPay are just a few of the vendors we are assessing. If you have experience with these or similar vendors, we would like to hear from you. Please contact Doug Allem at dga@cpumms.com to share your knowledge on this topic.

These are just a few of the projects we are working on to address your needs and help your business be more efficient and profitable. Look for more updates in upcoming issues of *Visions* and CPU Wise Advises.

Michael Stringer

Welcome New CPU Clients

Renaissance Radiology Medical Group
of Pomona, CA

Pocatello Radiology Associates
of Pocatello, ID

Medical Information Services, Ltd
of Fort Worth, TX

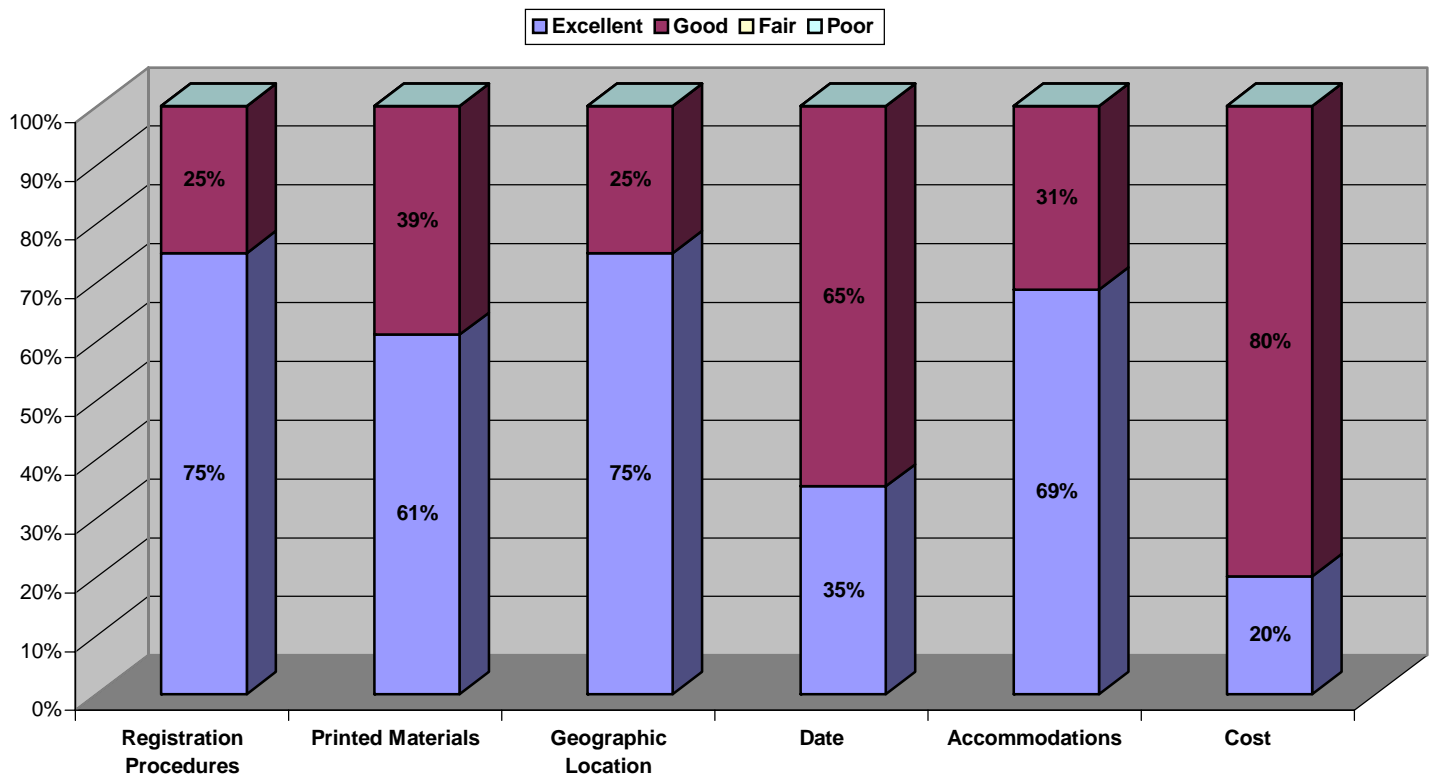
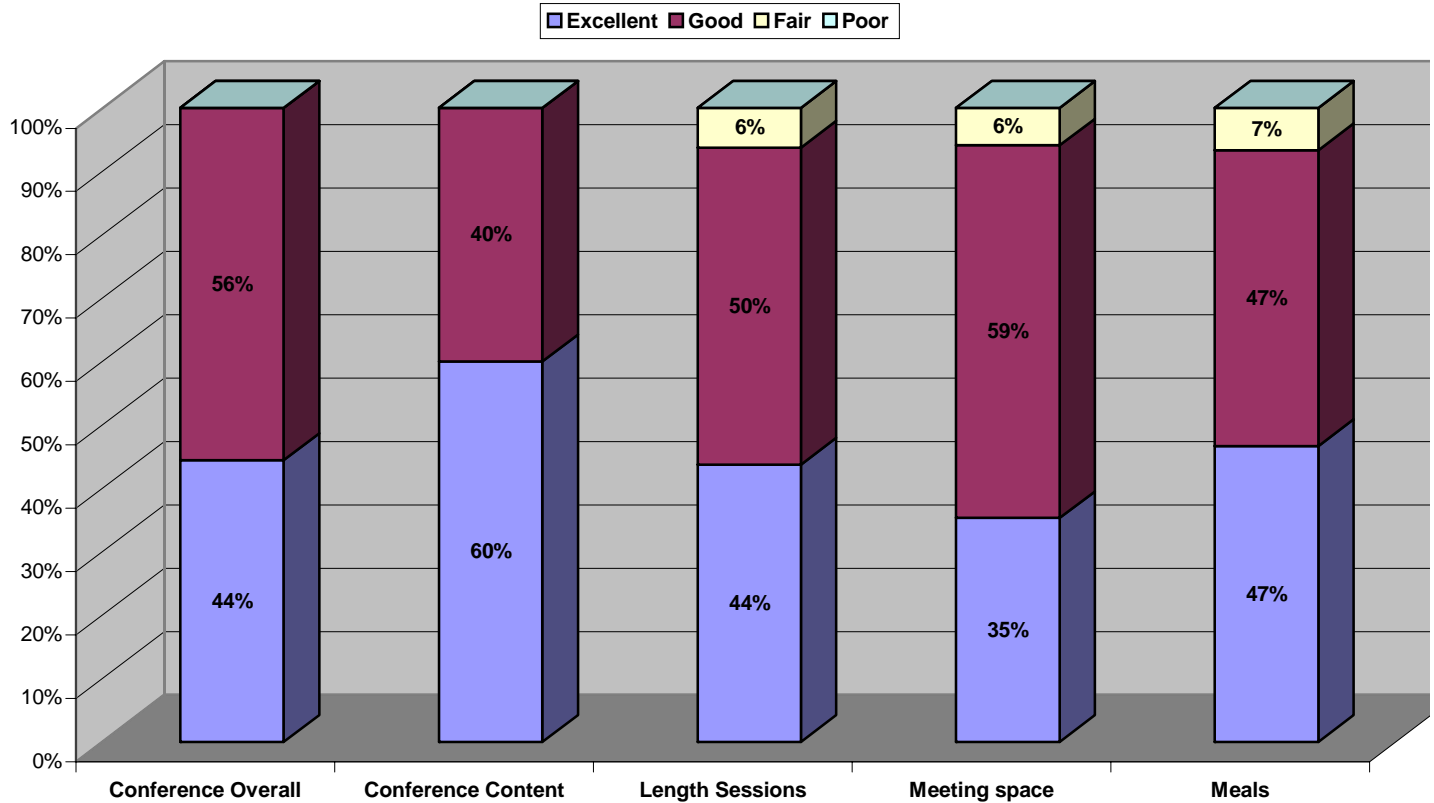
Independent Living Systems
of Miami, FL

Support Reminders

- MED/FM Support is available Monday through Friday from 6:00 a.m. to 6:00 p.m. PST.
- Weekend and after hours support is available via pager. Should you need support during this time, leave a message with your name, acronym, a detailed description of your problem/issue, and a phone number where you can be reached.
- Email support (through help@cpumms.com & cpuansi@cpumms.com) is only monitored Monday through Friday from 6:00 a.m. to 6:00 p.m. PST.
- CPU has dedicated a new fax number for all estimates in order to process paperwork faster and to ensure documents go directly to the appropriate CPU staff. The estimate fax number is 866-759-3874. This number is to be used for estimates only.

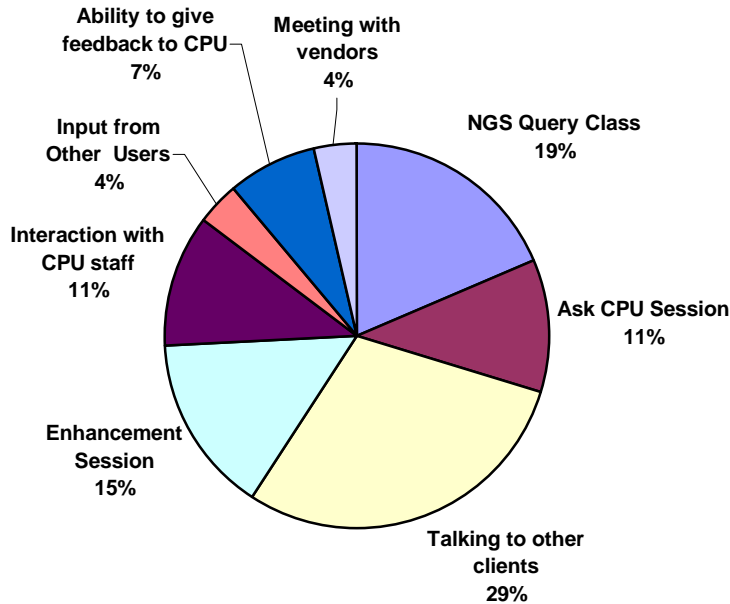
CPU Users' Conference Evaluation Results Summary

During our Annual User's Conference, CPU surveyed the attendees on topics regarding 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.



CPU Users' Conference Evaluation Continued...

What Was Most Helpful About the Conference



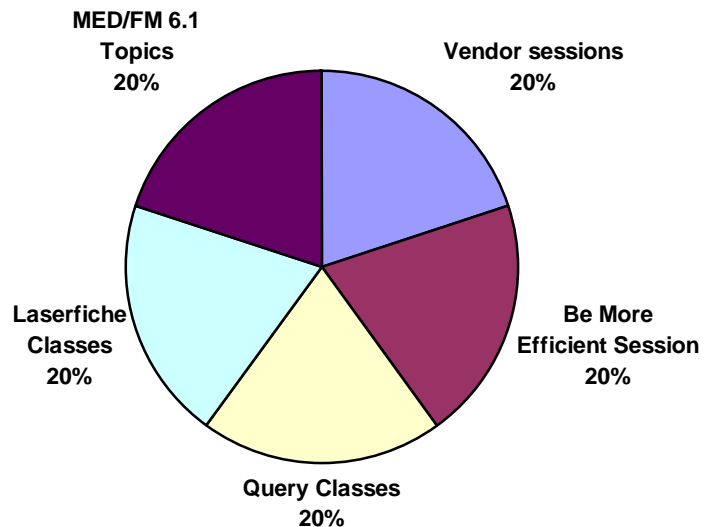
What Topics Should CPU Cover Next Year:

- Interfaces with CPU & third party vendors
- Training class on RVUs
- ACH
- Automatic EFT payments and posting
- Credit card payments, refunds, and bank accounts
- Upgrade path for features
- Pay for performance indicators
- Share ways that we can better our A/R by explaining what reports to run and work
- More advanced training with Randy
- Additional training topics based on input from clients
- Additional Query training
- Claims Tracking training
- Open Item Payment Entry training
- Compliance information
- Offer a forum on improvements
- Provide a progress report on announced projects

Recommendations for Future Conferences:

- Have tables farther apart
- Have breakout sessions right next to each other
- Provide a new release schedule
- Have a tech area and hands-on demonstrations
- Change the location of the conference
- Keep it at the Omni
- Offer a two-hour session on short cuts, tips, & hints
- Record the sessions and post them on the Web
- Have the conference in Las Vegas
- Continue the breakout session options
- Don't always let the same clients respond and ask questions
- Provide different menu options
- Cut down the MED/MC conference to one day
- Have more unstructured time for attendees to visit the vendors

What About the Conference Was Not Helpful



Special Thanks to Our Conference Sponsors!

Business Revenue Systems, Inc.

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Email: jimw@brsi.net

CodeRyte, Inc.

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FormsPlus Consulting Group

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Healthcare Billing &
 Management Association

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JPI Data Resource, Inc.

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Laserfiche, Inc.

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New Generation Software, Inc.

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Symtrax Corp.

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Email: jasons@symtrax.com

Business Revenue Systems, Inc. (BRS) offers an automated collection program to collect past due accounts. The program interfaces with your billing software, making it easy for you to use this powerful collection tool. BRS effectively and securely submits patient accounts for a variety of collection services based on financial class and aging. Best of all, it significantly reduces the number of accounts that reach 90 to 120 days, while saving you time and money.

CodeRyte provides computer-assisted coding solutions to help physician practice groups and medical billing/practice management companies increase revenue, lower costs, improve cash flow, and enhance compliance. Our Natural Language Processing (NLP) technology and workflow system identifies correct billing codes and extracts key clinical information, maximizing reimbursement, reducing denials, decreasing outstanding accounts receivables, and improving the efficiency.

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 (both 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 billing operation.

HBMA is the National Trade Association for third party medical billing companies. Dedicated to the informational, educational and advocacy needs of its members and the industry, HBMA offers educational programs throughout the year and informational sharing activities such as its listserve. HBMA publishes the industry journal "Billing" and has recently published a book "Collective Wisdom-Best Practices for Third Party Medical Billing Companies."

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.

Laserfiche provides the document management foundation for business process improvements, accelerated billing and collection cycles and HIPAA compliance. Our solutions improve the way healthcare organizations archive, retrieve and deliver information. You will reduce paper-handling overhead and eliminate the delays of paper-driven processes using Laserfiche's automated, digital workflow for rapid claims processing, coding, billing, and responses to patient inquiries.

New Generation Software develops business intelligence solutions for the iSeries. NGS provides business intelligence reporting features that enhance tools already available in MED/FM. CPU customers use NGS for comprehensive financial analysis, to create simple or complex reports, and to transform DB2 into: Excel workbooks, Access tables, Word documents, drillable Web pages, PDF, XML, and more, with delivery output via e-mail and FTP.

Symtrax produces and distributes multiplatform reporting and output management software. Our software will help create professional reports for better analysis and effective decision making. Compleo automatically captures, reformats, archives and distributes iSeries spool files. MapForm automatically creates professional looking documents, reducing the need for pre-printed forms and dedicated printers. Simply drag and drop spool file data to produce industry standard forms.

Managed Care Corner for MED/MC Clients

■ Thanks to all of the clients who attended CPU's 15th Annual Users' Conference in March. The MED/MC users were treated to informative sessions. Based on feedback, clients who attend this event felt it was very beneficial. Stay tuned to *Visions* for more information about the 2008 conference.

■ We recently transitioned Family Practice Medical (FPM) from their in-house server to CPU's ASP model. FPM is just beginning to realize the benefits of our MED/MC ASP solution, as they embark on a new era in their organization.

■ CPU is happy to announce a new MC client located in Miami, FL! Independent Living Systems (ILS) is a physician service network for the state of Florida's Medicaid product and also provides TPA services. CPU looks forward to working with ILS.

■ **New: MED/MC NPI Enhancement**
The latest version of MED/MC includes enhancements for NPI compliancy. In order to take advantage of the enhancements, you will need to upgrade to the latest version of MED/MC.

One of the latest NPI enhancements is the ability to edit the NPI number field on the provider master and claim F23 screen. Edits will be received if the NPI number is less than 10 digits; if the NPI number does not begin with 1, 2, 3, or 4; or if the NPI number is invalid. The NPI validity editing is based on the Luhn formula algorithm for checking digit assignment. The algorithm is part of the program and ensures that a valid NPI number is entered for your providers.

Please contact your MED/MC Support representative to schedule an upgrade.



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

CPU would like to congratulate
John Lillie on winning the
Most Valuable Player award
for the first quarter of 2007!

CPU VISIONS

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