

# CPU *Visions*

A Publication of CPU Medical Management Systems

November 2007

## CPU 2007 Holiday Schedule

### 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.

## Save the Date for CPU's 16th Annual Users' Conference!

CPU's 16th Annual Users' Conference will take place March 13 and 14, 2008.

The conference will be located in beautiful downtown San Diego at The US Grant Hotel, which was built in 1910 and underwent a \$56 million dollar renovation in 2006. The historic ambiance of this landmark property creates a world-class urban sanctuary.



Rooms at The US Grant are available for a discounted conference rate of \$200 per night. To reserve your room call 866-837-4270 today. The deadline to reserve a room at the discounted rate is Friday, February 8, 2008.

More information about the conference schedule and registration will be emailed to all CPU clients and available on CPU's Website soon.

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## 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

- November: *Claims Tracking & Management Overview*
- No CPU University Session during the month of December

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

To enroll please email Ann Quinn at [ann@cpumms.com](mailto:ann@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

Season's Greetings!

During this time of reflection and giving thanks, I would like to thank each of you for your business and loyalty to CPU. All of us at CPU look forward to serving you and making 2008 a successful year for all! I also want to thank all of you for your patience and concern for our employees during the California wild fires.

Disasters come in many different forms and typically when we least expect them to hit. Preparation and communication are key to successfully maintaining a business in the midst of unforeseen events. Like those of you who have experienced hurricanes; office fires; and flooding, when you put a disaster recovery plan together you hope that you never have to refer to it, but should the day come that plan is crucial. I take comfort in knowing that your data and our systems are protected by the security of our co-location and off-site storage facilities.

I am very proud of my staff for being able to continue to provide support and work from their homes, despite having to deal with the stress and destruction of the fires. CPU is a service organization and without our people we are nothing. Fortunately, all of our employees, their families, and homes survived the wild fires — for this I am most thankful.

I extend to each of you and your families my warmest holiday wishes!

Michael Stringer  
President & CEO

## Welcome New CPU Clients

**Assurance Billing Service, Inc.**  
of Meridian, MS

**PureTouch Healthcare, LLC**  
of Aliso Viejo, CA

**Valley Radiology Consultants Medical Group**  
of Escondido, CA

**Medi-Data Services, LTD**  
of Naperville, IL



## New Estimate Process

In our efforts to continually improve our software and programming, CPU has modified our estimate process to provide you with a more comprehensive description of the programming required to accommodate your system change requests.

When you request a system change, a member of the CPU programming team will contact you to clarify your request and ask you any questions he/she may have about the request. Based on that conversation, the team member will write a preliminary functional specification describing the programming necessary for your request. This preliminary functional specification will be emailed to you for review to ensure that project will meet your needs. At this time you may ask any questions about the specifications or notify CPU of any discrepancies between what you need and what is described in the functional specification.

The assigned team member will make modifications to the functional spec as needed based on your feedback and resend it to you for approval. After you approve the preliminary specifications, a programmer will continue with the estimate and begin the technical specifications, which outlines all files, records, programs, screens, etc. involved with the requested change.

Upon completion of the technical specifications, a member of CPU's programming team will send you an estimate for your system change request. Once you return the signed estimate and deposit, CPU will begin working on your request.

## Managed Care Corner for MED/MC Clients

### MED/MC Clients Receive Pay for Performance Honors!

In the state of California the Integrated Healthcare Association (IHA) administers a program called Pay for Performance. This is a cooperative effort by major health plans to "create breakthrough improvements in health care services for Californians through collaboration among key stakeholders." The stakeholders are our clients, who are asked to compile data measurements as defined by IHA. That data is then analyzed and aggregated into scores, which are compared amongst similar populations throughout California.

Long-time MED/MC client, Family Practice Medical, was recognized for demonstrating the highest relative quality improvement measurement from years

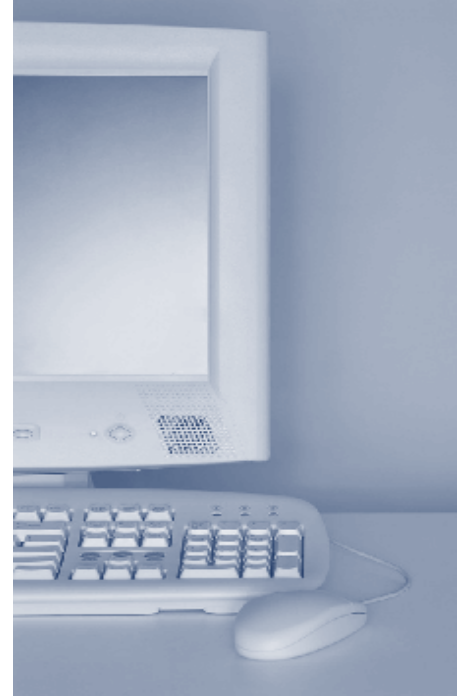
2005 to 2006 in the Inland Empire region. Family Practice Medical also received honorable mention in the domain of Patient Experience and Information Technology for 2006.

Another MED/MC client, Greater Tri Cities IPA, received honorable mention for Patient Experience in 2006, and AppleCare Medical Group received honorable mention for Information Technology in 2006.

CPU would like to congratulate our clients on these achievements!

### 2008 Users' Conference

Don't forget to mark you calendars for CPU's 16<sup>th</sup> Annual Users' Conference, which will take place on March 13 & 14 in San Diego.



## CPU's Most Valuable Player of the 3rd Quarter Award Winner

CPU would like to congratulate Paula Lynch on winning the *Most Valuable Player* award for the third quarter of 2007!

### CPU VISIONS

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!  
[www.cpumms.com](http://www.cpumms.com)



# CPU

Celebrating 25 Years of Serving You