



# Visions

November 2009

*A Publication of CPU Medical Management Systems*



## From the President

As we head into the holiday season, all of us at CPU are very excited about what promises to be a very busy and productive year-end. Following our announcement about MED3000 this summer, we have been working hard on major enhancement projects including: 1) upgrading our management and systems infrastructure to support the growth of CPU 2) creating and executing the Project Plan for the next release of MED/FM and 3) exploring ways to improve our relationships with you.

We are very pleased with the progress to date and are delighted to announce in this edition a number of positive changes designed to help you compete in your own markets. We are especially excited to announce the dates of March 24-26 for the 2010 Users' Conference in San Diego this spring. Since the 2010 CPU Users' Conference will fall shortly after the delivery of MED/FM Version 7, we believe it will be an ideal opportunity for educating your team on the new features in MED/FM.

Given the federal government's increasing focus on an Electronic Health Record for every citizen on-line, we are announcing the introduction of the MED/FM's integration with InteGreat EHR. This exciting new offering will allow your physicians to implement an intuitive EHR designed around the physician's workflow that will be integrated into your practice management system. It is a major milestone for CPU, and helps fill a longtime void in our product offering.

We would also like to take this opportunity to thank you for your patience as we institute these changes. As your strategic partner, we understand that our success is entirely dependent on your own success. Our commitment with these new products and enhancements is to ensure the competitiveness of your own information infrastructure, and help you grow your organization.

Best wishes for a terrific holiday season and a successful New Year, from all of us at CPU.

Tom Skelton

## CPU 2009 Holiday Schedule

*Our offices will be closed during  
the following holiday periods:*

**November 26**  
Thanksgiving Day

**November 27**  
Day after Thanksgiving

**Employee Holiday Luncheon**  
December 17  
11 am - 2 pm

**December 24**  
Christmas Eve

**December 25**  
Christmas Day

**December 31**  
New Year's Eve  
Support will be available from  
6 am - 3 pm

**January 1, 2010**  
New Year's Day

**MC Corner**

Recently our MED/MC team finished a couple of R & D tasks that we felt should be brought to your attention. Historically, we have tried to create tools within MED/MC which would assist you with system maintenance. With this in mind, we have created 3 new mass change functions for the plan file, Main Menu option 61, 30, 40. Copy & Create New Plans, option 41. Change Copay & Coins PROC/DIAG1 and option 42. Change Copay & Coins PROC/DIAG2. These functions allow users to make mass changes to copay and coinsurance fields based on the criteria entered in the displays. This is most widely used when Healthplans change copays and coinsurances on plans they intend to keep in force for the coming year.

Also, a new option to copy a fee schedule has been added to MED/MC. Main Menu option 61, 30, 23. Create a FREW CFS Using MCPCFREW. This is the new fee schedule upload function that allows a client to take pre-built FREW (age based) schedules and upload them into MED/MC's Fee Schedule Master. We created the capability to administrate FREW schedules last year, and therefore felt it would be helpful to create an automated way to bring these type of schedules into MED/MC.

If you have any questions regarding either of these new capabilities, please email Customer Support.

**MED/FM Laserfiche Integration Upgrading to 8.1**

CPU's development team recently upgraded the MED/FM Laserfiche Integration programs to 8.1. We are in the process of working with a beta site. Once the beta testing has been completed we will work with our clients and their LF VAR's to get them upgraded to 8.1.

**Some of the latest features of Laserfiche 8.1 include:**

- **Recycle Bin Enhancements**  
The Laserfiche Recycle Bin now allows you to restore individual deleted pages, as well as electronic files, deleted from electronic documents.
- **Customizable Quick Search**  
The Quick Search feature, introduced in Laserfiche 8.0, allows you to quickly perform common searches directly from the Folder Browser. In Laserfiche 8.1, this feature has now been expanded, allowing you to add new search types to the quick search list that are useful for your specific needs.
- **Client Undo**  
Most actions performed on entries in the Laserfiche Client—including moving, copying, and renaming, can now be undone.

We expect to have this available at the end of the fourth quarter 2009.

Please contact CPU Software Support team at [help@cpumms.com](mailto:help@cpumms.com) if you would like to be placed on the schedule for the upgrade to Laserfiche 8.1.

## March Madness

*A playbook for success*

**SAVE THE DATE:**  
March 24 – 26, 2010  
San Diego, CA

It will be time for March Madness and the CPU's Annual User's Conference. Our annual education and networking event will be held at the beautiful Manchester Grand Hyatt in downtown San Diego this year. Bring your team to the event for strategies on how to rule the court. The official conference playbook and details on registering for the event will be emailed to you shortly. We look forward to seeing you at the Championship Event!




## GUI PANEL SERVING UPDATE for MED/FM 6.1

CPU is excited to offer the latest version of the SEAGULL SOFTWARE for Panel Serving users.

This new version is designated 4.1038.183.2 and most notably addresses the "freezing" issue experienced by some Panel Serving users. We have performed extensive testing with the new version and are pleased to report that it completely eliminates these lockups.

At this time we are in the process of migrating all of our Panel Serving users to the new build. If you are an ASP client, you should receive an email on how to upgrade to the new Panel Serving release within the next few weeks. (We have a few users who expressed interest in installing the update now, rather than wait. If you are in this group, please contact our support department at (800) 597-0875 and they will provide you with the necessary instructions.)

Migrating a user to the new version takes about 5 minutes and is as simple as 1-2-3:

1. Point your browser to the new URL.
2. Install the new build to your PC.
3. Sign on and start working!

In the near future we will be removing the server for the existing version so it is important that all ASP Panel Serving users migrate to the new version as soon as possible.

Non-ASP users will receive the new version, along with comprehensive installation instructions, in the next few weeks.

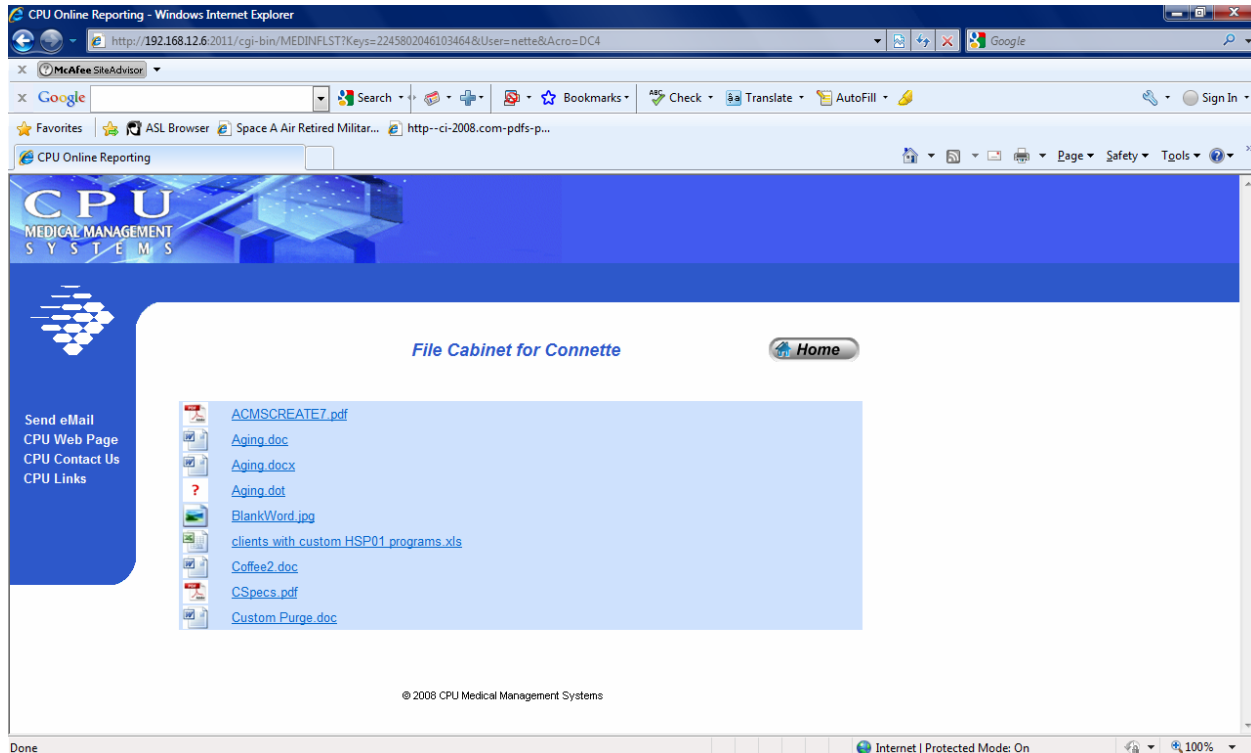
If you have any questions about the new version or the migration process, please contact our Support Department at (800) 597-0875 or send an email to [help@cpumms.com](mailto:help@cpumms.com).

## Dashboard File Cabinet

We are still a few weeks from Christmas, yet we are happy to grant the wish of a number of clients as we announce the availability of the new File Cabinet feature added to the Dashboard. This feature will be available by December 1<sup>st</sup> 2009.

This feature will give you the ability to move different types of files into a specific Dashboard folder, making the files accessible to the Dashboard user. Dashboard users will now be able to access not only the spooled reports generated by MED/FM or Query, but also other files such as MS Word documents, MS Excel Spreadsheets, text files, JPG and TIF images, Portable Document Format (PDF) files, and more.

A "File Cabinet" button has been added to the Dashboard Home Page. Upon clicking this button, a page listing the available files will be displayed as shown below.



As part of our commitment to provide you with secured data access, we have incorporated user access authority controls for the Dashboard File Cabinet folder. Only authorized users can move files into and out of this folder. As Dashboard profiles are created, a Dashboard File Cabinet folder is assigned. This folder will contain all of the files you wish to make available to your clients.

For more information on this great Add-on feature to your Dashboard, please contact [sales@cpumms.com](mailto:sales@cpumms.com).

### **Reminder - New 'Approved Estimates' Fax Number**

A new fax phone number dedicated exclusively to "Approved Estimates" has been established. Please fax all approved estimates to (858) 630-1310. This number will be printed on all estimates for reference. Faxing to this dedicated line, assures that your approved estimate will be received and placed in the queue for assignment."

All other fax correspondence should still be sent to the main fax number (858) 530-2615 where a CPU representative will receive them and deliver them to the appropriate staff member. Please update your records to accommodate these fax numbers.

If you have any questions please contact CPU Support at [help@cpumms.com](mailto:help@cpumms.com).

## **MED/FM Users Sign-on Scheduler**

Managers of today have a more challenging role as they aim to increase productivity given the limited amount of resources they have. They need to ensure all their resources are being used efficiently. CPU understands this need and has developed a tool that can help managers effectively handle their manpower and at the same time properly allocate their MED/FM resources.

The MED/FM Sign-on Scheduler will allow managers to define the work hours of each of their MED/FM users. The defined work hours will be verified by MED/FM each time the user signs on to ensure that the current local time is a valid time for the user to use the system. Overrides to the regular schedule are also permitted and may be set up accordingly. A user defined with an 8AM to 5PM shift, who tries to sign on to MED/FM outside those hours, will get a message indicating he/she cannot sign on at that time. If an override is set up for that day to allow the user to sign on between 6AM and 3PM, the user will be allowed to sign on at those times for that day only.

The User Sign-on Schedule maintenance is included in the MED/FM's User Security Maintenance and is only accessible to users who have the appropriate password.

For questions or to get more information on how you can add of this new feature, please contact our Support Department at 800-597-0875 or send an email to [help@cpumms.com](mailto:help@cpumms.com).

## Community Manager – New Call Tracking System

CPU is in the process of implementing a new call and project tracking system which will greatly improve our operational efficiencies and customer service quality. It is a product called Community Manager offered by Aldon Computer Group and we are very pleased with the advanced functionality it provides. Aldon Community Manager automates workflow and approval procedures, significantly improving overall productivity. It defines and manages software requirements from implementation to production, ensuring the right software gets delivered at the right time. It will allow our Support, IT services and Development teams to more quickly respond to all changes by managing change requests, issues, tasks and software requirements from a central location. We began Beta testing Community Manager on November 10<sup>th</sup> and we plan to put it into production before year end.

### Med/F M 7.0

We are pleased to announce the arrival of MED/FM 7.0. This newest release of the MED/FM software will provide many new functional enhancements, federal mandates, and application improvements including the



following:

- Refund Enhancements
- Write-Off Enhancements
- On-Line Personal Payments Module
- Balance Billing Functionality
- Facility Billing Functionality
- NDC Billing Functionality
- Integration of Claims Tracking into MED/FM application
- Generic Interface Engine Module
- Integrated EMR Solution
- GUI - New Look and Feel
- Hospital Data Capture Enhancements
- Megas Interface
- Letter Writer Interface to MS Word
- Medicare Secondary Payer Modifications
- Remittance Quantification
- Nuclear Medicine Enhancements
- Appointment Scheduling Improvements
- Computer generated EOB form enhancements
- eBridge Interface
- New Reporting Capabilities
- Open Item Payment Entry Enhancements

In addition, the new release of MED/FM will introduce a more automated deployment methodology and will provide a flexible, reliable technical base for increased standardization and infrastructure improvements. CPU has accomplished this with the implementation of Aldon Lifecycle Manager. With this new change management system, we are able to automatically track, accelerate and streamline the management of all our software and maintenance processes and workflows. It provides greater control of all parts of the application development lifecycle, increasing our developers' productivity and improving our customer service.

MED/FM 7.0 is slated to go into beta testing in the first quarter of 2010.

## MED/FM to InteGreat EHR Interface

We are pleased to announce a significant product interface milestone was reached within the fourth quarter of 2009.



The CPU and InteGreat teams established Interface capabilities from our MED/FM product into our InteGreat EHR.

Patient Demographics, Appointments, and Insurance information have successfully been sent from the MED/FM PM product and received by the EHR.

This milestone now positions us to be fully prepared for beta site testing of our interfaces.

Please contact your Sales representative if you would be interested in assisting with our beta testing needs.

## **ASP Enhancement: Mirrored MED/FM ASP**

To ensure the optimum level of business uptime for your organization and to help us achieve our goal of providing 24/7 availability, CPU has invested in enhanced communication, connectivity, and system redundancy. As stated in a previous CPU Wise Advise, CPU purchased a second ASP system server to mirror our current system. We are in the final stages of this project.

The system will be completely mirrored prior to the end of January 2010. After the system has been mirrored we will be completing a project to make the system available 24/7. The 24/7 availability is scheduled for the 1<sup>st</sup> quarter of 2010. After the system has been running in a mirrored state for a while we will need to schedule a switch over of the systems. This will not be scheduled until the 2<sup>nd</sup> quarter of 2010 and CPU will let everyone know in advance for planning purposes.

### **ASP Enhancement Mirrored Benefits:**

- Ensures business continuity and disaster protection
- Increases productivity
- Satisfies compliance requirements
- Reduces the risks and costs of business interruptions
- Improves access to and protection of your data
- Decreases the need to power down the server

### **Progress of ASP Enhancements:**

Setting Up Mirroring of All Libraries, Spooled Files & Processes

June 8 – December 31, 2009



Live Test of Principal ASP System Switchover to Mirrored System

To Be Scheduled January 4 – 8, 2010



CPU's ASP System Is Mirrored!



Switch Over 2nd Quarter 2010

## CPU Management Communiqué

As previously planned and announced, Mike Stringer officially retired from the day-to-day role of CEO effective November 7, 2009.

Mike will remain on the CPU Board so that we continue to utilize his vast experience in our company plans.

On November 11, the staff at CPU held a celebration luncheon honoring Mike for his years of service and commitment to CPU.

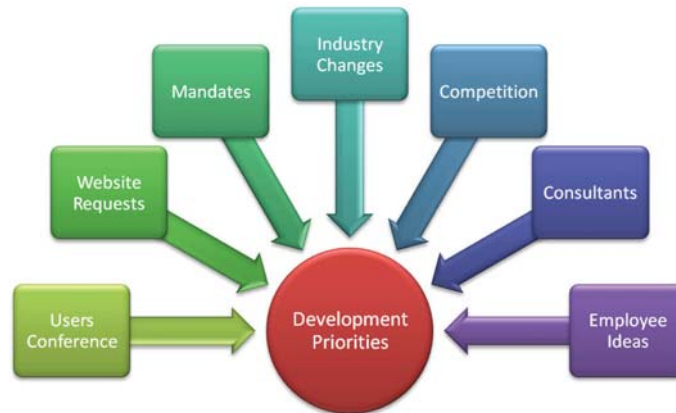
Mike's future plans are "fluid" as he was fond of saying, with time planned for family and squeezing in some golf with his new golf clubs.

We wish Mike all the best in whatever the future may hold.

## Determining Development Priorities

As stated in previous Visions Newsletters, CPU and MED3000 would like to re-emphasize that the development priorities are determined by a variety of means. We solicit suggestions and ideas for improvement, which

ultimately determine the priorities of our development team. During our Users Conference in March, it may have sounded like the main way we gather input is through the enhancement request page on our website. Although the website is an important source of suggestions, it is in no way the only source. When determining our priorities, CPU takes into account what our competition is offering, changes in the healthcare industry, government mandates, and ideas we received from our website, consultants, employees and most importantly our clients.



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#### **CPU VISIONS**

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