

it's about time

the final support newsletter, vol 3

April 2003



Don't Wait Until October to Get HIPAA Compliant! Schedule Your Millbrook MPM03 Upgrade NOW

The dreaded federally mandated October 16, 2003 extended deadline for transmitting and receiving HIPAA compliant transactions is rapidly approaching. GE Medical Systems Information Technologies (GEMS IT), who recently acquired Millbrook Corporation is making modifications to Millbrook software to make certain all data required to enable you to generate HIPAA-compliant transactions is available.

With the 2003 release of Millbrook Practice Manager, GEMS IT will be changing the name from Millbrook to Centricity™ Physician Office – Practice Management 2003. The new release will incorporate enhancements to capture all required data elements for HIPAA-compatible transactions. They are planning the release of the HIPAA-ready product to occur in June 2003.

continued on page 9

Medical Manager HIPAA Compliance WITHOUT UPGRADING!

The ANSI Translator is Available Now from Final Support.

Final Support is proud to announce a HIPAA solution for Medical Manager users. Our Claims Translator simply converts your present "NSF" format claim files to "ANSI" (835) format files. A companion program also translates ANSI format remittance (ERS) files into NSF.

This product is a must for clients whose vendors are unable or unwilling to provide HIPAA-mandated ANSI-complaint programs or are requiring expensive updates to the software.

Each of these products is provided with full integration assistance, to ensure your claims and remittance processing proceed uninterrupted. Each is easily configurable to handle any special requirements you or your carriers may have.

The ANSI translator is another step we've taken to assist Medical Manager users to maximize their present system configuration. The Translator is available for both the UNIX and Windows operating system.

In this Edition:

- Millbrook MPM03 - Schedule Your Upgrade to be HIPAA Compliant, p. 1
- Medical Manager HIPAA Compliance Without Upgrading, p. 3
- Financing Benefits for Physicians, p. 8
- Ask An Expert - Tips and Tricks for Your Software, p. 4
- Classroom Training Calendar and Course Descriptions, p. 5-6
- Meet the Customer Service Team, p. 7
- Final Support Calendar of Events, p. 10
- BRAVOS - We Really Want to Know What You Think, p. 10

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Who Is Final Support?

Imagine, the leaders in Medical Records Software, Practice Management Software, EDI, Lease/Financing, Software Support, HCFA Forms, network solutions and much more, all together, in one location...Final Support, Inc.

Final Support was formed to provide a software support alternative to practice management customers feeling confined by their software providers. Kurt Dykema and Mark Spates, former executives from Management Solutions, Inc., a leading Medical Manager dealership, recognized the needs of many practices today seeking an alternative to their current software support solutions. The Final Support Team was formed in 2000 with some of the most experienced staff in the industry. The company continues to grow strong today by providing "best-of-breed" software and service solutions to physicians across the country.

Finally, it's no longer necessary to try to fit a square peg into a round hole. If a **"one-size-fits-all" approach fails to meet your needs**, or if you just want a fresh new approach to business, contact us and see what our "Select Systems" concept is all about. We think it just might revolutionize management of the physician practice.

We look forward to working with you and your staff and sharing our unique approach. Final Support wants to fit your practice with the best software solutions and support available today to meet your needs. As always, we thank you for your continued support.



Kurt Dykema



Mark Spates

Welcome To the Final Support Family

See How We've Grown Since Our Last Issue!

We would like to send a special welcome to the

49 new practices

new practices we've added to the Final Support Team over the
last few months!

Thank you to all of these new customers - we truly value your
support!!

MAKE THIS YOUR LAST PAPER CHART



- No more chart pulls!
- Access patient charts from anywhere!
- Never create another new chart!
- No more time wasted on missing charts!
- Your path to a true paperless practice!

IMPACT.MD

THE FUTURE OF THE ELECTRONIC MEDICAL RECORD

Contact Final Support **TODAY** to schedule a demonstration in your office or to obtain a seminar schedule for your area.

817-282-0300



DO YOU HAVE NEW STAFF THAT NEEDS TRAINING?

Take Advantage of Final Support's New Training Specials TODAY!

Do you have new employees that could use some training but you just don't have the time? Send them to class at Final Support!

Final Support now offers all New Employee training classes at **HALF PRICE**. Training on your practice management system is critical for your office to run smoothly. Make sure your staff is up-to-speed.

Enjoy classroom training - without constant interruptions from your hectic work environment. Although Final Support offers on-site training when you just can't get away, there are many benefits to training in a classroom setting.

Final Support now offers classroom training to **3 STUDENTS FOR THE PRICE OF 1!!** Get all the benefits of the classroom for multiple staff members TODAY! Space is limited, so please reserve your seats as soon as possible.

Sign-up for ALL classroom training courses on the Final Support website at **www.finalsupport.com** and **receive a 10% discount**. Be sure and check for new courses and updated schedules regularly.



See pages 1 & 9 for more information on scheduling your MPM03 UPGRADE and TRAINING before October!

Ask An Expert...Q&A

Tips and Answers to Your Most Common Questions!

Final Support provides some of the most highly trained and experienced staff of Customer Support technicians in the industry today. We have compiled a list of commonly asked questions from our Support Line or from www.FinalSupport.com. Hopefully this information will save time and improve the use of your system!

There are several ways a user can navigate in Medical Manager. You can selectively choose the options from each menu or you can chain to the menus. Your F-keys (function keys) are a direct way of going to a specific area quicker or chain commands can be used. Below are the appropriate chain commands associated with your F-keys:

F-keys	Chain Commands
F1 = Process Key	
F2 = New Patient Entry	/pat
F3 = Procedure Posting	/pro
F4 = Payment Posting	/pay
F5 = Edit Patient Information	/epat
F6 = Edit Procedures/ Activity	/epro
F7 = Edit Payments	/epay
F8 = Appointment Scheduler	/app
F9 = Display Screen	/dis
F10 = Clear Screen	

- Q. How can I rebill a closed charge in my Elligence system?**
- A. *The charge's Responsibility must have the "Courtesy" indicator enabled. You can set that indicator when posting a Transfer Responsibility payment, keeping the Responsible Party the same as you post that Transfer.*
- Q. I cannot close my batch in my Millbrook system because it says I have Unapplied Funds. How do I find them in order to correct this?**
- A. *Open Transaction Management and there is an option to change the Unapplied Funds to Yes. Do this and it will bring up every transaction with unapplied funds. You can then click on the payment entry button and make the corrections.*



Final Support Classroom Training Course Descriptions



Administration 9:00am - 4:30pm

Required for all Office Managers just beginning in Millbrook. Class details setting up your system. Learn to set up security, doctor file, insurance plans, fee schedules, procedure codes, diagnosis codes, appointment reasons, and many other tables required for the optimum use of Millbrook. **NOTE: THIS CLASS IS 2 DAYS!**

Patient Entry/Appointment Scheduling 9:00am 4:30pm

Includes an in depth look at Patient Entry and Appointment Scheduling. Anyone scheduling appointments as their primary job function should take this class to ensure optimizing the Millbrook Appointment Scheduler. Includes scheduling, canceling and rescheduling appointments as well as finding the "next available appointment" and appointment screen views.

Charge & Payment Posting & Closing - 9:00am – 4:30am

Details Charge Entry, Payment Entry and Closing procedures. Also includes working with search criteria and basic workflow management of visits. Shows patient and insurance payment posting. Learn to work with daily batches and balance utilizing Transaction Management and Charge Management.

Prerequisites: Must have knowledge of basic medical office terminology and office workflow.

Reports, Billing, Collections - 9:00am – 4:30pm

Covers the Millbrook Report component detailing the search and sort options of many reports. Covers patient statement routines and Insurance Billing. Also includes proper workflow for paper and electronic insurance billing. Also covers Collections set up and detailed Collections and A/R Component.

Prerequisites: Must have some experience with charge entry and payment entry as well as understand the goals of the practice for patient and insurance collections.

New Employee Training - Class Time: 9:00am – 12:00pm

The best way to start a New Employee! In a half-day training session, learn the day-to-day functionality of Millbrook including Scheduling, Patient Entry, Charge Entry, Posting Patient Payments, running basic daily reports and balancing/closing the batch.

Prerequisites: Must have basic knowledge of their new offices flow and daily procedures.



Setting Up Your System & Transaction Posting 9:00am - 4:30pm

Required for all Office Managers just beginning in Elligence. Details setting up your system. Learn how to set up security, doctor file, insurance plans, fee schedules, procedure codes, diagnosis codes, and many other tables required for the optimum use of Elligence. Class also covers how to post charges, payments and view a Patient Ledger. Also learn how to post Group Insurance Payments as well as printing patient statements. Learn how to print paper insurance claims and electronically file. Also learn to balance and close your system. We will also review all Elligence standard reports.

Schedule Templating, Patient Entry/Appointment Scheduling 9:00am– 4:30pm

Learn how to set up your Master Schedule, as well as define appointment types and resources. You will also learn how to create books, overviews, complaints, and sites. Learn how to block time slots and set up the Appointment Scheduler to keep it well managed. Also covers how to enter patients utilizing Master Accounts and/or Family Accounts. You will learn to assign insurances, create Illness, and Visits. Also learn other aspects of patient accounts such as Notes, Messages and Prescriptions. Learn to schedule, cancel and reschedule appointments.

Prerequisites: Must have knowledge of basic medical office terminology and office workflow.



Course Descriptions for CompuMedic classroom training are available upon request to the Final Support Training Department. Please call 817.282.0300 for more information.



CENTRICITY/MPM03 ENHANCEMENTS

9:00am - 4:30pm (1 or 2 day class)

Centricity is here! It is time to learn all of the new HIPAA required modifications to your Millbrook system. Centricity has added all the new fields that can be required for ANSI billing, so many screens have changed. There are also enhancements to the Administration component that will make maintaining this data much simpler.

Medical Manager

New Employee Training Class - 9:00am – 4:00pm

Offers new users to Medical Manager an opportunity to learn day-to-day functionality. Starts with an overview of Medical Manager and viewing/ entering patient information. Also includes basic appointment scheduling, charge entry, and posting patient payments.

Appointment Scheduling - 9:00am – 12:00pm

Includes an in depth look at Appointment Scheduling. Anyone who schedules appointments as their primary job function should take the class to ensure optimizing the Medical Manager Appointment Scheduler. Includes scheduling, canceling and rescheduling appointments as well as finding the "next available appointment" and appointment screen views.

Prerequisites: Must have a basic understanding of Medical Manager.

Appointment Templating - 1:30pm – 4:30pm

Covers creating and maintaining Medical Manager Appointment Templates, a critical process in optimizing Appointment Scheduling.

Prerequisites: User must have knowledge of Medical Manager and understand the goals of the practice with appointment scheduling.

Collections - 9:00am – 12:00pm

Covers Medical Manager's Collections Module in depth, including how to automate the addition and removal of patient accounts and proper workflow management with accounts that are in collections. Teaches how Medical Manager can direct collection efforts and avoid writing off patient and insurance due balances.

Prerequisites: Must have advanced knowledge of Medical Manager and understand the billing and collection processes.

Month End & Reports - 1:30pm – 4:30pm

Covers proper Month End procedures and review available reports. Month End balancing and reporting is a crucial process within a practice. Offers advanced users the ability to understand Reports and what is important to monitor.

Advanced Payments - 9:00am – 12:00pm

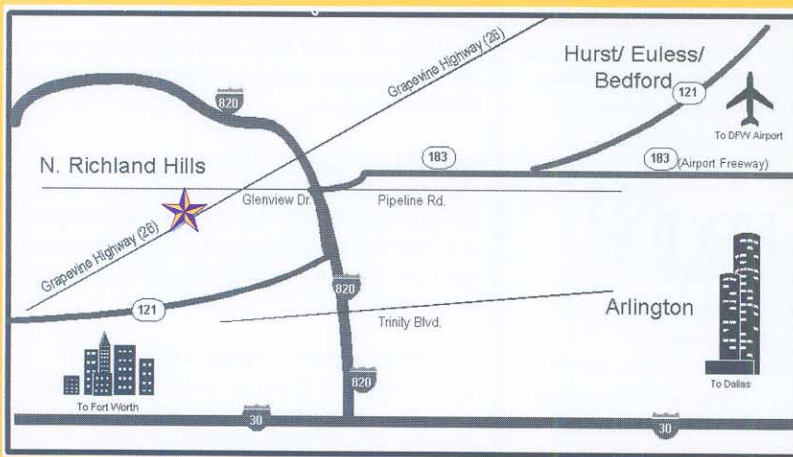
Covers Payment Entry in depth, including bulk insurance payments, auto-pay patient payments, automatic write-offs, NSF checks, and refunds.

Prerequisites: Must have advanced knowledge of Insurance Payments and EOB, as well as basic knowledge of Medical Manager Payment posting.

Final Support Training Calendars April, May, June

Course Name	April	May	June
**Millbrook - MPM02 Enhancements (hands on lab)/ Centricity MPM03 Upgrade Class	10 * 21	8 * 30	12-13 * 25-26
**Millbrook - New Employee Training	9 * 22	7 * 29	11 * 27
**Millbrook - Administration (Days 1 & 2)	31-1 * 14-15 * 28-29	12-13 * 19-20	2-3 * 16-17
**Millbrook - Patient Entry/ Appointment Scheduling	2 * 16 * 30	14 * 21	4 * 18
**Millbrook - Charge/ Payment Posting & Closing	3 * 17	1 * 15 * 22	5 * 19
**Millbrook - Reports, Billing, Collections	4 * 18	2 * 16 * 23	6 * 20
Medical Manager - New Employee Training	As Requested	As Requested	As Requested
Medical Manager - Appointment Scheduling	As Requested	As Requested	As Requested
Medical Manager - Appointment Templating	As Requested	As Requested	As Requested
Medical Manager - Collections	As Requested	As Requested	As Requested
Medical Manager - Month End & Reports	As Requested	As Requested	As Requested
Medical Manager - Advanced Payments**	As Requested	As Requested	As Requested
Elligence - System Setup & Transaction Posting	7 * 23	5 * 27	9 * 23
Elligence - Schedule Templating, Patient Entry and Appointment Scheduling	8 * 24	6 * 28	10 * 24
CompuMedic Classroom Training & Schedules	As Requested	As Requested	As Requested

**** See pages 1 & 5 herein for more information about Centricity/MPM03, the HIPAA compliant Millbrook solution from Final Support, Inc. Beginning in June, all scheduled Millbrook classroom training will be on the MPM03 version.**



DIRECTIONS TO THE FINAL SUPPORT TRAINING CENTER FROM DFW AIRPORT:

1. Go to the **Airport Exit**
2. Take the ramp to **South Airport Exit** and continue on International Parkway S
3. Bear right to take the ramp towards **Fort Worth**
4. Continue on Highway 183
5. Take the **TX-26** exit to **Grapevine Hwy**
6. Turn left onto **Grapevine Hwy** for about one mile.
7. The **Liberty Bank Building** is a white building on the right side of the road.

The Final Support Training Center is centrally located in the Dallas/ Fort Worth metroplex in North Richland Hills at 7001 Grapevine Highway, Suite 201.

MEET OUR TEAM

Customer Service is Our Business

Meet the Team Supporting You!

Final Support was founded on the basis of providing superior software support solutions to physicians. Software support and customer service remains the core competency of the Final Support business model today. We are proud to provide our services to over 1400 physicians across the US today.

Final Support offers the most experienced software technicians, engineers and trainers available in the industry. Our customer service agents have extensive experience in the leading software packages. Final Support is dedicated to providing live support...no voice mail. Our phones are answered by real people intent on providing an immediate solution.

The Final Support Customer Service Team has over 150 years of healthcare experience to offer our practice management and EMR customers. We recently rallied the team to find out why Final Support is the place they choose to call their home.

Here are some comments from just a few members of the team - you may recognize them as someone who has assisted you!:



Bes likes "talking to the clients and building relationships with them. Customers can count on me – it's fun to work here." Bes has over 15 years in healthcare software experience.

Vaishali is new to the healthcare industry with just less than a year, but has significant experience as a software engineer. She "loves Final Support...I can be myself and everyone's happy. It's a great team...no bureaucracy and everyone's friendly."

Tim is new to Final Support but does have several years experience in healthcare. He thinks "Final Support is great because it's a challenge."

Lori enjoys Final Support because she "enjoys the challenge and working with the customers. I love working in the healthcare industry because it's an ever changing industry." Lori has been in healthcare software for over 13 years.

Ryan is another newcomer to Final Support but enjoys it because it's "busy and challenging everyday."

Beronica has close to 10 years experience in the healthcare industry. She enjoys "the fact that our clients are nice...management is nice, a family environment. Beronica states, "I love helping our clients succeed in their daily work and knowing that my efforts [along with my co-workers] will help and we can be proud that our clients are happy and successful in what they do. We live for our clients."

Remember, the Final Support Customer Service Team is here to help. Call us today at 817-282-0300 or logon to our website for assistance at www.finalsupport.com and say hi to one of our team members!!

BRAVO! to the following Final Support employees!
We extend a special thanks to all of the customers that responded with Bravo input.

Nanci Nunnery: "I wanted to let you know how kind everyone at Final Support was when I came for training. I would like to tell you just how helpful Nanci was. She was kind, patient and full of very useful information. I just wanted to take a moment and express my appreciation to her and her knowledge."

Bes, Beronica, Carol, Cheryl, Connie, and Ryan: "THANKS for all the help and support you all have given to me since I started with [my practice]...thanks to all of you!"

See page 10 for the BRAVO entry blank.

Financing for Physicians

WHY PAY CASH?

Article contributed and reprinted with permission by HPSC. HPSC is a Final Support business partner dedicated to providing superior leasing and financing solutions to physician practices.

While it's a good idea for the doctor to have the latest equipment in their practice, they shouldn't use their hard earned savings to pay for it. The savings they have can be used to strengthen other aspects of their practice. For instance:

- ◆ 401(k)
- ◆ Treasury bonds
- ◆ Real estate
- ◆ Supplement your income
- ◆ Tax deductible charities
- ◆ Contribute to a savings account for a "slush fund"
- ◆ Certificates of deposit

HAVE THE EQUIPMENT PAY FOR ITSELF:

With financing, doctors pay for the use of the equipment out of their earnings, rather than yesterday's profits.

CONSERVING CAPITAL:

Financing protects the doctor's savings and credit line so they can hedge against inflation and changing interest rates.

PRESERVING CREDIT LINES:

By financing, physicians can conserve their bank credit lines for business expansion projects that require working capital.

IMPROVING CASH FLOW:

Equipment can be acquired via financing without the initial cash outlay necessary for a direct purchase. Revenue generated through the use of the equipment can easily offset the monthly payments, thus allowing time to bill and collect.

TAKING ADVANTAGE OF NEW TECHNOLOGY:

With financing, the doctor can take advantage of technological changes and innovations. This is particularly important when you consider the rapid pace at which equipment becomes obsolete and the hefty cash outlay needed to purchase it.

ABILITY TO UPGRADE:

Financing allows the doctor to add or upgrade at any time, thus allowing the practice to maintain state-of-the-art technology.

SIMPLIFIED BOOKKEEPING:

If saving time is important to doctors, they'll like leasing – a single monthly statement does it all. With leasing, there are no depreciation schedules and we know your doctors will appreciate the way it simplifies their bookkeeping.

FIXED RATES:

Leasing also protects against inflation, as your monthly payment will not fluctuate with the whims of the economy.



Don't Wait Until October to Get HIPAA Compliant!

continued from page 1

Centricity Physician Office – Practice Management 2003 will support the following ANSI X12 transaction standards:

- ◆ 837 for professional and institutional claims
- ◆ 835 for remittance
- ◆ 270 and 271 for eligibility
- ◆ 276 and 277 for claim status

Regardless of your current version of Millbrook Practice Manager, you will be required to upgrade to Centricity Physician Office – Practice Management 2003 and have your software fully functional prior to October 16, 2003, in order to enable you to transmit and process HIPAA-compliant transactions.

GET PREPARED NOW:

1. Review Your Hardware

Upgrades to your Hardware and/or operating system may be required if the systems you currently have installed are not compatible with this new 2003 release. Please review your current configuration for the following **minimum system requirements** for the new version:

Server:

- ◆ Windows 2000, XP Professional or Microsoft Small Business Server 2000 SP1
- ◆ Minimum 512MB RAM
- ◆ MSDE* 2000 SP3, SQL Server 2000 Standard SP3, or SQL Server 2000 Enterprise SP3

**MSDE will only be supported with a database size of 1 Gig or lower & 5 users & less.*

Client

- ◆ Windows 2000 Professional Windows XP Home or Windows XP Professional
- ◆ Minimum 128MB RAM
- ◆ Internet Explorer 5.5 SP2 or higher

Other

- ◆ Crystal Reports Developer 9.0, if you want to utilize the new report designer functionality. (Crystal Reports Developer can be purchased directly from Final Support)
- ◆ Compatibility with Microsoft Office Versions 2000 and XP
- ◆ Microsoft Terminal Server 2000 and Citrix Server are supported

IMPORTANT:

This new product version will not run on a Windows NT 4.0 server. The client application will no longer be supported on the Windows 98, Windows NT 4.0 workstation, or Windows ME operating system. Microsoft has phased out these operating systems.

Should you need to purchase new hardware and/or operating system software, please contact Final Support for pricing, availability and recommendations.

2. Complete our Upgrade Survey

To insure a smooth transition we will be asking you to complete an Upgrade Survey, which will be available for distribution the week of March 3, 2003. Your completed survey will provide us with important information about your current configuration; any custom reports you might have and any integration that might exist between Millbrook and other applications. Your answers will assist us to prepare for your upgrade.

The Upgrade Survey will be available via fax or email. Please contact Final Support and request your preferred method of distribution.

3. Plan for Additional Training

The amount of training required depends on which version of Millbrook you are currently using. For those of you upgrading from version MPM02, one (1) day of training will be required. Those of you upgrading from a version prior to MPM02, will require two (2) days of training.

Specially priced Upgrade Training courses will be offered from June 2003 through October 2003. Please find details and pricing on our website at www.finalsupport.com, or call Final Support at 817-282-0300 for a faxed training schedule. Don't delay - contact Final Support now to obtain a quotation and to schedule this very important upgrade. Enroll for your training now, as seats are limited.

REMEMBER:

Before you know it October 16, 2003 will be upon us. We have many clients to upgrade and it can take a significant amount of time to successfully complete an upgrade. Delays might mean that your practice won't be prepared for the federally mandated October 16, 2003 deadline.

We know our customers will be faced with a great many HIPAA-related challenges over the next few months. Our HIPAA awareness started months ago when we began distributing HIPAA Tool Kits to those of you interested in preparing for the inevitable. Our goal is to help you make the transition to the new HIPAA transaction standards as straightforward and uncomplicated as possible. As always, if you have questions, just ask.

Final Support Calendar

April 1, 2003

The Future of the Electronic Medical Record
IMPACT.MD Seminar
Renaissance Hilton, Austin, Texas

April 3 - 5, 2003

TMA - TexMed03 , San Antonio, Texas
Henry B Gonzalez Convention Center
Join Final Support at our Booth # 502-504

May 8, 2003

The Future of the Electronic Medical Record
IMPACT.MD Seminar
San Antonio, Texas

May 12 - 14, 2003

TEPR - Towards the Electronic Patient Record
San Antonio, TX



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BRAVO!

Providing the highest quality customer service is essential in our business. The Bravo program was created to recognize those individuals who have gone the extra mile for you. Please help us by taking a moment to fill out the form below and fax it back to us at 817/282-7066.

Final Support Nominee Name:

Your Name and Practice:

Tell us briefly why you think this Final Support Team Member deserves a BRAVO!

Thank you for taking time to let us know about a job well done!

For Software Support,
contact us at 817.282.0300
or log in on the web at
www.finalsupport.com.