

it's about time

the final support newsletter, vol 5

December 2003

2004 - Get REFOCUSed! Is Your Practice Ready for a Facelift?



Your practice management system is the backbone of your office. The system ensures maximum efficiency for staff, organizing the flow of patients and most of all, managing cash flow. With the technology available today, there is no need to be using archaic, inflexible solutions for such an important part of the business. Is your practice ready for a facelift? Final Support has dedicated 2004 as the year to REFOCUS. Supporting a large customer base utilizing older non-Windows based solutions, such as Medical Manager, Final Support wants to educate practices on the software options available today and assist in REFOCUSing on what's important to the physician practice.

In 2001, recognizing many of their large client base utilizing older solutions were ready to migrate to enhanced technology, Final Support expanded their business model from simply offering support and training solutions to providing the practices they were already supporting with software alternatives. Recognizing that one software couldn't meet the needs of all physician practices, Final Support quickly adopted the SelectSystems approach, offering software alternatives for practices ready to make necessary technology changes. "We had formed such strong bonds with our clients, it seemed unfair to lose them simply because they wanted to upgrade to newer, advanced software." With today's systems being Windows-based, with open database structures, providing support is even easier for Final Support's already skilled technicians. Today, Final Support provides physicians with complete turnkey software solutions and services and the opportunity to have a totally paperless office. Since the company's inception in 2000, Final Support has provided thousands of practices with software support and training solutions. With so many clients migrating to new systems, Final Support committed 2004 as the year of "REFOCUS", kicking off the "Giving Our Customers Even More Than Before" campaign to educate customers about the intuitive software alternatives available.

Out With the Old...



... In With the New! REFOCUS in 2004!

continued on page 9

In this Edition:

- REFOCUS with Final Support in 2004, p.1
- YEAR-END PROCEDURES FOR MEDICAL MANAGER, p.5
- Training New Employees for FREE in 2004, p.6
- Tax Tips for 2004 and its not too late for year-end! p. 4
- Final Support Team News, p. 7
- Autoremindes - Save Time and Money with CallPointe, p.8
- Final Support Calendar of Events, p. 10

Final Support, Inc.
7001 Grapevine
Highway, Suite 201
North Richland Hills,
Texas 76180
817.282.0300
817.282.7066
www.finalsupport.com

It's About Time
published quarterly by
Final Support, Inc.
copyright 2002

For editorial
contributions to *It's
About Time*, please
contact the Marketing
Department at
817.282.0300

Sales:
sales@finalsupport.com
Support:
support@finalsupport.com
or log your call at
www.finalsupport.com



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

72 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!!



CUSTOMER SPOTLIGHT

Dallas Neurological Associates' collections went from 42% to 87% after they switched to Centricity [Physician Practice Manager, formerly Millbrook] — more than double. “The doctors love Millbrook!” “It all comes down to control, and Millbrook makes billing and collections easy to control. Our rejected claims have dropped from 20 pages to almost nothing, and our average payment time is down to about 20 days.

Dallas Neurological Associates

This practice had fought for years to bring its collections under control. Billing services, new software, a different billing service — and they still had a collection percentage of just 42%. When administrator Brad Blaine joined the practice, he knew immediately that the practice needed the collections features provided by Centricity. The system was installed in July 2002; by the end of the year, collections were up to 87%, and average payment time was just 20 days.

Brad Blaine, Practice Administrator since August 2001, had used Centricity at other practices and knew it provided the tracking, reporting, and collections needed. In July 2002, Dallas Neurological Associates installed all new hardware, networking 17 workstations, and both large capacity and card scanners, along with Centricity as the primary software for all users. The practice also added Phytel Connection to manage patient communications and prescriptions.

Dallas Neurological Associates is well-known in the area for its skill in treating patients with intractable chronic pain, epilepsy, multiple sclerosis, seizures, and other difficult neurological problems. But in spite of its medical success, the practice seemed unable to cure its billing headaches. Administrator Brad Blaine attributes their problems to the inadequate practice management program they were using when he arrived. “It was horrible, absolutely horrible,” he remembers. “It was impossible to track anything, especially collections. We couldn’t keep the worklist up to date. Trying to keep up with collections involved lots of paper and extra research. Reports took all night to run, and even then we couldn’t get what we needed. Agings were never correct. I knew the first week I was here, in August 2001, that system had to go.”

After implementing Centricity in the summer of 2002, the practice added Phytel Connection, which provides secure doctor-patient communications and manages prescriptions. Phytel provides a password-protected voice mail box, accessible online, that doctors and patients use to leave messages for each other. It automatically faxes prescriptions to pharmacies and maintains a record of each patient’s medications and history.

Before the “go-live” date of July 1, 2002, the entire staff attended classroom training at Final Support, the practice’s Centricity value-added reseller (VAR). The off-site training reduces interruptions and allows people to concentrate on what they’re learning. By the time they were ready to switch over, the staff was already comfortable with the new system and ready to be productive. “The transition was very smooth, even the electronic claims submission,” Blaine remembers. “Final Support had everything set up, so the clearinghouse worked immediately. We didn’t miss a beat on this conversion. As a matter of fact, we had our best month the first month after Centricity was installed.” The entire administrative work flow, from check-in to payment posting, is much more efficient than it used to be. When patients arrive, the front desk checks them in using Centricity, which includes scanning the driver’s license and insurance cards for new patients.

When patients check out, Centricity’s allocation sets make it easy for the front-desk staff to collect the correct patient portion right then. Before installing Centricity, it was practically impossible to figure out on the spot what to collect, so everyone was just billed later. Now, the practice can collect the right amount on the day of service, and each staff person is responsible for balancing their accounts at the end of the day and turning it all in to the reimbursements manager. Every afternoon, Dallas Neurological submits that day’s claims electronically using Centricity and the Texas Health Information Network (THIN) clearinghouse. Average payment time is currently about 20 days; some of the larger insurers pay in as little as 5 days. Our average payment time has improved dramatically.” The staff at Dallas Neurological Associates appreciates the flexibility and control that Centricity offers. “It’s the most comprehensive program we’ve ever worked with, and we’ve worked with a lot of systems,” he says. “Centricity is state of the art.”

Now, with the practice management and computer backbone well-established, Dallas Neurological Associates is planning ahead, studying electronic medical record (EMR) systems that can share information with the practice management system to make the office even more efficient.

Location: Dallas, Texas
Physicians: 4
Staff: 14
Patient Volume: 135 per day
Specialty: Neurology
Profile: Specializing in the treatment of epilepsy, multiple sclerosis, and chronic pain. Well known for diagnostic and pain management skills.
Situation: Recognized 47% increase in collection percentage within 6 months.
Solution: Millbrook (Centricity Physician Practice Manager)



PHYSICIAN TAX TOOLS

A Little Relief From Uncle Sam

Article contributed and reprinted with permission by HPSC. HPSC is a Final Support premier business partner dedicated to providing superior leasing and financing solutions to physician practices. This information is provided for general reference only and does not constitute tax advice. HPSC, Inc. advises you to contact your accountant or tax advisor regarding the application to you and your business.

When the economy is sluggish, one way the federal government can help boost consumer spending is to offer purchasing incentives to potential buyers. On May 28th 2003, President Bush signed the Job and Growth Tax Act of 2003 into law, with the intention of doing just that. In this case, the incentives are in the form of an increase to Section 179 of the tax code, as well as an increase *and* extension of the 30% Stimulus Deduction (AKA: Bonus Depreciation). These changes are good news; they can potentially save you and your practice a great deal of money. Provided below is an explanation of the new incentives in some detail and an example of how they'll affect any large purchases you make.

Changes in Your Favor

Section 179 of the tax code lets you expense the cost of qualifying equipment rather than depreciating the cost over a period of several years. The new provisions, simply stated, allow you to accelerate the deductions you would normally take over several years into the first year.

First of all, the new law increases first year expensing from \$25,000 to \$100,000 and, for the first time, lets you include "off the shelf" software purchases. This deduction is effective for purchases made beginning on January 1, 2003 and before January 1, 2006 (see Table 1).

Furthermore, the Jobs and Growth Act of 2003 increases the annual threshold from \$200,000 to \$400,000. This threshold represents the maximum dollar amount of equipment you can purchase each year before the write-off is reduced dollar for dollar. (In other words, every dollar over that number reduces the amount you can expense by a dollar. For example,

if you purchase \$400,001 worth of equipment, your write-off declines to \$99,999. If you purchase \$425,000 worth of equipment, your write off declines to \$75,000.)

A second key change involves the "Bonus Depreciation." Back in 2002 President Bush signed a post-September 11 economic stimulus package into law. That law, known as the "Job Creation and Worker Assistance Act of 2002" stated that if you had already used Section 179 to expense eligible purchases, you were entitled to take a bonus depreciation of 30% of any amount over the Section 179 deduction. The 2003 law raises this "bonus" amount to 50%, and it extends the benefit from the original deadline of September 11, 2004 to a new expiration date of January 1, 2005.

continued on page 8

| IRS BENEFIT | PHASE-OUT THRESHOLD | EFFECTIVE DATE | TE |
|------------------------------|---------------------|----------------|----|
| Old Section 179 \$25,000 | \$200,000 | n/a | |
| New Section 179 \$100,000 | \$400,000 | 1/1/2003 | |

Table 1

Year-End Procedures for Medical Manager User's

With the end of the year just around the corner, it's time to review the yearly close routine, which resets all year-to-date totals in your system. Below are the procedures necessary for performing your Medical Manager Yearly Close.

DO NOT DO A PERIOD CLOSE WITH PURGE!

Daily Close for December 31, 2003 – Required

Post all charges and payments that you want reflected in the year 2003. Perform a daily back up of your system. Then do a daily close for December 31, 2003 (even if you haven't entered any information in your system) and advance the date to January 1, 2004.

Month/Year End Reports

You will balance your system just as you do at the end of every month. If you are unsure how to balance your system please see the information noted below.

Version 9.10 and UP:

- Guarantor Financial Summary with Unapplied Credit (/m801)
- System Financial Summary (/m808)
- Open Item Report (/m803)
- System Aging Analysis (/m802)
- Unapplied Credit Report (/m809)

Version 8.12, 9.02 and 9.03

- Guarantor's Financial Summary with Unapplied Credit (/m801)
- System Financial Summary Report (/m808)
- Current Period A/R Report (/m805)

Optional Year End Reports

All of these reports can be found on Menu 8 or Menu 30 depending on what version of Medical Manger you are on.

- Insurance Plan Receipts Report
- Referring Doctor Analysis
- Guarantor Summary
- Period A/R Report
- Procedure Productivity
- Any other reports that your office may need

Patient Statements and Insurance Billing

If you have "Balance Forward" statements you must run them prior to performing your Year End Close. If you have "Open Item" statements you should run those after the Year End Close to prevent \$0 statements. It is recommended that you run Insurance Billing (Electronic and Paper Claims) so that everything shows as billed for reporting purposes. Insurance Billing is not required prior to the close.

Year End Back-up

You need to make sure that you have a FULL system back up of your system prior to doing the year end close. If your system does automatic nightly back ups, you can use the previous nights tape as your Year End Back up. **Make sure that you label the tape "YEAR END BACK UP 2003"**.

Year End Close

Choose Menu 3 Option 2 (/m302). This process will take approximately the same amount of time as your Period Close with Purge. Do not exit until it is finished.

DO NOT DO A PERIOD CLOSE WITH PURGE!

Final Support Training REFOCUS

Final Support has always been committed to quality training, but we are REFOCUSing in our look forward to 2004. Karla Petrie, who many Final Support customers know as their Senior Account Manager, has been promoted to Training Department Supervisor. With this change, there are many new exciting plans to enhance Final Support's training department and the solutions available to our clients.

Final Support is happy to announce that with the beginning of the new year, **all one-day New Employee Classroom Training Sessions** for Practice Management products **will be offered to Final Support customers at no charge**. We recognize that training new staff has historically been a cumbersome and expensive task for offices. Since understanding the software is key in maximizing efficiency in a practice, we want to relieve some stress and assist your office in functioning better. Final Support will offer one-day classroom style training designed to teach your new team member the basic day-to-day operations of your practice management solution. The training classes will cover basic appointment scheduling, patient entry, charge entry, payment at time of service and how to close and balance each day.

Get REFOCUSed in 2004 - send your new employees to training at Final Support - for FREE!!!



PARDON OUR RECONSTRUCTION.

While we enhance our training options for 2004 and add new classes in support of the new software products offered, course schedules and descriptions will be published in the next edition of *It's About Time*.

Visit our website at www.finalsupport.com for complete course descriptions and classroom training schedules.

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



Are You Tired of Spending Your Valuable Time Performing Pain-Staking Year-End Procedures?

Do You Experience Hours Upon Hours of Down Time During The Year-End Process?

Final Support has a solution that will eliminate the need for lengthy year-end instructions and all the time you spend performing the Year-End Close processes with your current software system.

Give your office a facelift - call us and start smiling today!

FINAL SUPPORT TEAM NEWS

Who's New Supporting You?

Introducing the newest members of the Final Support team...

TERRY STROM Support Team Leader

"I worked for a Radiologist for almost 7 years. For the next 10



years I did software support for a Medical Manager as well as training and an Account Management for several practices, both large and small. I've spent the past 5 years working with the programmers and dealers doing software support for the same PMS. I enjoy my grandchildren, working on home improvements with my husband, and my dogs."

JENNIFER COLLINGSWORTH Customer Support Technician

"I've worked in healthcare for the past 12 years. I started working with Harris Hospital doing the billing and then went to work for Group Physicians Practice.



After that, I worked for Medical Manager. I am currently a product champion for Net Practice and MediNotes. I love it at Final Support. I am glad I made the switch."

KIM KORTEGAST Customer Support Technician

"A pharmacy tech before they were actually called pharmacy



techs in high school and college. I have worked for

numerous doctors doing various things before I got into billing. I did billing for 5 years on Medical Manager before I started supporting the product. I have been supporting Medical Manager for 3 years now."

PATTY PARKER Trainer

"Certified trainer for GE Medical System's Centricity Practice Management software and training specialist with numerous other practice management software packages, including electronic medical records and accounting. Microsoft Certified Professional involved with the healthcare field since 1994 and every aspect of Practice Management Software (with the exception of programming) including training, support, documentation, sales and marketing."



Meet The Newest Members of the Sales Team...

MARK MISTERAVICH Regional Sales Manager

"Worked in Healthcare IT Sales positions since 1990 selling Practice Management, Electronic Medical Records and Document Management Systems to Physician groups in the Great Lakes Region. Product history includes Medical Manager, Millbrook, HealthmaticsEMR and IMPACT.MD."



ALAN MORRIS Regional Sales Manager



"I have been in the industry for 20 years. Experienced in Physical Therapy and Rehabilitation, having worked as a Clinician, Operations Manager, and a consultant to rehab facilities, managed care organizations and workers compensation carriers. Moving from clinical operations into practice consulting and office automation, Alan spent the past five years helping physicians automate their telephone communications as the Vice President of Sales and Marketing for Phytel, Inc., a Dallas based communications software company"

DAVID BREWER Regional Sales Manager

"TCU graduate, recently joined the Final Support Team. David comes from an extensive healthcare background



including three years as a hospital General Manager with a Fortune 500 company, three years in multi-specialty physician practice management, and three years in clinical laboratory sales. David has in-depth, hands-on familiarity with medical software systems and he has consulted with several clinics to improve their bottom line."

HEATHER BROWN Sales Representative



"I started at Medical Manager in July of '98 and worked in support. In August of 2001 I moved to the EMR department and installed wireless networks, web servers and interfaced handheld devices with

Medical Manager for the product called ULTIA.



PHYSICIAN TAX TOOLS A Little Relief From Uncle Sam

continued from page 4

Expanded 50% Bonus Depreciation

To qualify for this deduction, the equipment/property must be acquired after May 5, 2003 and placed in service before January 1, 2005. (However, the purchase won't qualify if you had a binding, written contract to acquire the system that was in effect before May 5, 2003.)

| IRS BENEFIT | EFFECTIVE DATE | TERMINATION DATE |
|--------------------|-----------------|---------------------|
| Old Benefit 30% | After 9/10/2001 | Before 9/11/2004 |
| New Benefit 50% | After 5/5/2003 | Before 1/1/2005 |

Finally, any remaining amount (after taking Section 179 and the 50% Bonus Depreciation deduction) can be depreciated over 3, 5 or 7 years, depending on the equipment/software type. For example, under the IRS rule for first year depreciation (MACRS, 5 year life, 200% declining balance), 20% may be deducted the first year the equipment is placed in service. (This is a standard deduction that's been in place for several years.)

New Rules vs. Old Rules

To give you some idea of how much the new law could save you, here's a comparison of the tax consequences of a \$200,000 equipment purchase made under the old rules and the new rules.

The bottom line? Taking advantage of these two expanded tax deductions cuts an extra \$20,300 off of your tax bill, effectively reducing the overall cost of the purchase by that amount.

He Who Hesitates . . .

If you plan to purchase capital equipment soon, be sure to take advantage of these generous deductions. Of course, have your accountant make sure that you and/or your business are eligible to take advantage of this new tax stimulus package. (Note: These benefits only apply to cash purchases and financed purchases; lease agreements are not eligible.)

Remember: These deductions won't last forever.

CallPointe Automated Messaging



CallPointe, a valued Final Support Business Partner, has developed an automated system allowing anyone (i.e. physicians, therapists, etc.) who schedules their time or needs to contact patients, the ability to schedule and automatically call their patients with a personalized human voice message. The automated appointment confirmation service can dramatically reduce no show problems or last minute cancellations. CallPointe utilizes the Internet to help deliver this service, an excellent opportunity for consumers to avoid purchasing unnecessary hardware and software.

The CallPointe solution recognizes the difference between an answering machine and a person. The system detects and reports telephone company messages and detects and offers different messaging based on the call recipients keypad input. The CallPointe system leaves different messages based on the time of day and can deliver messages in different languages. It also notifies when a call back is needed in case of no answer or a busy line on the initial attempt. The CallPointe system gracefully manages multiple providers at multiple sites and offers 128 bit security over the Internet to ensure data privacy.

CallPointe Benefits:

- Reduce no-shows
- Increase patient satisfaction
- Save time and valuable staff resources
- Invoiced only on actual calls made
- No Risk Guarantee - take advantage of a 30-day risk free trial
- Increase your bottom line - practices scheduling 12 or more appointments per day with a no show rate greater than 5% experience immediate results
- Deliver timely lab results - the newest CallPointe feature for delivering patients timely lab results

continued on page 9

Is Your Practice Ready for a Facelift? REFOCUS 2004

continued from page 1

Today's Practice Management Software is Windows-based and very user-friendly and easy to navigate, offering significant enhancements to the workflow process and productivity in the practice. Most importantly the enhanced systems assist in maximizing profitability. Offices are equipped with better control of the billing process, tracking insurance submittals, tightened control of collections and the ability to statistically evaluate the activities of the practice - all essential in managing cash flow. The "friendly" look and feel, along with speed and tremendous power, make solutions much easier to learn during the training process. With easy-to-use menus, self-documenting fields and point-and-click input, navigation is a significant improvement for most software users.. Instant access to a calculator, personal calendar, e-mail, rolodex and cue cards assist staff in functioning more efficiently.

Increased productivity is often recognized immediately with sophisticated databases, which allow all users full access to the system during daily and monthly closes. The updated software provides appointment scheduling flexibility, as well as simplified charge and payment entry for enhanced patient flow. Intuitive collection and recall components, including flexibility to create customized collection and recall letters are included.

Advanced query capabilities including date ranges and more comprehensive selection criteria with export options are significant enhancements for many offices. All software solutions offered by Final Support have built-in, enhanced security features for HIPAA compliance with complete audit trails for all system activity. Some systems offered provide the ability to scan, capture and store photographs, insurance cards and EOBs not only in one database, but accessibility from one screen.

For any office interested in undergoing a facelift in 2004, Final Support is here to assist. We want to help our customers REFOCUS on what's important to their business - providing quality patient care while maintaining a profitable business. We are dedicated to educating our clients about their software choices and we're excited about "Giving Our Customers Even More Than Before".



CallPointe Automated Messaging

continued from page 8

With CallPointe, there is no need for office staff to spend valuable time and resources learning new software or hardware to make the necessary calls and there is no need to purchase necessary hardware/software. Hardware failure and maintenance are not a concern and no additional office space or phone lines are required. Since CallPointe is an ASP solution, as enhancements are made to the software, all updates are automatic, no need for complicated upgrades.

CallPointe has been providing automation solutions to physician practices for over 4 years with a customer retention rate of 98%. The Medical Group Management Association ("MGMA") published research in 1997 that states between 18 and 22 percent of physicians appointments are missed without appointment confirmation. When appointment confirmation is in place the no-show rate drops to 5%. A caregiver will see between a 16 and 21 percent increase in revenues upon implementation of a calling solution. Call Final Support today to start using your risk free 30-day trial of the CallPointe solution!

**Get REFOCUSED!
Implement the latest
Practice Management
and EMR technology in
your practice. Give
your office a facelift
and let Final Support
make you smile today!**

BRAVO! to the following Final Support employees!

We extend special thanks to the customers that responded with Bravo input.

Nancy Hamilton, Sales

"She has a positive and energetic attitude...makes you feel confident in Final Support!"

Nanci Nunnery, Training

"She did a very good job...if we require additional training I would like to recommend her!"

Dale Blackwood, Training

"We thoroughly enjoyed Dale's training class...he was very, very good."

Nanci Nunnery, Training

"She did a fabulous job...very patient and really made learning fun....thanks for such a great trainer!"

Beronica Gregory & Connie Goss, Support

"Your concern, compassion and honesty was something I thought was gone with Medical Manager support!!"

Final Support Team

"While converting from MediSoft to Millbrook, our transition was surprisingly uneventful and smooth...the staff did a great job and we are pleased with the services."

Final Support Team

"The communications are always pleasant and informative...I have always been given security our company is important...Carol, Cheryl, Clarence, Ryan, Stephanie, Bes and Connie are absolute delights!!"

Final Support Team

"I wanted you to know how pleased I am with your hard work on the HIPAA update....thank you for a job well done and on time!!"

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!



7001 Grapevine Highway, Suite 201
North Richland Hills, Texas 76180
817.589-7200 817.282.7066-fax

www.finalsupport.com

**For Software Support,
contact us at 817.589.7200
or log in on the web at
www.finalsupport.com.**