



# HandyWork Newsletter

Winter 2004

## Special Outputs

### EBilling Update      Special Outputs

Congress passed the HIPAA act and as part of that law required a new standard for electronic claims submission. The section of this standard that effects us is known as the ANSI 4010 837 Profession Claims Transmission protocol. This protocol replaces the older NSF 2 transmission scheme in use for the last 10 years.

While the 800+ page detailed guide that defines this transmission file was our starting point, many states augment it with an even more detailed "addendum." We have been slogging through these addendums and we now have accepted systems in IL, GA, and MI. We are ready to test in several other states and need users to contact their local BCBS carrier for enrollment.

### Clearing Houses

Most users want to send all their electronic claims to one facility that will sort them out and forward them to the correct destination. This requires using a clearing house, which acts as a "middle man" who accepts all of your claims and sends them to the proper carrier.

While we have no special preferences, we have worked with several clearing houses and have established relationships with them. Please call any of the following and *be sure to tell them you're from HandyWorks!*

1. Proxy-Med      800-792-5256
2. MD-Online      888-499-5465
3. The Consult      800-676-7645

Behind the scenes and without you even asking, HandyWorks automatically produces several special output reports that fall into two general categories.

The first output file was your billing print image (hwhcfa.txt) file, automatically produced for you whenever you print or view an insurance HCFA claim. If you do this from the Billing Wizard, this file has all the claims you just looked at. If you do this from Transactions, it has a single claim. It always has the last item(s) you looked at and is automatically overwritten with the most recent claim data. If you desire more exact control over what goes into this file you can explicitly produce this file from the electronic Billing Wizard.

The remaining output files are automatically created by the Reports Wizard, no matter which report you run. Hwlabels.txt is an ASCII list of everyone on your mailing list. HwEmail.csv is a list of all your patients that have validly formatted email addresses. Lastly is hwpalm.csv, which is a patient list that can be merged into your palm pilot when you do a HotSync operation.

### The Tech Desk

Many times, we have to instruct a user to type something into the program. We try to be very explicit in our directions, so here is a brief introduction to your keyboard.

For starters, unless we tell you,

it is not necessary to ask us if you need to press the shift key. We will tell you if you need to press Shift. When we say the word "space" we mean the space bar, not the word s - p - a - c - e as separate characters. "Dot" means the period (.). The colon (:) has 2 dots and is to the right of the L. You get with the shift key. The bracket keys [] are to the right of the P. The backslash key is not the one to the right of the period. That one is called the forward slash (/). The backslash () is usually on the top right of the keyboard, next to the equal (=) sign. The quote ("") and apostrophe ('') are 2 keys to the right of the L. The quote is on top. The asterisk (\*) is on the number pad, above the 9.

Regarding the screen, the MenuBar is on the topmost area on your program screen. It usually starts with File Edit Reports... The background when your computer starts up is called the desktop and the bar on the bottom of your screen is called the start bar.

### The Network

"*Where is my data?*" Inquiring users want to know! Depending on our mood, we might tell them that it is where they last left it, usually on your server drive. "*But my server drive doesn't show up anymore.*" Aw, shucks, that's too bad.:-( Sometimes we can walk a user through the Windows Explorer to remap the drive. But if the server doesn't show up in your network neighborhood, it's time to call your techie.

# How to Backup

There are two types of computer users out there. Those that have lost data and those that will. Backing up is your ONLY insurance against a computer failure. If you don't have a backup and you lose your data, it will be no one's fault but your own.

We recommend backing up on either a R/W CD or Iomega Zip disk. Backup several times a week, on different disks for different days. This way, if you have bad data that you only just discovered, you can go back to a previous date.

And please make sure you are backing up the Handyworks data files. These are c:\hw\*\\*.dat for our DOS users and c:\hww\hwdata.mdb for HWW users.

Important: Do not believe that your beloved and trusted consultant has set your backup correctly! You must verify that it is correct by testing the restore yourself. To be absolutely safe, restore your data to your home computer and verify that everything is cool! 'Nuff Said!

## Backup Horror

We feel bad for this Doc. When he installed HW, he (or his consultant) decided it was wisest to put it on his D: drive. He was smart enough to make proper backups of his D: hwdata and all was well. But, he decided that he should also also copy his d: data to his C:\hww folder.

After an upgrade in late June, he failed to realize that the upgrade defaulted to accessing data on the c:\hww folder. Which meant his D: hwdata was not being changed, but nevertheless, still being routinely backed up. But the changing data in C:\hww was NOT being backed up!

It is unfortunate that we discovered this problem after something corrupted the data. And it points directly to one particular issue. In a non-vanilla setup, you must be especially aware of what you are doing. And it is also important that you periodically look at what is being backed up to be certain that it is what you need to have backed up.

Our next Doctor is somewhat luckier. Somewhat only in the sense that we had a recent copy of his data for some electronic ebill troubleshooting. So when he called a month later to say that his system crashed during a storm and he had no backup, he was lucky because we still had his backup and were able to send it to him. Needless to say, he learned his back-up lesson.

To the rest of you, don't get burnt! BACKUP!!!!

## So What's New?

Many small and subtle changes have occurred throughout the HandyWorks program. While a complete list can be found on the HandyWorks.com website, here's a short list of some of the more significant changes.

The **APPOINTMENT BOOK** better handles write-in visits. We also found out how to prevent the calendar from occasionally going "blank." The Call List now lists the new patients contents of the detail field as well as the recently added cell phone field. Finally, we now let you make an appointment for a patient who does not yet have a case established.

**SECURITY:** From popular demand, we have added a time-out control. A value of 0 to 99 can be entered. Do this in Preferences, Manage Security.

**REPORTS:** We added a units column to procedure code utilization, statements and the receipt. On the receipt, the date is now moved to the left of the first service. The dropping of mailing labels across page transitions has been eliminated, along with the problem in a single letter or envelope viewed and then printed. When clicking on Reports Button from Patient or CaseData, the default is set to print a single envelope for current patient.

**BILLING:** Print image claims no longer display a diagnosis description. When a user inadvertently adds services to visits that are already billed, the possibility arises that there will be too many lines to fit on the forms. In the past, this

caused improper totals to appear on the bottom of the form, but this has now been fixed. In addition, any single visit that has more service lines than can fit on one form is also appropriately handled. For BCBS claims, HandyWorks searches group and policy fields for a valid BCBS contract number and will put it in box 1A. New rules from Medicare now require printing G0283 for CPT 97014. Bill This Case is now Default on Transactions Report screen.

**STATEMENTS:** The patient's address in statements has been moved slightly to the right so the better fit into standard window envelopes. Also, the margins can be adjusted from the Security / Utility drop-down menu. Multiple Page statements show the first transaction date and we also fixed the starting Balance for statements with Balance Only Option. Lastly, we fixed the balance issue that occurred when a single statement was viewed and then printed.

## A Tech Hint

Press Print Screen. Open up Paint (Start-Programs-Accessories-Paint), click Edit-Paste. Use the File-Print option to send your image to the printer!

## New Staff!

We welcome Diane Lazarus to our tech support and front desk. While formerly an art director at a major advertising firm here in New York, Diane brings a sense of humor, and a very professional manner to our office. If your call rings to her desk, try to be nice. And in turn, she'll do everything she can to help you.

HandyWorks Software  
140 East 28th Street (1F)  
New York, NY 10016  
(800) 255-0668  
(212) 889-8878 (NY)  
(212) 889-8830 (fax)  
[www.HandyWorks.com](http://www.HandyWorks.com)