# HandyWork Newsletter

# Revised Manual Completed!

## Replaces Original Manual

It took nearly a year of writing and rewriting to get it just perfect, but the new manual sports 150 pages of tips and techniques. Drawn from 6 years of HWW tech support history, the new manual focuses on the areas most users seem to have problems with.

The cost of the manual is $25 with an additional $3.50 for priority shipping.

## HWW Enhancements

We have been very busy on a multitude of improvements in HWW.

In **HWW**: For **multiple clinics**, we have added a check box to indicate a Master Billing Address. Only one clinic can be so designated. The MBA will appear in Box 33 of the HCFA, while the clinic address of the patient will appear in Box32.

**Patient Data:** Category and Type are now drop down combo boxes. Case selection remains constant between patient data and case data

Finally, after years of searching for reasons behind the occassional "unknown" in the **Appointment Book**, we have nailed the problem and it should no longer occur! Also in Appointments, you will be notified when you schedule an inactive patient that they have been re-activated

We have changed the billing flag system in **Transactions** slightly. If there is a primary Medicare, the secondary will not be checked to print because Medicare does that crossover for you automatically. We've also unflagged the attorney if there is a primary carrier. Only when there are no carriers will the attorney be appropriately flagged. Option to Pay Specific Item, Excess to Pt Balance was added to Payment Helper. We improved the visit counting for insurance limits.

Insurance paying for last year services does not affect this years deductable. We also no longer update the last visit date for visits without Insurance Billable services

**Procedure code** fee changes asks if you want to change all fees.

For **Letters**, we added an abbreviation macro for First Line Of Label (&FLL).

**E-Bill:** In Electronic Billing: Envoy BA0 and BA1 record fleshed out. HA0 record will be skipped if there is no narrative data to report. A HCFA Print Image creation option has been added to the ebill protocols.

**Mailing Labels** simultaneously create C:\HWW\HWLabel.txt.

**HCFA:** Mixed HCFA printing of 6 and 11 line forms works correctly. Billing specs updated for CA, NJ, OR, IA, SD, CT.

Box 17, 17A in HCFA always reflect the referral source if entered. Medicare P.A.R.T specs added. Just put whatever you wish to go on line 19 in the accident description area in Case Data.

Medicare forms will always show last x-ray date in box 19 if one is entered, it is left blank otherwise.

Exacerbation date added to Box 19 on HCFA

**Statements:** Statements now allow choice of 30, 60, 90, 120 like Financial Reports. A much nicer looking and simpler patient statement is now in place. A real neat addition is the Trial Statement, which won't modify patient files.

**Reports:** New Patient Report Enhanced. Single envelope printing to screen and then printer works correctly. Zip code on walk-out receipt now has dash i.e.12345-7890. New patient detailed report now includes referral source. Pt Sex in Report Wizard is now an exclusion criteria. Enhanced Dr. Productivity report.

**Statements** from LZB now correctly prints the very first service date.

## What's New in HW-DOS

**HW-DOS** Envelope Printing fixed. FL Medicare and BCBS Specs NM POS always 11. Letters Menu Date fix for Last Visit. Alt+5 report totals units now. Ctrl-Enter Fixed for Vital Stats. Improved import of dates.

## New E-Bill Provider

We are pleased to add MD-Online (888-499-5465) to the HandyWorks E-Billing suppliers list. They offer a fixed price of $29/month for unlimited claims. Think of them as an alternative plan to fee/claim setup of NDC (800-792-5256).

# How to Destroy Your System

Imagine you have been an HWW user for some time. And because you are conscientious, you've done all the upgrades, including the Y2K patch from Microsoft. So everything is running well and your practice is booming.

Now it's time to expand so you buy a second (or third) machine. You wire them together. You wisely saved the original HWW install disks so you have no problem putting HWW on the new machine. You remember how to map the network drive, and before you know it, you have HandyWorks up and running on the new machine.

You saved the most recent download/upgrade and you update all of your machines. Sounds good, right? Well it isn't. There is a serious problem here that could corrupt your data, requiring restoration from a backup. <u>The problem is that Y2K patch you neglected to run on the new machine.</u>

If you have Install disks prior to 2000, they lack the revised Y2K dll files that fixes how 2 digit years are treated. The patch consists of 3 replacement files (msabc200.dll dated 10/29/1999, msajt200.dll dated 12/15/1999 and msaju200.dll dated 4/19/1999).

Warning: If you have more than one computer, you must upgrade all of them with this patch. If you do only one, you **will** corrupt your data file. Guaranteed!

The best way to check that you have done the patch successfully is to use Find-Files or Folders. Look for each of the above dll's in My Computer. If there are any of them are not dated as above, replace them with the newer versions. Feel free to contact our help desk if you need assistance.

# Backup Horror

Wow! 9 months and no horror stories. That is until today. Dr. L.S. in Charm City, MD was running well. Busy practice. Time to expand. Bought a new computer and hooked it up to the network. Requested a new install set from us, which we sent to him. Guess what, the new install set had the new Y2K dll's while he had never updated the other machines. So he crashed and destroyed his data. And the most recent backup; late February. Sorry about that L.S. How many times do we have to warn about the necesity of backing up regularly? And certainly, make an extra backup before you make any major changes to your system!

# Proper Backup

There are two types of computer users out there. Those that have lost data and those that will. Do you cancel your car insurance because you've had no accidents? Do you cancel your malpractice because you've had no claims. 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 strongly recommend using a Zip disk along with Microsoft Backup that comes with your W95 or W98 OS. There are many reasons for this. It is quicker than tape, it is an industry standard, it supports a write verify and most important,, we at the HW Support desk understand it and can help you use it!

Backup at least 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 version. Be sure to do a compare verify to make sure what you wrote is what got wrote.

And most important, make sure you are backing up the Handyworks data files. These are c:\hw\*.dat for 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. Please do this NOW!**

Also, please, practice restoring your data - especially to another location. It is frustrating when we have to tell someone to restore their data and they ask us how. We don't know how, mostly because there are so many ways to backup. So make sure <u>you</u> know how to restore. Practice it at least once or twice Make sure **YOU** don't end up in the Backup Horror column next time. Learn how to back up and restore. 'nuff said!

# HWW & DOS User Computer Upgrades

If everything is running smooth. LEAVE YOUR SYSTEM ALONE! If you or your consultant want to make changes, please contact us first. It is easier to prevent problems than to fix them.

# Vacation Schedule

The HandyWorks Office will be closed last week of August, 8/27/01 through Labor day. Hey, we all need a break now and then.

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