

# HandyWork Newsletter



Summer 2003

## ANSI - HIPAA TESTING!

### E-Billing

Congress mandated the HIPAA act and, as part of that law, established 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.

An 800+ page detailed protocol that defines this transmission file was our starting point. Through dogged hard work, a lot of head scratching and endless hours of testing, we have finally passed all of the automatic testing procedures set up by the insurance companies.

The last stage of testing is called production testing, and we are working with several BCBS carriers (GA and MI so far) to get HandyWorks certified as HIPAA compliant. There is little doubt that HandyWorks will be well ahead of the October 15th deadline for production and use of this electronics claim transmission format!

### Clearing Houses

Few carriers want users to send ebills directly to them. Hence the use of the clearing house, a "middle man" who accepts all of your claims and forwards them appropriately. Here is a list of three good clearing houses. *You need 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

### Split Personality

Did you know that HandyWorks is actually two separate programs? While you may not consider this important, you will understand the significance of this in a short moment.

The root of HandyWorks is the program hwdta.mdb, which is what holds your data tables, fields, indexes and referential relationships. Because this is a relatively static part of HandyWorks, some may not consider this a program in the traditional sense. Yet the design of its structure and the linkages between tables is the critical element in the scheme of HandyWorks.

You, the end user, only see the "front-end" part of HandyWorks. This is the "pretty face" we put over the raw data. All of the forms which you use to interact with the underling "back-end" data is part of this pretty face..

Now this would all be of little interest to any user where it not for the fact that the HW and HWDATA programs can be in different versions of Access! Now most of you started out with the Access 2.0 version of HandyWorks (HW2). This was for both your front and back end components. Some of you have upgraded the front end to HW97 or even HW2000. But few of you have upgraded the backend.

So the question is, should I upgrade my front end, my back end, or stay put?

### Why Change?

"If it ain't broke, don't fix it" applies to many situations, including HandyWorks. So if HandyWorks is doing fine, regardless of its version, leave it alone.

If you are having problems, please call tech support because only one problem can be solved through the upgrade path, and that is the the insufficient memory error.

This error occurs because Access 2.0 has a poor way of handling its memory. It was corrected by Microsoft in later releases of Access. But before you do an upgrade on your own, please be aware that there is a very serious pitfall that can wreck your data if you upgrade improperly.

The simplest and safest upgrade is to upgrade only the front end program, hw.mdb. We do not charge you to switch to a higher version of HandyWorks, but you must purchase the proper version of Access yourself.

Be sure that during the Access upgrade process, you choose the custom installation option, and then in the wizard that follows, tell it that you want to keep your previous versions of Access. This will allow you to repair the hwdta file using our runtime version of Access 2.0

**DO NOT UPGRADE YOUR HWDATA FILE WITHOUT CALLING US!** Here is why:

Access has utilities for upgrading earlier versions into the current version. If you try to upgrade your hwdta from 2.0 directly to 2000 or 2002, it will appear to work, but you will end up

with a database that will not allow you to enter transaction data!

We have discovered a solution to this, but it require that you first convert to 97 and then to 2000 or 2002. So please beware and ask us for help and advice before you or your consultant muck around!

## 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 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!

## Backup Horror

While not too horrible, as he had a relatively recent backup, Dr. Steve corrupted his hard drive at his home computer by playing around with disk partition software. This taught him that playing with Linux can be dangerous!

We are happy to report there were no other backup horror stories in the past 9 months. Keep up the good work!

## 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 the significant changes.

**HIDE AND FIND:** When a user is confused, it is because of the program, not the user. Based on some recent experiences with new users, we now hide the Find box during Patient Add. We now hide the Printer button when in Billing History. And in Case Data, if there is only 1 case, the multiple case selector is also hidden. In Patient Data, we added a Cell Phone field.

**UTILITY:** We added a Menu item under Security/Utility to expedite changing margins in Letters and Envelopes. In the same menu, we also added an option to Zero out the Deductible Paid for all of your patients.

**REPORTS:** Several End of Day (Day Stats) reports are improved. In Month Stats, we added two columns showing \$/V (price per visit) and \$/NP (Service/New Patient Count). We also added an additional column for "Other" payment types in the Dr. Productivity report. We fixed the birthday list to deal with the leap year day of year calculation error. Further, patients with multiple cases no longer produce multiple Birthday Letters. Finally, we automatically create an Email report (HWEMAIL.CSV) for importing into Outlook.

**BILLING:** Place of Service is now 11 for all carriers (except MI

BCBS) unless over-ridden in the transaction details. HCFA PrintRePrint order is now set to BillType, Doctor, Carrier, Patient, Bill date. Print Image bulk creation now checks Ebill Status and also now removes commas and periods from names and addresses. We fixed the Pre-Billing report, which sometimes didn't list the Secondary or Attorney bills. In Transactions, Bill This Case now splits bills if there are different Doctors on different visits. We also revised the OH W'comp and Medicare specifications. Finally, there is a new C4 for NY Workers Comp.

**STATEMENTS:** The Running balance column is now visible, except with "only" selections and specific dates. We added a space for the Middle Initial and made the field for Pay This Amount wider to show all of the "T". We put the date of service on visit receipts and fixed intermittent blanked out date on printed statements. Also on receipts, the TaxID is hidden when Diagnosis is "Don't Show"

**DOS:** Fixed Report of Today's Bills. Fixed patient payment receipt. MN Medicare Specs. IL specs for BCBS. Also fixed printing of 2003 instead of 1903.

## Summer Break!

From Friday, August 22 through Monday September 1, our entire staff will be out of the office and on vacation. As such, there will be no tech support that week.

Rest assured that when we return from our much needed respite, that we will be refreshed and raring to go!

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