HandyWork Newsletter

ANSI-5010 & ICD-10

ANSI 5010

Once upon a time, before the internet, electronic medical claims were sent to clearing houses over the phone lines using a modem. Each clearing house had their own claims format and it was like the Wild West.

In the mid-90's, the NSF-2 data standard was developed. Still, each clearing house required special tweaks to make it work for them and all clearinghouses charged the users a fee for each claim sent.

In 2000, HIPAA ushered in a new format, the ANSI 4010. This file structure had its own unique complexity, and as before, clearinghouses published lengthy addendums. And to make it more interesting, addendums varied from state to state.

The latest wrinkle in claims transmission is the ANSI 5010, which is required to be used by January 1, 2012. While some clearinghouses will continue to accept earlier formats including print image and NSF-2, HandyWorks is ready to switch you over to ANSI 5010 right now.

We have tested 5010 with a number of clearinghouses and have been sending 5010 claims to our clearing house for many months without problems. If you send electronic bills, check with your clearinghouse and see if they are 5010 ready. If so, set your electronic bill format to 5010 and you are ready for 2012.

ICD-10

By October 1, 2013, providers and payers must adopt an updated version of the International Classification of Diseases code sets, ICD-10. While the conversion date may be extended, HW is already on track to handle the new codes set when it comes on-line.

The new ICD-10 code set is not a simple update of the current ICD-9 code set but rather a fundamental change in structure and concept. This makes it very different from ICD-9. For example, in the ICD-10 diagnosis code set, one can specify right versus left, initial encounter versus subsequent encounters, as well as other clinical information.

HW will make this transition easy for our users by adding a new column called ICD-10 to the current diagnosis form. And because dozens of users provided us with their existing ICD-9 code sets, we will be able to populate everyone's ICD-10 codes with the replacement codes that we will have already looked up for you. We will add new codes for left and right as best we can.

We are in the beginning stages of doing this transformation and there is still work to be done on both the HCFA and electronic bills so that the new codes print instead of the old codes. We will provide each user with a switch which they can turn on when they are ready to begin using the new codes.

HW Internet

We have totally reviewed and completely revised the scope and programming methodology of our iHW project. In a nutshell, we are performing a "do-over." And at this point in time, I am happy to say that the project is back on track.

Our current approach involves defining small reachable goals and then intensely focusing on them. This lets us evolve a steadily increasing subset of working features that can serve as a basis for higher level issues.

This month, we are working on the part of the program that imports your old HW data. From here, we can more fully test each of the modules, like carriers, providers and procedures, making sure that it all flows with grace.

What we really are trying to create is an application that is very simple to use, especially for novices. We want there to be no surprises or areas where questions of what to do next arises. Basically. Keep It Simple. to the extreme. To do this, we are taking some design elements from existing interfaces like Gmail and the iPhone. Both are so simple to use that they don't require a manual. We like that idea.

We expect the first phase to be done by mid January, at which point we will turn our attention to the appointment calendar. By mid 2012, we hope to be able to invite our first beta testers.

HW Seminar?

Manuals and crossloop tech support are fine, but many users want more. A number of folks have asked if we could do a one day (or half-day) hands on seminar. We haven't done one in the past, but that's no reason not to do one in the future. So the idea is floating around.

We are thinking of the Atlanta area, perhaps in April when the weather is gorgeous and the dogwoods and azelias are in bloom. Let us know what you think and if you'd like to spend a day or so in Atlanta.

X-Charge it!

If you accept credit cards then HandyWorks has a better way for you to do it. It's called X-Charge.

HandyWorks, with X-Charge, makes it simple to collect funds. When you put CR in for the payment method, a box comes up ready to take your credit card swipe. Type in the amount, press enter and HW does the rest. Data entry is easy and without errors.

As for cost, most processors charge 1.5-3%. X-Charge is on the lower end of this range and can likely save you money over your current credit card processor.

If you are tired of paying high rates for credit card services, why don't you call Joel Call at 888-427-2260 x465 or email him at Joel.Call@acceleratedpay.com. He will ask you to fax your current credit card services bill and will then show you how you can start saving money right away.

Crossloop

Yes, we still love and use Crossloop. Over the last year we have used it to upgrade and troubleshoot problems on many of our user's machines. It is available to download at crossloop.com, and we include a free version of it in every upgrade bundle.

Support Fees

For many years, we have held our support fees at the same level even though our expenses have continued to rise. Starting this year (2012) the annual fee will increase from $375 to $400.

If you are one of our struggling users trying to make ends meet you can pay the fee in 4 monthly installments. Please call our office or email us to discuss the actual details.

EZ-Notes

We are pleased to announce that a full communications link to **EZ-Notes** is now available from www.eznotesinc.com. The interface runs in the background and it lets EZ-Notes know when there is a new patient record. In addition to new patient information, EZ Notes also attaches to the HandyWorks data set and pushes in visit data when that information is entered though the EZ-Notes system. For more information, please call EZ-Notes at (312) 212-1602 or toll free: 866 821-6837

New Manual

The last revision of the HandyWorks manual was done in 2008. Since then, there have been many changes, some minor, others more significant. The bottom line is that the old manual is essentially out of date.

Over the last few months, we have been plowing through the old manual and revising section after section to reflect the newer features. In essence, a significant rewrite. The new manual discusses HCFA customization and covers in detail the use of the unlimited procedure fee schedules with the automatic write off of insurance owes.

We expect the new manual will be available in the first quarter of 2012. It will be included with all of our 2012 upgrades.

Office Ally

We have been using OfficeAlly for many years as our claims clearinghouse. Not only are they FREE, they are friendly and they handle all of the carriers that we submit to.

Many of our users submit to them and I am happy to say that when there are errors, they work well with us in finding a quick resolution. Check out OfficeAlly.com

Backup Success

One our users contributed this "Backup NON-horror" story.

June 27th approximately 2:30 PM. I am in my office and hear a scream from Allison at the front desk. I run out and sparks and wisps of smoke are coming out the back of her computer. Yes the one that HWW resides on. Disaster? Nah! 15 min later after swapping my computer for her now "fried" one AND because we back up EVERY night to my hard drive, we are back in operation. Only had to re-create the mornings postings. As Dr. Steve says: " It is not IF your computer will fail, it is WHEN."

How to Backup

Please have multiple backups of your data. Make 5 empty folders on your flash drive. Call them M, Tu, W, Th, F. (Or the full names of the days of the week if you want.) On Monday, backup to the M folder.

To make things easy, we supply sample batch programs to do the backup for you in every HW Upgrade. If you need help in doing this correctly, call or email us.

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