

# HandyWork Newsletter



Winter 2014

## 30 YEARS

### 30 Years!

The first sale of a HandyWorks system took place on January 9th, 1984 to Dr. Dan Sullivan in Atlanta Georgia. This intrepid pioneer ran the original HW program on a CP/M system that predated DOS. The actual computer had a 1.2 meg floppy and a 10 meg internal hard drive. Memory topped out at 640K. Those were the early days before IBM and Microsoft came along and changed the game forever.

At the time, HW was one of the first software programs for running billing systems for chiropractors, and the descendant of this legacy system is still running today, nearly 30 years later.

What a long run its been! Thanks to all of you who were early DOS users, and for all of you that continue to use the system!

### CMS-1500/2012

The new HICF is here and must be used for claims by April, 2014. While the form is largely the same as the old form, it eliminates a number of fields on the top half of the form and has room for reporting 12 ICD-10 diagnosis codes. The removed fields were taken out because they have no equivalent place in the ANSI-5010 file.

Most of the work on the new form is completed and will be tested in the beginning of January. We expect to release it for general use in mid-February, 2014.

### HW On-Line

We have worked on this project with two different design teams over the last few years but after recently reviewing our progress, we realized that we would not be able to compete with a better product. This means that we have stopped working on an internet, on-line version of HandyWorks.

For our current and new users, we will continue to modify and expand our current desktop system. In this regard, the new HIC Form, ICD-10, SOAP and Exam forms will continue to be supported and enhanced as coding requirements change.

But eventually, as we can see the writing on the wall, within a few years, all computing will move to the cloud and we may likely become obsolete. Until then, you can count on us to remain active in both growing the system and supporting its current user base.

### Crossloop

Yes, we still love and use Crossloop. Over the last few years we have used it to upgrade and troubleshoot problems on many of our user's machines. It is available to download at [crossloop.com](http://crossloop.com). Please download the free version, install it on your computers and take a moment to register. All you need is a name, email and password. It will save you time when you work with us.

### ICD-10 Codes

On October 1, 2014, a key element of the data foundation of the US health care system will undergo a major transformation. This is a change from the decades-old ICD-9 diagnosis codes to the newer ICD-10. The ICD-10 version has been in use by most developed countries throughout the world for a number of years already. The new ICD-10 allows for greater specificity and detail in describing a patient's diagnosis and in classifying inpatient procedures.

It is important to understand that the new ICD-10 code set is not a simple update of the current ICD-9 code set but rather a fundamental shift in structure and concept of what a diagnosis code is used for. 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 important clinical information. Use care when coding injuries and extremities.

If you have upgraded to our October (or later) version of HW, then you are ICD-10 ready. You will see the new ICD-10 codes next to your existing ICD-9 codes. If you can, start using them now, making sure there remains a valid ICD-9 code for current reporting. The official switchover date is 10/1/2014.

FWIW, ICD-11 is in the works and it is coming down the pike. The fun never stops!

# Data is a Mess!

I often get to look at user's data when I connect through crossloop to solve a problem. Often, I see lots of obsolete procedure codes, unused fee schedules and defunct insurance carriers. Having all these obsolete codes adds clutter to your system and drags down its efficiency. Therefore it makes sense to clean up and get rid of unused codes. So how can this be done?

The easiest is to delete unused codes. But if a code is referenced in a patient's record in the system, then you can't just delete it. However, you can use the utility tool to convert one code into another. Here's how it works:

Suppose you have the carrier "BCBS-124" that is referenced by a lot of patients. But BCBS-124 is no longer being used and it should be BCBS-999. Using the utility tool, you can convert all references of BCBS-124 to BCBS-999 with one click. The same process can occur with procedure codes.

There is another way, but it is not as efficient. Simply change the first letter of the abbreviation to "Z" and it drops down on the list of available codes.

## 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 reach out to Joel Call at 888-427-2260 x465 or email him at [Joel.Call@acceleratedpay.com](mailto: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.

## Goodbye NSF

Electronic claim file formats have continually changed over the years. We used the earliest format, NSF (National Standardized Format) in HW-DOS, and brought it into HWW. Following NSF was ANSI-4010 and 5010, which is the current standard.

As of the latest update, we have removed NSF and ANSI-4010 from the ebill protocol options. These formats do not support ICD-10 nor the expanded diagnosis section. If you are still using NSF, the switch to ANSI-5010 should be extremely easy. But you will need to call your clearinghouse in order to get the header info for the first page in the ebill wizard.

## Goodbye '97

Progress and obsolesce move hand and hand. With this in mind, neither Windows version 7 nor 8 supports Access 97 (except in xp mode). It makes sense that 16 year old software is no longer supported. For us, it means that by the end of 2014, we will stop development in Access 97. We urge our users still on Access 97 to upgrade to Access 2010, which is the next best version.

## 64 or 32 bit?

Windows comes in two versions these days, 32 and 64 bit. Externally, they both look the same. Internally they are very different. The version of windows should not matter because Microsoft Access defaults to installing the 32 bit. That is unless you explicitly choose the 64 bit install. For ease of use, unless absolutely required, please stick with the 32 bit version. It will be easier for you and easier for us.

# 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](http://OfficeAlly.com)

## Backup Issues

Sometimes, users move their data from one location to another. Sometimes its to the desktop, other times to a shared documents folder. Regardless of the cause of the data location change, the user needs to update their backup routine to specify the new location.

Many of our users like Carbonite, which is an internet based backup system. From our experience, Carbonite does a great job and should be considered if you find that backing up is hard to do.

## 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. We will be glad to help you set this up.

## HandyWorks

140 East 28th Street (1F)

New York, NY 10016

(800) 255-0668

(212) 889-8878

(212) 889-8830 (Fax)

[www.HandyWorks.com](http://www.HandyWorks.com)