



# The IMA Quarterly

October 1, 2005

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### ➤ HIPAA News



#### [New tools to track and manage your Medicaid HIPAA submissions and responses](#)

v15.1 introduces two new tools to help you track and manage your Medicaid HIPAA submissions and responses with added support for the 277/Claim Status Response and a new option for MD Cycle tracking.

The HIPAA File Manager will now be able to recognize and read the new 277 transaction, now supported by MD. You can download and read the 277 and report against its contents, much like you can with the 997 responses and the Medicaid Supplementary Files.

Within the Desktop billing options, you may see a new feature called MD Cycles. This new premium option will allow you to manage and track your Medicaid submissions and the Medicaid responses for each, up to and including checks, pends and rejections.

If you have version v15.1 installed and do not see these new options, please email [georgeanne@imasys.com](mailto:georgeanne@imasys.com) to get your windows menu updated.

### ➤ IMA News

#### [New HelpDesk Procedures](#)

If you belong to the IMA frequent caller club, you may have already noticed the changes in how IMA is handling HelpDesk calls. In an effort to better track and capture every item reported and to make sure that each gets resolved in a timely manner, IMA is instituting new HelpDesk procedures.

#### [Calls:](#)



Callers will now describe the nature of their request or problem/issue to the HelpDesk call screener. The call screener will then record the request and/or problem into IMATrack,

our custom tracking software. The request/problem will then be reviewed and assigned a priority for review and to a HelpDesk expert. You will then receive follow-up from the assigned technician with regard to resolution, status and/or to schedule a call to discuss further.

The volume of on-demand training calls has become particularly burdensome. As a result, IMA is directing its valuable HelpDesk resources to problem resolution. Training and project follow-up will now be scheduled at a mutually convenient time with the HelpDesk experts.

#### [Email:](#)



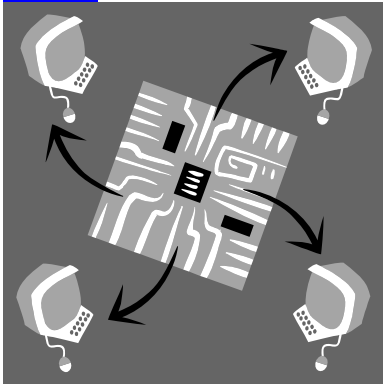
Similarly, IMA has created a central queue to which all HelpDesk email should now be directed:

[HelpDesk@imasys.com](mailto:HelpDesk@imasys.com). From this queue, the emailed items will be recorded and handled as described above for HelpDesk calls.

We know that these procedures will take a little getting used to. However, IMA promises that that this will enable us to better serve you and meet your urgent and ongoing needs.

➤ **Version 15.1: Even more new features and highlights**

[Schedule now for your v15.1 update.](#)



Version v15.1 is released and ready to be deployed to your server. Please make arrangements with IMA to update your test system and/or production system to v15.1 immediately.

Version 15.0 is now obsolete so don't get left behind. Fixes and features being made now can only be released to v15.1.

v15.1 contains all of the miscellaneous patches, fixes and program upgrades that have been released since v15.0. In addition, IMA has added the new features, options and modules to make your work easier.

**Release Highlights:**

- MD Phase II changes for HIPAA billing, including new payer and receiver fields. (Contact IMA to initialize immediately if you have not done so already!)

- Support for MC provider Nutritionist with corresponding fees.
- Support for suppressing "inactive" codes within activity, program and insurance plan definitions and within tables.

**Release Highlights added since the last Quarterly:**

- Added support in the HIPAA File Manager for recognizing, reading and reporting on the 277 transaction, available from Medicaid for Claim Status Response.
- New feature for tracking and managing Medicaid submissions and response by MD Cycle. (Contact IMA for price details.)
- System loading of forms on the fly as documents print instead of loading forms to printers in advance. (Contact IMA to initialize.)
- Tool to assign Insurance Plan groups (PLNGRP) to insurance plans directly within the Desktop Insurance Plan menu.

As always, updates will be scheduled on a first come, first served basis. Please make your update request to [georgeanne@imasys.com](mailto:georgeanne@imasys.com). We will first install the new software in your test system. It will be up to you to test and approve the new version for production. Only after we've received your request for production to be updated, will we move the new version to your production system.

➤ **Customer Highlight: Comunilife**



**Introduction:**

Please join us in welcoming Comunilife to the illustrious group of NYS agencies using the IMA Desktop.

Comunilife's outpatient mental health services take place on two campuses in the Bronx and serve the surrounding communities. Comunilife offers individual and group modalities, along with intensive psychiatric services.

IMA has a unique partnership with Comunilife during the beginning stages of their IMA implementation. While Comunilife's billing staff focuses on clearing the back billing from the previously utilized system, IMA will be managing and submitting the billing submissions for Medicare, Medicaid and Private Insurances for services recorded on their IMA server.

For more information on IMA's billing management services, please contact [mike@imasys.com](mailto:mike@imasys.com).

➤ **IMA celebrates benchmarks**

As we enter our 35<sup>th</sup> year in systems design and our 15<sup>th</sup> year in behavioral health systems, IMA is pleased to recognize its behavioral health customers celebrating a significant anniversary with IMA.

**15 years and counting!**  
*Albany County Mental Health*

Albany County has been with IMA since the inauguration of our behavioral health systems. Albany County Mental Health provides an array of mental health services, including outpatient, case management and residential services. Albany County also has an extensive assessment program in which they refer consumers to other community agency programs and services.

**10 years**  
*Central Nassau Guidance Center (CNGC)*

CNGC provides a continuum of care for individuals and families affected by mental illness, psychological difficulties, addiction and dependency. CNGC services range from outpatient and case management services to residential care. CNGC also provides services for the deaf.

**5 years**  
*The Osborne Association and The Women's Prison Association (WPA)*

The Osborne Association and WPA represent the newest lines

of service in IMA's repertoire: Criminal Justice.

The Osborne Association serves individuals who have been in conflict with the law. They seek to assist these individuals to transform their lives as they achieve self-sufficiency, adopt healthy lifestyles, participate in the work force, rebuild families and rejoin their communities. WPA serves women with criminal justice histories. Similarly, WPA works with these women to attain work, housing, health care, to rebuild their families and to fully participate in civic life. Both of these agencies have strong commitments to public advocacy, education and outreach.



Your anniversary gifts are on the way to you. IMA is sending the primary contact at each anniversary agency an engraved pen set that identifies the number of years of service your agency has with IMA. IMA will also be gifting your agency a full day of onsite training or consulting on a topic of your choice. Please call IMA to get your training date on our calendar during the 4<sup>th</sup> Quarter!

➤ **Coming Soon to IMA**

The next version of IMA, version v15.2, is coming soon. This new version will include the usual fixes and patches,

improved features in existing modules and new modules.

***PROS Module:***

IMA has developed a stand alone PROS module. This module will include PROS client registration, client data collection, CAIRS registration, MEVS status and service collection and monthly billing. This module will support service collection through ID card swiping, group attendance, individual PNotes and/or direct data entry.

If you have been awarded a PROS license, call IMA today to schedule a demo of this comprehensive module.

***Desktop A2 Options:***

The commonly used A2 options for service posting will soon be available in the Desktop. Be on the lookout for the GUI counterparts of the following A2 options: A2 SS, A2 SC and A2 EL.

***NYS OMH PCS 2005:***

It's that time again! OMH has released its new Survey and technical specifications for the data transfer of the Patient Characteristics Survey 2005. IMA is developing the new screens and report along with adding support for the new submission file format.

Please email [georgeanne@imasys.com](mailto:georgeanne@imasys.com) for pricing and other details.

## Q4 Calendar of Events

\*\*Each call will be 1:00 PM.

### October

- 12 - Remittance Features: Using Deny Actions
- 27 - Client/Program Registration

### November

- 3 - Ad Hoc Report Layouts
- 17 - Ad Hoc Report Queries

### December

- 1 - Remittance Features: Using Deny Actions
- 15 - Writing Progress Notes – the Basics

### IMA Office Closures

October 4-5	Rosh Hashana
October 13	Yom Kippur
October 18-19	Sukkoth
October 25-26	Shemini Atzereth
November 24	Happy Thanksgiving!
December 26	Merry Christmas!
January 2	Happy New Year!

All General Conference Calls are an included benefit of your Monthly Service Agreements with IMA. The only charges for these calls will be for the fees associated with the call center and the website host. In cases where there is no Contract in effect, the elapsed time will also be billed.

## Webinar Abstracts

### Remittance Features: Using Denial Actions

Now that you are using the new manual and electronic remittances, learn how to further automate denial disposition with default denial actions. Learn how to identify specific denial actions by Payer, Adjustment Group and Reason.

### Client/Program Registration

See the new features w/in Desktop Client/Program Registration.

### Ad hoc Report Layouts:

Learn how to create ad hoc report layouts that include the specific data elements that you want to see either on paper or within CSV output.

### Ad hoc Report Queries:

Learn how to run dB queries for paper reports and CSV output using your own agency-specific report layouts.

### Writing Progress Notes – the Basics:

See how easy it is to use the Desktop to write Progress Notes. Use the calendar to write notes for scheduled sessions with individual clients and/or client groups. You'll also see how your agency can use the Wiley data within Progress Notes.

### NOTE:

IMA will cancel any webinar without advance notice if there is not sufficient registration to support the fair and economic distribution of all connection charges.

### Your feedback requested:

If you have a topic that you think would make a good subject for a general webinar/training session, please email [georgeanne@imasys.com](mailto:georgeanne@imasys.com). You just might see it added to the calendar!

Please also be aware that you can schedule a private webinar with IMA for your agency on most any topic of interest.