



The IMA Quarterly

January 10, 2006

In This Issue:

| | |
|----------------------------|------|
| New Financial Report | ...1 |
| Billing Enhancements | ...1 |
| Mandatory Update: v15.1 | ...1 |
| Recommended Upgrade: Linux | ...2 |
| Recap: HelpDesk Procedures | ...2 |
| Experience Rating | ...2 |
| New Premium Modules | ...3 |
| Calendar of Events | ...4 |

Editor: Georganne Biancarosa

➤ New Financial Report



Remittance Exception Report

A new feature has been added to the remittance batch reports. New to the summary section is an analysis of and summary numbers for the items denied within each remittance batch. This new report section shows the detail and dollar totals for each denial code.

Additionally, if your agency is taking advantage of the customizable denial processing feature within IMA, this report will also group the denials by the default action that your system has been configured to

take for each error code. Once configured, this report will highlight the following cases for your analysis:

1. Items and dollar totals that are being written off as accepted denials. (R=0)
2. Items that are correctable and will be automatically set for resubmission. It is assumed that these errors are minor and will be corrected prior to the next billing run. (REBILL)
3. Items and dollar amounts that require further research. These will remain in the "suspend-deny" mode until they are either processed for rebilling or accepted as denials. (DENY)

This new tool is potentially very valuable for helping you manage denials. You will be able to recover as many dollars as possible, while eliminating the need to manually respond to individual denial codes. The system defaults will respond to all of the designated error codes automatically.

➤ New software under development

Medicare: "Incident to" Billing

IMA is developing a new tool to allow for Medicare "Incident to" billing when the service provider is not in the Medicare network. This new tool will detect these cases and prompt the user to identify a Medicare network physician under whose supervision the service is rendered for Medicare billing.

DayHab Billing Module

Following the successful launch of IMA's new integrated modules for Case Management, Restorative Services and PROS, we are now developing a similar module for the OMR/DD DayHab application. It will have the same composite structure as the others but will address and comply with all of the new DayHab billing regulations. Like the PROS module, it will support attendance collection from all sources including progress notes, ID card swiping, group attendance and direct data entry.

Desktop Service Posting Options

The commonly used A2 options for service posting are now available on the IMA Desktop. Be on the lookout for the GUI counterparts to A2 SS and A2 SC.

If you use these legacy options and would like to convert to the Desktop versions, please email HelpDesk@imasys.com and we'll see that the new programs are put into place on your server.

➤ Mandatory software update: v15.1

v15.1: Schedule immediately for this critical update

Most of you are already reaping the benefits of version 15.1; in

fact 80% of you have complied with our update requests. If you have not, you must schedule **immediately** to update your server to the latest version.



Agencies with servers that are not at the latest released version, v15.1, will be at the bottom of the queue for any service and support requests, including problem reports. Version 15.0 is now obsolete. Fixes and features will only be released to v15.1.

➤ **Linux Upgrade**

Some of you are now utilizing servers on which the original Manufacturer's warranty has expired. These old servers are also still using the SCO Unix Operating System. A good New Year's resolution is to plan to get new hardware in 2006. If and when the hardware is replaced, IMA will also upgrade you to the new Linux O/S. In addition to the benefit of more reliable and faster hardware, you will also benefit from a new Linux Operating System.

The IMA software is now making use of many new capabilities that are only available on the Linux O/S. Under SCO, the IMA software is already less capable and getting more so with every release. Soon we may have to stop offering new releases on the SCO platform altogether.

If you have not already done so, please contact us as soon as

possible for an individual assessment and proposal for this migration.

➤ **Recap of HelpDesk Procedures & the IMA Service Agreement**

New HelpDesk Procedures

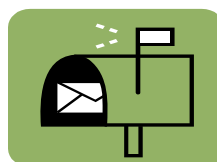
During the last quarter of 2005 IMA initiated the following new HelpDesk call and email procedures.

Calls:



Phone calls are responded to by whoever is on HelpDesk duty and will no longer be directed immediately to any specific requested IMA staff member. Callers will be requested to describe the nature of their request or problem to the HelpDesk call screener. The call screener will then record the item into our tracking software. The request/problem will then be triaged and assigned a priority for review by an appropriate support person. You will then be contacted with follow up information from the assigned technician, with either a resolution, a status report, or to schedule a call to discuss the request or problem further.

Email:



Similarly, IMA has created a centralized queue to which all

HelpDesk email should be sent: HelpDesk@imasys.com. From this queue, the emailed items are recorded and handled as described above for HelpDesk calls.

Experience rating on the IMA Service Agreement

The monthly rate IMA charges for support also includes an experience rating component. When the average hourly utilization per month exceeds a predetermined target during the year, we assess a surcharge on the renewal contract for the following year. The target is based on the fee charged as compared to our T&M hourly rate and the projected monthly average hours needed.

The following is a sample calculation of this target for our minimum monthly rate of \$540. The two components of this fee are:

- a \$250 subscription fee for IMA software updates;
- \$290 to cover bug fixes and general HelpDesk support. This equates to a target of 2.3 hours/month at our current \$125/hr T&M rate.

If the utilization experience during the contract year substantially exceeds this target, a surcharge will be assessed on the renewal contract for the next year.

The actual surcharge trigger point and the amount of the surcharge are assessed on a case by case basis with the above numbers used as a guideline. You may be interested to know that for 2006, only 10% of IMA customers incurred a surcharge.

➤ Four New Premium Modules



(1) MD Cycle Tracking

IMA's new MD Cycle Tracking offers a solution to the dilemma of how best to deal with the new Medicaid remittance procedure wherein the report is received weeks before the actual check. If the remittance is posted when the download is available, the cash and A/R numbers are not accurate. If you wait until the actual check is received, you fail to take advantage of fixing and rebilling denials as soon as possible.

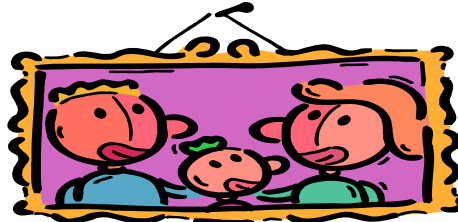
With the help of this module you can post the remittance results within days after billing and take action on denials immediately as needed. At the same time, you will know exactly how much will be paid on this submission and also exactly when to expect the check. You can have all of this without having to compromise the accuracy of your records by posting check receipts that have not yet been received.

MD Cycles is this new tracking feature within the Desktop that will allow you to manage and track the responses to your Medicaid submissions by Medicaid cycle. This cycle tracking includes monitoring for

submission file(s), check(s), pending claims and rejections in a summary view by cycle and by check. Please email georgeanne@imasys.com to learn more about this new tool or the other premium modules listed below.

(2) MD Enhanced Rate for Children's Services

OMH has instituted a new enhanced Medicaid rate for children's services for agencies that meet specified criteria. IMA is building a set of new software tools to make it easy for eligible agencies to identify the services that qualify for this enhanced rate and to bill them.



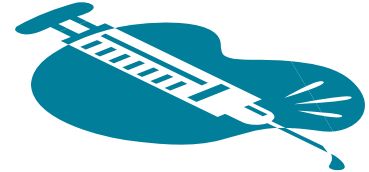
The new features include:

1. New special key selection fields for the Staff Activity Ad-hoc report for age on date of service and the MD rate code of any activity.
2. New Services Report that will:
 - a. identify billing records that match the criteria for enhanced rate eligibility.
 - b. identify the status of each whether the enhanced rate has been: Billed, Pending, Paid, or Denied.
3. Facility to utilize the output of the above report to create and post bills for this new rate for those eligible and billable.
4. Automatic detection of such eligibility at the time when the service is initially entered into the system

using A2-SC, Batch Post of Scheduled Services, and Progress Notes.

(3) MD billing for Risperdal Consta injections

OMH has recently approved eligible agencies to bill for Risperdal Consta injections. While IMA has long had support for billing Medicare electronically for these injections, we will now be adding support for billing these to Medicaid as well.



While we are finalizing the plans to add support for this Medicaid billing, we are also developing a module that will track the prescriptions, the costs per unit and inventory control for the medication.

(4) MD PROS Module

The MD PROS module is available both as a module and as a stand alone ASP application. It includes PROS client registration, client data collection, CAIRS registration, MEVS status, service recording and monthly billing. This module will support service collection through ID card swiping, group attendance, progress notes and/or direct data entry.

If you have been awarded a PROS license, call IMA today to place your order for this comprehensive new module.

Q1 2006: Calendar of Events

**Each call will be 1:00 PM.

January

19 - Ad Hoc Reports: Report Layouts

26 - Ad Hoc Reports: Queries

February

9 - Writing PNotes: the Basics

15 - Remittance Reports: New features

23 - HIPAA FM and Response Files

March

9 - Ad Hoc Reports: Queries

15 - Remittance Reports: New features

23 - HIPAA FM and Response Files



IMA Office Closures

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

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.

Remittance Reports - New features:

Learn about the new features within the Desktop Remittance reports for denial and payment tracking.

HIPAA File Manager and Response Files:

Use the HIPAA File Manager to read, identify and process all of the files available for download from your EDI receivers.

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. 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.