The IMA Quarterly

July 1, 2006

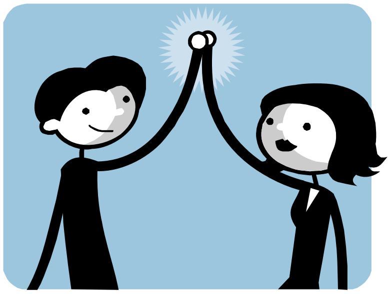
In This Issue:

Editor: D. Georgeanne Biancarosa

Coming Soon to Your Agency

IMA wants to see you!

Over this summer and fall, IMA will be offering to meet at your agency with your management team and the key users of the IMA system. The objective will be to review your utilization of and experience with the IMA system and to introduce you to system components that you may not be fully aware of. In particular, we will show you some great new tools for revenue and productivity reporting through the lens of your own data and our new Electronic Medical/Clinical Record (EMR) subsystem.



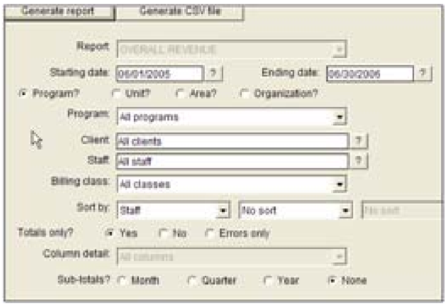
This consultation will be conducted by one of IMA's senior staff and will be *free of charge*. If you are interested and just can't wait for us to contact you to arrange this meeting, please do call or email us to get an early reservation on the IMA calendar for your visit.

Revenue Analysis

The configurable revenue reporting module was recently enhanced and expanded. More variables were added so that multiple financial reports can be easily configured to highlight the specific numbers that are important to the financial team in your agency. Once these reports are configured, they can be produced easily on demand and at any time by the push of a button. You can even run these reports remotely and distribute them to key personnel via email.

The critical factor for getting the most out of these reports is a clear understanding of the hard and soft financial numbers available in the IMA billing system. To accomplish this, IMA requires a minimum 1 day training and consultation session with your financial decision makers and the IMA experts. During this visit, IMA will help your team develop a solid understanding of these numbers and begin the configuration of the customized Revenue Reports for your Agency's use.

Sample selection criteria and a typical set of data columns within these reports are shown below.



Revenue Report selection criteria

The report/CSV layout can include columns for:
- ✓ # unique clients served,
- ✓ # invoices/services,
- ✓ expected revenue amount,
- ✓ amount not billed,
- ✓ amount in billing errors,
- ✓ amount billed/expected,
- ✓ amount paid
- ✓ amount suspend denied
- ✓ amount denied

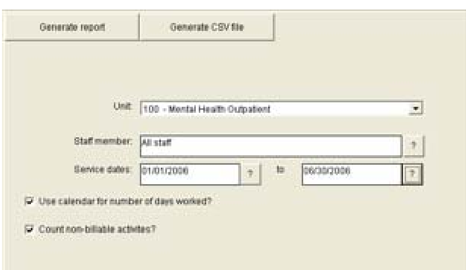
This is one of the modules that IMA may demonstrate for you during our upcoming executive visit.

Staff Productivity

A new report is now available that allows Agency executives to track the services delivered by each staff person and program as compared to a target number and also relative to other staff or programs. The data tracked includes number of days worked, clients seen, weighted service units provided, client no shows, and missing progress notes.

In addition, the report summarizes on the same line the projected earned revenue, actual cash received, and possible revenue losses due to missing data and no shows, for each staff member. Another interesting feature of this report is that it automatically identifies the days when a staff member did not see clients and adjusts the productivity number accordingly.

Sample selection criteria and a sample report are shown below.



Productivity Report selection criteria

The report/CSV layout includes a row for each staff with columns for:

- ✓ FTE,
- ✓ # budgeted services per day,
- ✓ # days worked,
- ✓ # unique clients seen,
- ✓ # services/units,
- ✓ Missing PNotes,
- ✓ # No Shows,
- ✓ Expected Revenue,
- ✓ Amount not yet billed,
- ✓ Amount in A/R,
- ✓ Productivity percentage.

This is another one of the items that we plan to show you during our proposed on-site visit.

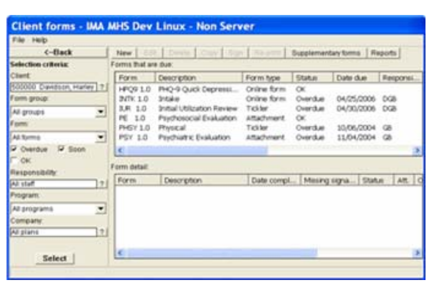
➢ EMR - Electronic Medical/Clinical Record Features

The latest release of the IMA Forms Module includes many great enhancements. These improvements are based on the feedback and suggestions from people that have already put this module to use at their agencies.

In this new version, IMA has enhanced the functionality of the module for tracking and producing clinical documents online. It now also includes a feature for keeping track of your paper documents that have not yet been converted to EMR.

The new tracking screen provides line item detail for each requirement. In addition it will support 3 types of documents:

- ✓ an online form,
- ✓ a document/attachment,
- ✓ a tickler for paper forms.



Sample Requirements Tracking screen

For each item, the module will identify:

- ✓ the required form,
- ✓ the client and program,
- ✓ who is responsible,
- ✓ the type of requirement (IMA form, Word Attachment, Tickler),
- ✓ date due.

Once selected, the required document can either be issued directly if it is an EMR, or the status can be updated if it is still on paper.

In effect, any agency can now implement full electronic tracking for all forms, including those that are still on paper and have not yet been converted.

➢ Linux Migration

We are happy to report that the great majority of IMA customers have already acted on our advice to upgrade to the Linux O/S.

If you are one of the few who have not yet talked to IMA about this critical upgrade, please do so as soon as possible. The next 3 months represent the last window of opportunity to order this upgrade and still have it implemented prior to 12/31/06 when IMA will no longer support either the AIX or SCO O/S.

Late Breaking Changes in v15.1

Here are just a few things that we've done over the past few weeks that may be of interest to you:

1. Clinical Features

a. New feature to capture Session Start and End times within Progress Notes.
b. New Progress Note Status Report to track PNotes that are not written, or written but not signed and/or not printed for chart (if chart print feature is initialized).
c. New streamlined Progress Note feature that enables you to pre-define defaults for some of the questions that have to be answered in each note.
d. New feature in Group PNotes to record 3 discrete actions and activity codes per group service for clients who: participated, were no shows and who either canceled or otherwise had an excused absence.
e. Added support for importing the Wiley data (goals and objectives) into the IMA Treatment Plans.
f. New narrative only printing option within Treatment Plans.

2. Billing

a. New Desktop Medicare Part A program with added support for tracking and the Medicare A caps and exceptions for identified therapies.
b. Premium Managed Care screen/utility to check scheduled visits or already posted visits for managed care authorization problems. You no longer need to wait for a billing run to know that there is a problem.

3. Operational

IMA has worked with one of our Agencies to develop a comprehensive data collection and reporting module to help them track and meet CQI performance criteria in order to qualify for the Medicaid rate increase. We will be happy to work with any other Agencies who are interested to similarly help you track and meet your requirements.

4. OASAS Reporting

a. Additional changes in the Monthly PRU Report in support of reporting specific activity codes for the Individual and Group Sessions sections.
b. Additional changes in the OASAS Discharge Report to also capture specific activity codes for Individual and Group sessions.
c. . Support for a number of additional changes made by OASAS since the roll out.

5. PDF and Printing

IMA has long supported PDF printing as an alternative for direct printing. We've now enhanced this utility to allow you to also define PDF as the default printer for any user. This enables the system to automatically convert and display the PDF for any IMA output, bypassing the print dialogue screen. This feature requires the optional PDF server license (available for $1300).

➢ v15.2: Coming Soon

Now that we've finally distributed v15.1 to all of our agencies, it is time to get ready for the release of v15.2. Here are just a few things that IMA is planning for this new release. We expect to have this release together by early fall.

1. Billing

We're adding a new dB field in the Staff definition in support of the change Medicare is making for the new HIPAA Staff Personal NPI numbers (National Provider Identifier) to replace Staff Medicare Personal Billing PINS/UPINS.

2. Clinical

We're adding support for Microsoft Infopath forms to be used as attachments within the IMA Forms and Treatment Plan modules.

IMA routinely accepts change and feature requests from our customers and compiles them on the IMA Wish List. Many of these requests get implemented in each new release and v15.2 will be no exception. If there is something that you'd like to see added to the IMA Desktop, please let us know.

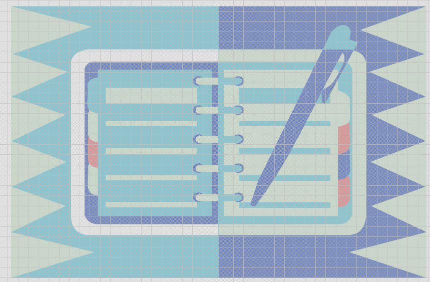
➢ PROS Update

What we've heard:
- ✓ The MD PROS program has been revived and is reportedly due to implement during this quarter.
- ✓ Two of the initial participant Agencies will be using the IMA system!

We're really proud that IMA has taken a front seat in the development of this new proposed MD billing module. Stay tuned for new developments as we'll keep you up-to-date on what's new as we learn about it.

Q3 2006: Calendar of Events

**Each call will be 1:00 PM.



July

13 - Progress Notes: New Features
27 - Managed Care: New tracking/monitoring features

August

10 - Ad Hoc Reports: Report Layouts
24 - Ad Hoc Reports: Queries

September

7 - Ticklers: Tracking documents/requirements
21 - Remittance: Denial Management

IMA Office Closures

September 4 - Labor Day

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

Progress Notes: New Features
See all of the configuration options within PNotes: new and old, including options to have general named templates, new defaults for signing and printing, new group features and much more.

Managed Care: New tracking/monitoring Features
See the new premium Managed Care tracking tools for managing client services and authorizations from the schedule and for service delivered and for batch authorization entry and/or changes.

Ad hoc Reports: Layouts and Queries:
In this two part series, 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. Then learn how to run dB queries for paper reports and CSV output using your own custom report layouts.

Ticklers: tracking documents/requirements
See the new and improved Desktop ticklers for integrated document and requirements tracking.

Remittance: Denial Management
Learn how to manage your denials by CAS group/reason and remarks from electronic remittances and manual/data entered remittances. Also learn about the Denial Exception Reports.

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. Please register early.