

# The IMA Quarterly



## HIPAA Update

### Timeline:

April 2003 - Privacy Standards are in effect April 14.

October 2003 - Transaction Standards are in effect October 23.

In a separate mailing, we are sending you a packet that contains the latest information IMA has to offer with regard to your compliance with HIPAA as it relates to the IMA system. What follows is a summary of that packet.

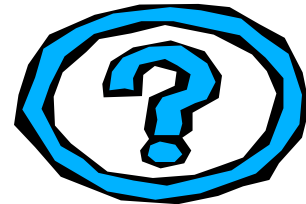
### HIPAA & IMA Security & Privacy Features

IMA has published its Privacy Policies and Procedures, a Business Associate Agreement that can be included as an Addendum to your Maintenance and Support Agreement, and a HIPAA Compliance Statement.

For your convenience, IMA has additionally developed and scheduled a training course to address IMA Security and Privacy Features as it relates to HIPAA. This course will be available at IMA on March 17 and March 20 for \$500 per person. Sign up now as seats are limited.

## How to Calls & Emails

In an effort to better serve the IMA community of users, IMA is launching a new program of **regularly scheduled training conference calls**. Topics will include FAQ s from our HelpDesk and also introduce new system features contained within in IMA software releases. In addition, we will also periodically issue blast emails on some FAQ s and other topics of interest.



Individual *How to calls and emails* will therefore be deferred to these scheduled sessions instead of answering each question individually. Please see the Conference Call schedule published in later in this newsletter within the Calendar of Events for dates.

*IMA Systems & Services*  
1st Quarter 2003

# *The IMA Quarterly*

## What's New with Us?

IMA is proud to introduce the latest evolution of the Quarterly Letter and Service Use Statistics, *The IMA Quarterly*. This newsletter will serve to communicate to you information about changes in and updates to the IMA software, new features available, a calendar of IMA related events and other IMA related info.

## What's New with You?

With this new newsletter, we would love to share information about you that you would like to have shared with the IMA community. We will therefore begin taking item submissions for the 1<sup>st</sup> Quarter 2003 Newsletter via email to [georgeanne@imasys.com](mailto:georgeanne@imasys.com). So, please do let us hear from you for our *Kudos Corner*.

## Version 14 Service Pack 1 (v14)

Most agencies have been updated to the most current versions of the IMA software, **Version 14** and **Version 14 Service Pack 1 (v14.1)**. v14.1 includes many new features in addition to fixes for issues that arose in v14. If you have not heard from us with regard to getting your v14 updated to v14.1, please contact [tom@imasys.com](mailto:tom@imasys.com). This update will need to be scheduled with IMA for a mutually convenient time but can be completed within a couple of hours and should be minimally disruptive to your operations.

If your agency is still at **v12**, you will need to make plans to immediately update to v14. Please coordinate with IMA in planning to get your system updated as changes to and support for v12 will become more difficult. Our goal is to move everyone from v12 by the end of the first quarter this year.

### *New Features Available within v14.1*

- \_ New Desktop Treatment Plans Model
- \_ New Desktop Functional Assessment
- \_ Optional Fax Server Module
- \_ New Diagnosis /DSM look-up in Desktop
- \_ New Desktop Fee Schedules with new copy features
- \_ New Desktop Billing
- \_ New Desktop Ad-Hoc and End-User Reports w/.CSV options
- \_ Optional Electronic Attendance Tracking Module

For a comprehensive list of v14.1 features and changes, please see the v14.1 Release Notes included on your PC/client update CD and on our website at <http://www.imasys.com>.

# *The IMA Quarterly*

## Calendar of Events 1<sup>st</sup> Quarter 2003



**NOTE:** Conference Call topics listed below are the lead-off topics. A full agenda will be emailed out prior to each call, developed from the subjects items emailed and called in.

03/07/03 Training Conference Call v14.1 Desktop Fee Schedules

03/17/03 **Training at IMA HIPAA, Privacy & IMA**

03/20/03 **Training at IMA HIPAA, Privacy & IMA**

03/31/03 **Deadline for cutting over to v14 from v12**

04/03/03 Training Conference Call v14.1 MC Billing w/IVANS

04/17-18/03 **IMA Closed**

04/23-24/03 **IMA Closed**

## Education, Training, and Monthly Support

As described earlier in this newsletter, IMA is initiating a multifaceted education and training program for our users. The IMA system has evolved and expanded greatly during this last year and some of it is no longer fully understood even by long time IMA users. Learning about all of this on the go via phone calls and emails to our Help Desk has therefore become neither sufficient nor efficient.

We are attempting to address this issue by scheduling more formal training opportunities and also adhering closer to our Help Desk policy as specified in the IMA Service Agreement. First, we need you, as an important member of the IMA community of users to be fully informed as to the scope of coverage included with your *Monthly Support Service Contract*. For your reference, here is a brief sample list of items that are and are not covered under this contract.

*IMA Systems & Services*  
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# *The IMA Quarterly*

## Education, Training & Support Continued

Your Monthly Service Contract **does** cover IMA support to:

1. Remedy any program or application that aborts or fails to operate as initially implemented.
2. Fix any program or report that produces demonstrably wrong results.
3. Answers to questions from trained users.
4. Remedy login and other network connection problems, if remote link and/or network support is included in your contract.
5. Install and configure new version releases and program fixes as they become available.

Your Monthly Service Contract **does not** cover any of the following work. This work is available for purchase from IMA.

1. Assistance and/or formal training for new users or for applications that your existing users are not yet familiar with.
2. Advanced training on the more complex elements of the system such as the creation of ad-hoc report layouts, running ad-hoc report queries, clinical templates, fee schedules, etc.
3. Training on newly released features and optional modules,
4. Configuration and interpretation of revenue and other billing reports;
5. Configuration of new, changed, or moved equipment connected to the system or any software problems resulting from such changes.

In the past, we may not have adhered strictly to these conditions in our service agreement and

often provided some of the services not covered without billing for them. In the future we do plan to resume a stricter adherence to the terms of the agreement.

This is very important not only for increasing the efficiency of our Customer Services but also for encouraging and providing more and better formal training and education to the general IMA user community. Accordingly, we are combining this stricter adherence to the terms of the support contract with our offering of **regularly scheduled training classes, training conference calls and training blast emails** .

Our experience suggests that this new approach will better serve all users and help all users be better aware all of the available features, functionalities and options within the IMA software. The bottom line of this message is that in order for you, the IMA user, to obtain the full benefits of what the system offers, it is necessary to invest staff time and money for ongoing training on a regular basis. The system is constantly changing and evolving with the changing behavioral health and healthcare environment. This evolutionary feature of the IMA system is one of its greatest assets. However, in order for your agency to fully take advantage of this asset, your staff has to keep up with the evolution and growth of the system.