



The IMA Quarterly

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2nd Quarter 2004

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What's New?

➤ The Users Group:

The IMA Users Group is back by popular demand! Every IMA customer is automatically a member. The next Users Group Conference is scheduled for one and a half days: May 5, & 6, 2004. Come discover and take advantage of the benefits!

Central Nassau Guidance and Counseling Center in Hicksville will be hosting this Users Group Conference in their conveniently located, newly refurbished facility. IMA would like to take this opportunity to thank Barbara Bartell and acknowledge the generosity of Central Nassau.

The Users Group Meeting is a chance to meet your fellow IMA users and to see the myriad uses of the system. There will be time to coordinate an agenda, to elect officers and move the group forward.

There will be hands-on demonstrations of the newest features and modules available within the IMA system. These include the exciting new **Clinical Content** and **Tablet Laptop** elements outlined in later sections. Make sure you bring your clinical decision makers!

One half-day session of the program will be devoted to demonstrating the clinical components of the system with special emphasis on the content elements. Watch your email for further details.

➤ The Development SIG:

A new Special Interest Group (SIG) is being formed within the IMA Users Group for the purpose of selecting new areas of development for the IMA system. This SIG represents a joint venture between IMA and SIG members to identify and develop new software features for the system.

The SIG membership fees will fund these new developments and the products developed will be available for free to all SIG members. In addition to 'having a say' in what will be developed, group members will reap a financial reward as the expense of development will be shared across the group and IMA. We have five members so far and there is room for a few more!

See the **Calendar of Events** for specific dates and schedules.



➤ Conference Calls:

IMA is happy to announce that, effective immediately, there will be a decrease in the Conference Call charges. We have switched call centers from one charging \$.35 per minute to a phone service charging \$.10 per minute. We'll be passing the savings directly on to you.

For now, the cost of the online meeting portion will remain at \$.35 per minute. We are shopping for a more cost-effective web hosting site. As soon as we find one we'll pass those savings along to you as well.

Coming Soon:

➤ Version 15.0

While you were busy implementing v14.4, our programmers were completing the next major release of the IMA Desktop, v15.0. This release will include both technological innovations as well as the introduction of new functionality. v15.0 is scheduled for release prior to the end of this quarter. Full details will be announced later, the highlights are as follows:

- The size of the Desktop window will be fully under the user's control!
- Faster response time, even when the user is at a remote site, connected via the internet.
- Off-line operation with the capability to up/download to/from the laptop in order to synchronize the databases.
- An intelligent writing tool for creating clinical documentation with the help of a dictionary of phrases.

➤ Clinical Content

IMA is in the process of offering a whole new range of options for adding clinical content into the system. This will be of particular interest to agencies that do not have the time or resources to develop their own Assessment and Treatment Plan standards and forms. The new options will include:

- Access to Treatment Planner modules published by John Wiley & Sons. These will be available for selection and direct import into the IMA Treatment Plan and Progress Notes documents.
- A set of ready-to-use model documents and instruments recommended by agencies such as OMH, OASAS and OMRDD for Assessments, Treatment Plans and Progress Notes.
- Our new 'Auto-paragraph-generator' that utilizes a dictionary of phrases organized topically to create customized clinical statements.
- Access to formats developed by competing software products such as the OMRDD Documents of PrecisionCare Software.

Coming Soon: (cont.)

Imagine the time that can be saved with these advances in documentation technology. Let us know if this sounds like it could benefit your organization.

Make sure that your clinical decision makers attend the sessions of the upcoming IMA Users Group Conference on May 5th and 6th to learn more about this and see the live demonstrations of these new modules.

➤ **IMA on a Tablet computer:**



Yet another exciting innovation in the works is the introduction of the IMA Desktop to the Tablet computer.

Visualize the ease and convenience of a tablet computer outfitted with your favorite application; the IMA Desktop. Take this secure "notebook" on any home care visit and cut down exponentially on follow-up paperwork.

Let us know what special uses you see for this device at your agency so that we can include them in the design. Your suggestions will help us to help you!

➤ **New EMEVS Module:**

This new HIPAA compliant version is fully Desktop based and provides eligibility as well as authorizations on a batch basis. Batches may be defined for a specified date, location, program enrollment or staff assignment. The functionality will be similar to the current EMEVS program and includes the following new features:

- Fully HIPAA compliant
- Exclusively on the Desktop
- Ability to create eligibility queries for scheduled visits

- Medicaid interface with PC dialing
- Hard copy reports with CSV option.

Agencies that have previously purchased the EMEVS module can upgrade to the HIPAA EMEVS version for \$2,500. This fee includes set-up, testing and training on the new module. Agencies that have not previously purchased EMEVS can purchase the New HIPAA EMEVS module for \$7,500.

Please note that communication with CSC will be different and more complex due to the HIPAA requirements.

New IMA Services:

➤ **Managing E-Billing:**

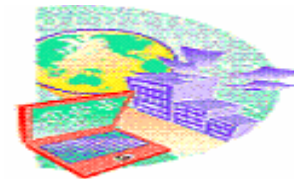
We recognize how cumbersome managing multiple electronic billing submissions can be. In response to your struggles with this, IMA is now offering a new service to manage, submit and track all electronic billing files for you. You do the local processing and we will handle all of the remote communications as needed. It will work as follows:

- A billing submission is generated by the Agency and IMA is notified and given the batch number.
- IMA will submit the files to each payer, process confirmations and validation reports,
- IMA will also run and process the EMEVS authorizations (if agency has licensed IMA EMEVS module),
- IMA will convert the remittance file and put it on the agency's IMA server for processing,
- IMA will provide tracking and reporting for each of the above.

The costs associated with this will be:

- Basic monthly fee of \$250/month for one payer,
- Add-on fee of \$125 for each additional payer (e.g. an agency with Medicare and Medicaid, billing monthly, will be charged \$375/month).

➤ **ASP Service:
(Application Service Provider)**



IMA customers may now outsource their Server to our new ASP service. The IMA server software will be available over the Internet. It will be fully accessible to any PC with an IMA Desktop Client. This means that an agency can utilize the IMA software even if they do not have a server.

This may be of interest to existing IMA customers in need of a new server. Outsource it to us instead!

A New Face at IMA:



IMA would like to take this opportunity to officially welcome and introduce you to Jessica Ferrara. Ms. Ferrara is the newest addition to our Sales and Service division and comes to us with an M.S.W. in social administration from Columbia University and a medical administration background.

Many of you have had the chance to speak with Jessica already (immediately noted for her vocal resemblance to Georgeanne!). For those of you that have not, there will be plenty of time to do so in the very near future. Indeed, Jessica has taken on the challenge of editing the IMA Quarterly. Submissions or content questions can be directed to her at jessica@imasys.com.

Welcome, Jessica!

UPDATES:

HIPAA Updates:

X12 Billing transactions, the required format for HIPAA billing, are currently in production, or at least in process, at most IMA agencies for a variety of programs.

Here is various information that we can share with you on multiple topics relating to HIPAA:

➤ **MC and MD:**

The HIPAA Transactions compliance deadline for both Medicare and Medicaid has been extended beyond February 18th. Instead of publishing a new deadline, both payers have been contacting agencies directly in order to establish individual time frames for continued testing and to establish a target date in which to go live with HIPAA transaction submissions.

➤ **MEDICARE:**

IMA has learned that Medicare has implemented new policy and practice to remit payments at a slower rate to agencies submitting in the proprietary format. However, agencies submitting in the X12 format will be paid on the usual 6 week schedule.

➤ **IMA:**

IMA will continue to offer HIPAA conference calls and support until the cutover process is completed. Please see the list of HIPAA calls published in the **Calendar of Events** for the schedule of dates. Also, please let us know if there are any additional ways in which we can support your transition from proprietary to X12 transactions.

IMA is proud to announce that we have received Edifecs Certification for our success (and yours!) in creating HIPAA compliant submissions.



➤ **YOU:**

Following are the summary statistics of where all IMA billing installations are with respect to the implementation of HIPAA transactions:

Building Success:

- 0. Did not start any testing7
- 1. Tested at nyhipaadesk 20
- 2. Tested at hipaadesk 16
- 3. Passed nyhipaadesk16
- 4. Passed hipaadesk. 16
- 5. Tested at CSC. 12
- 6. Tested at IVANS/Upstate MC . . . 14
- 7. Live MD Submissions. 3
- 8. Live MC Submissions 8

The objective is for everyone to get to levels 7 and 8 as soon as possible. If you are stuck at one of the lower levels and are not progressing as well as you would like, please contact IMA to ask for help.

For the seven agencies that are still at level zero, the time has now come to move forward. You may want to consider "outsourcing" the testing and conversion work to a third party. Please contact IMA for details.

Overall, the IMA installations are doing well, but we are looking forward to seeing everyone at levels 7 and 8 as soon as possible.

V14.4 Highlights:

- New Font loading 'on the fly' for form printing with a new option to 'Load Forms' on the designated printer within the Print Dialogue box.
- New desktop report for COPS/CSP reallocation and reporting for complex adjustments where Medicaid receipts have been reallocated.
- New Desktop Medicaid Adjustments options for amended claims.
- Supervisors can now view the 'To Do' lists of their supervisees. A simple 'Change staff' button activates this feature.

New Update CD Policy



We at IMA need your help. We have been busy releasing new versions and sets of programs, that need to get to you quickly, via CD.

In order to make this update process more reliable and efficient we need to eliminate delays and the multiple releases of these CD's.

Our new policy as of 4/1/04 is as follows:

Upon your receipt of an update CD, you will have 48 hours in which to contact us to schedule an installation. Failure to comply will result in the issuance of a new, duplicate CD at the cost to you of \$25.00.

Now showing:

From Producers Mike, Naomi and Zevi Samel, Directors James Moraseski, Denis Quinn, Ephraim Heimfeld and Ariel Yankilevich and starring Georganne Biancarosa, Tom Shultz, Joseph Kamenetsky and Jessica Ferrara:



Q2 Calendar of Events

April

4/15 – CC General: Manual Remittance w/Desktop

4/21 – CC HIPAA: HIPAA Remittance

May

5/05 & 5/06 – UG/SIG Meeting and Seminar

5/12 – CC HIPAA: Manual Remittance

5/20 – CC General: Desktop Billing Workflow

June

6/03 – CC General: TBA

6/16 – CC HIPAA: HIPAA TBA

6/24 – CC General: TBA

IMA Office Closures:

April

April 6-7 Passover

April 12-13 Passover

May

May 26-27 Shavuoss

May 31 Memorial Day

The HIPAA Conference Calls are an included benefit of your HIPAA Testing & Support Contract. All other 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

CC Session Abstracts

4/15 – Manual Remittance w/Desktop

Workflow review w/new Desktop option to create a manual remittance batch by Payer and update client invoices as paid, denied, etc. as applicable. Also allows HIPAA X12 CAS groups and reasons to be identified for any claim moving forward to an electronic payer.

4/21 – HIPAA Electronic Remittance

Workflow review of electronic remittance w/Desktop for HIPAA remittance from checking file to updating claims.

5/12 – HIPAA Manual Remittance

Workflow review of Manual Remittance processing w/in Desktop for payers w/focus on HIPAA CAS info.

5/20 – Desktop Billing

Workflow review of Billing Batches w/in Desktop w/new features and selections.

Seminar Abstracts

5/05 & 5/06 – a.m. The Users Group:

Please watch your email for more details about the 5/5 & 5/6 Meetings at CNGC for all users to establish the Users Group, elect officers and establish a mutual vision statement and ongoing calendar of events.

5/05 – p.m. The Special Interests Group:

Please watch your email for more details about the 5/5 Meeting at CNGC for SIG members.

Feedback:

As always, IMA looks forward to and appreciates the time our customers take to provide honest and helpful suggestions, criticisms and compliments. Keep it up, we're listening! feedback@imasys.com