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Easy Decisions to Save Time and Money!

All of us are bombarded each day with people trying to sell us something. So much so, in fact, that we may not be listening when approached with a decision that will actually be beneficial to us. What follows are some "no-brainer" decisions that we feel will be win-win for both you and your patients! If any of these are of interest to you, please contact your DSI Sales Representative for more information.

Easy Decision #1:	Electronic Statements!
Why?	It takes less time, costs less and the result – a 4 color statement – is better than most offices can produce!

Enclosed with this Newsletter is an ExpressBill chart that displays the cost savings that you can expect by producing statements electronically. Electronic statements also allow you to retrieve corrected addresses for patients. Whether you use CompuMedic or elligence, electronic statements free your staff up to perform other tasks that can increase revenues as opposed to spending them!

Easy Decision #2:	Upgrade from CompuMedic to elligence!
Why?	There are many reasons, described below. Any one or two of these should be sufficient motivation to make the switch!

Powerful Collections Capability: elligence can automatically or manually assign collection cases based on your criteria to one or more operators. Follow-up reports can then be used to perform collections and evaluate collection results.

Streamlined Electronic Transactions:

- An Outlook-style EDI Manager allows claims from all destinations, statement files for electronic statements, and Incoming Mail such as remittance files to be sent and received all with the click of a single **Send/Receive** button.
- If you have more than one database, it gets even better – Send/Receive handles all databases at one time!
- Quickly correct exceptions using hyperlinks that, with a single click, take you to the screen containing the error!
- Use Post Insurance Payments to complete posting of the electronic EOB.

Greater Integration with Microsoft Office: Microsoft Word and Excel are used to provide even greater power. Labels, for example, are exported to Word and then can be printed on any labels that are available from within Word. Almost all reports can be exported cleanly to Excel. At that point data can be sorted, graphed, printed, etc.

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ellipedia – the elligence Encyclopedia

This is an on-line knowledgebase of information you might need to answer a question or solve a problem. Rather than call DSI, simply press your F1 key and elligence will connect over the Internet to the ellipedia web site, bringing ellipedia up on your screen right inside of elligence. If you don't have an Internet connection, you will still of course have access to Help but not the most current version that's available.

We expect ellipedia to be available to clients

using elligence Version 3.0.0200 or later, by June 1, 2005. Here are some highlights:

More Relevant Search Results

The **Search Feature** has been renovated to be more intuitive and helpful. Search results are shown with a brief description and sorted according to how closely they match your request.

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Improved and New Features:

- Reduce support calls and training (and re-training) curves by using our unique elligence Help system - *ellipedia* (described, below).
- Patient folder locates all patient data together in one place.
- Easier Rebilling: Re-bill the patient or an Insurance Plan directly from the Ledger.
- Charge and Payment Queue screens allow you to stop and later resume from where you left off in your posting.
- The Charge Queue allows you to perform a detailed review of charges imported from an EMR system if you are using an interface.
- Payment Plans may be setup for patient collection problems.
- Small charge balances may be written off automatically for all clients, meeting your criteria.
- Delinquent charges may be transferred automatically to the patient for all clients, meeting your criteria.
- More reports with more options that run faster.
- Comprehensive recall system that integrates with the scheduler and Microsoft Word. Patients may be recalled multiple times with differing messages.

Easier Connections to Electronic Medical Record (EMR) systems using industry standard HL-7 interfaces.

More secure database structure: Microsoft SQL (pronounced Sequel) Server – This is Microsoft's high-end database program. It is much less prone to corruption issues; faster and more powerful than Microsoft Access (the database program used by CompuMedic) and capable of storing huge amounts of data. There is a free version of it available (named "MSDE") if your business has fewer than ten or so active users at a time. Why trust your business to anything less?

Client-Server Design: elligence works like your Internet browser – pages of data are sent from a server back to your computer. This is safer for your database and more secure than CompuMedic's Fileserver design.

Easier Remote Access: If you would like to connect to your server from a remote location, elligence makes it easy. With secure web-access, e.g. using a Virtual Private Network (VPN), the Web becomes your wide-area network!

For more information or to request an elligence demo (either over the Web or a video file playable with Microsoft's Windows Media Player), contact your Sales Representative.

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Since the search bar is always visible at the top of the screen (and in the upper-left corner of elligence itself!), you can always ask *ellipedia* about anything that you need to know.

Direct Communication with Technical Support Representatives

Our **Support Request Form** allows you to send a technical support request without ever leaving elligence. Just click on the Contact Support link in the top section of the screen, and then enter your problem. No more waiting on hold - get help online according to *your* schedule. Plus, *ellipedia* will send the Data Strategies support team information about where you were when you had the problem, so we can work to resolve your issue even faster.

Faster Feedback about our Documentation

Click the **Documentation Feedback** link in the top section of the screen to send comments and suggestions directly to DSI. If there's a topic that you think is confusing or hard to understand, or a feature or tutorial that you'd like to see in the help file, just let us know. We're always looking for ways to make our documentation better, and if you're using the web-based *ellipedia* content, then your help file always has the latest information.

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Easy Decision #3:	MedicWare Mobile provides for Remote Handheld computing!
Why?	<p>If you routinely perform services outside the office, then entering data with a handheld computer can:</p> <ul style="list-style-type: none"> • Improve patient safety and outcomes • Advance healthcare quality • Reduce the number of rejected charges • Reduce time spent entering charges • Eliminate missing charges • Increase revenue

MedicWare Mobile is a product developed by MedicWare - a DSI affiliate company specializing in EMR systems. MedicWare Mobile integrates with elligence allowing you to:

- Download your schedule
- Enter charges, add modifiers, and check medical necessity
- Inform you of interactions (drug-drug, drug-diagnosis)
- Write prescriptions and fax them to the pharmacy

Here are some additional potential returns on your investment:

- The aggregate impact of utilizing electronic prescribing ranges from \$0.75 to \$3.20 savings per prescription.
- With an average of 30 prescriptions/physician/day, the annual savings for using electronic prescribing range from \$5,625 to \$24,000/physician.
- Several studies show that physicians undercharge or misplace their charge slips for about 10-15% of their services.
- Annual increases in revenue for using charge capture range from \$21,875 to \$37,500/physician.

Requirements: You must be using elligence and not have an HL7 interface to another program.

To view screen shots and read more about MedicWare Mobile on the web, please see:

<http://www.medicware.com/emr-mobile-software.html>

Easy Decision #4:	Real-time Eligibility Verification!
Why?	Avoid using your time and efforts for patients who don't have the insurance coverage they say they do!

This is available only for elligence clients. It uses the WebMD/Envoy Network. Prior enrollment and transaction fees apply.

Easy Decision #5:	Electronic Posting of the EOB!
Why?	Time and energy spent manually posting an EOB can better be used for collections and patient care!

Both CompuMedic and elligence allow for posting EOBs from Medicare as long as the file is provided in the HIPAA-complaint ANSI 4010 A1 format.

elligence also allows for posting EOBs from any Payer as long as the file is in the above format. In addition, elligence highlights "exceptions" – situations requiring closer inspection and allows the final posting to be performed in the familiar post insurance payments screen!

Training Options

elligence Webinars

A Webinar is a seminar conducted over the web. To participate in a DSI Webinar, all you need is a high-speed internet connection and a reservation, since space is limited.

Webinars focus in on specific sections of our software, e.g. Posting Charges, Posting Payments, etc.

Our instructor will provide a detailed look at that section of the program, answering any questions sent to DSI by attendees prior to the Webinar, when appropriate.

Customized Training

In addition to the above, we also offer trainings customized to your needs. These trainings are available at DSI, on-site at your office or via the telephone. Please contact your Sales Representative for pricing and availability.

Visit us at

www.e-dsi.com/training for
the current schedule for
training and Webinars.

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Color-Coded Sections

You'll be able to tell what kind of information you're getting before you even click on a link. The pages are organized into color-coded sections based on subject matter:

- **Menus (green)** explain elligence screen-by-screen.
- **Glossaries (blue)** define commonly used terms.
- **Projects (purple)** guide you through performing tasks
- **Troubleshooters (red)** help solve problems.
- **Reference (orange)** pages contain code lists, under the hood information, and other advanced topics.

Table of Contents

In a knowledgebase this large, it would be easy to get lost. Fortunately, *ellipedia* always keeps

things in perspective for you by highlighting your current page in the table of contents, so that you can see where it stands in the Big Picture. Search results sit in the sidebar so that you can go through them one by one without having to search all over again.

"Breadcrumbs" to Show You Where You've Been

In the corner of the screen, *ellipedia* will keep track of each page that you visit. If you want to go back to a page that you left, then just click the link!

User-Centered Customization

ellipedia isn't about what we think you *should* like. If you decide that you'd rather just see the help topics and not be bothered with any "extra stuff", then you can easily hide the contents and/or breadcrumbs with a single click. Even better, they stay hidden the next time you access the help system.

Methods and Measures to Getting Support

At times, you may have called the Technical Support line and experienced longer than expected hold times while waiting to speak to a Technical Support Representative. These long wait times generally coincide with a mass-update to our clients or a general Medicare or other Payer changes that affects a lot of our clients at one time.

Did you know that there are several ways to receive information regarding an issue that you may be experiencing? Some of the methods are:

- Online Help (F1): We provide an extremely thorough on-line help file that can often answer your questions without having to contact Technical Support.
- Fax Technical Support at (858) 514-0322
- Email Technical Support at
support@e-dsi.com
- Call Technical Support at:
(858) 514-0311 (inside CA)
(800) 514-3131 (outside of CA)

Although we often hear from clients that we provide world-class support, we never stop working to continue to improve the quality of Technical Support that we provide. We have initiated several changes in order to reduce the length of hold time you may experience when

calling our Technical Support line:

- We have hired several new technicians. Our new technicians bring a wealth of knowledge to our department ranging from programming to Electronic Data Interchange (EDI) support and will be the first technicians you speak with when calling in. Although the new technicians have undergone extensive elligence and CompuMedic training, please be patient with them as they may need to consult a Senior Technician for guidance to help work through your issue as quickly as possible.
- We have dedicated one person as a full-time **Knowledge Manager**. The *ellipedia* product described in this Newsletter is a result of this effort.
- We will be changing our telephone system so that you will be given an option to leave a message after six minutes of hold time instead of having to wait twelve minutes.
- We have put new systems in place in the DSI office to provide for better communication between the Product Development staff and the Technical Support staff, in order to speed up the resolution of issues reported to us.

Finally, to better address your comments and/or feedback, we have created an email address that will be routed directly to our management team (hotline@e-dsi.com). Please keep in mind this email has been designated for customer feedback only.