HandyWork Newsletter

WHAT'S NEW

The Upgrade to Version 6.11 contains enhancements on several levels. While primarily a language upgrade that expands the capabilities of HandyWork, many new features have been added.

On a cosmetic level, End of Day, End of Month and End of Year have new faces that match those of the Main Menu, Letters Menu, and Billing System. We hope that this uniformity of appearance makes it easier for all of you (but especially new users) to use HandyWork.

Internally, the language upgrade allows HandyWork to read and write data faster. In some cases, HandyWork runs 10 times faster! While those of you with 386's and 486's may not notice much because your machines are already quite fast, those of you with older XT's may see a significant speedup.

In addition, error trapping is now more sophisticated in that reporting of errors now reports a specific location and procedure. While errors should be uncommon, if you experience any "fatal" errors while using HandyWork, be sure to write down the error code and message line above before you call Tech Support. And by the way, it is never normal to get "fatal" errors. If you do get them, something is wrong that needs to be fixed. Do not ignore them! Be sure to call them into Tech Support.

There are a number of minor changes in the billing system. Bills now put in the patient's phone number. Unless you are printing on a laser printer, the carrier address on the bottom now appears on three lines so you can use a window envelope for mailing them. In addition to splitting bills by a maximum claim amount, you can also split them by number of visits.

BACKUP!
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It's certain that your hard disk will fail. What's uncertain is when!

Your most valuable asset in your office computer is the data it contains. Typically, you've spent hundreds if not thousands of hours collecting, inputting and storing this data. Unfortunately, because computer storage disks are mechanical devices, it is certain that at some time, your hard disk will fail! And when your hard disk goes, your data goes along with it. However, if you are prepared for this eventuality, the most you will suffer is a short downtime and the cost of replacing your disk.

This is why we recommend that you regularly backup your data. Regularly means at least once a week, if not every day. Optimum is daily backups with a different set of disks for each day of the week. And at the end of each month, retire one set for archival purposes. Further, keep your backup disks or tapes off the premises so if fire strikes or a major theft occurs, your valuable backups remain safe. The importance of this simple step cannot be over emphasized.

Many of you use tape backups which are fast and reliable. However, because there are many different types of tape backups, we at HandyWork cannot generally read your backup tapes should you have a problem that requires us to look at your data. Thus, we recommend that you have an alternative disk backup system available.

If you haven't chosen a backup system yet, two widely used backup programs are Fastback and PC-Tools backup. We recommend them because they are reliable and we can easily read disks produced by either.

Please don't wait till its too late! Over the decade that HandyWork has been around, we've seen several tragic instances where people have lost years of data because they were sure that their disks where OK. Don't join them!

PROCEDURE CODES UPDATE

In 1992, the AMA revised many CPT codes. Gone are the 90000 codes that used to describe visits and examinations. In its place are codes that reflect the time needed to solve a patient's problem. And within each code category lies the division between a new patient problem or one that is established. For Chiropractors, the translation between the old and new codes is relatively straightforward. The list below should serve as a brief guide to these new codes.

NEW PATIENT   99201
This replaces 90000, the brief exam. It entails a problem focused history and exam with straightforward decisions making on care. This visit usually takes about 10 minutes.

NEW PATIENT   99202
This corresponds to 90010, the limited exam. It entails an expanded problem focused history, an expanded problem focused exam and straightforward decision making on what type of care to render. This type of visit usually takes about 20 minutes.

NEW PATIENT   99203
This corresponds to 90015, the intermediate exam. It entails a detailed history and exam and low complexity decision-making on what type of care to render. This type of visit usually takes about 30 minutes.

NEW PATIENT   99204
This corresponds to 90017, the extended exam. It entails a comprehensive history and exam and moderate complexity decision making on what type of care to render. This type of visit usually takes about 45 minutes.

NEW PATIENT   99205
This corresponds to 90020, the comprehensive exam. It entails a comprehensive history and exam and high complexity decision making on what type of care to render. This type of visit usually takes about 60 minutes.

ESTABLISHED PATIENT   99211
This corresponds to 90040, the brief visit. It entails routine treatment and may not require the presence of the Dr. This type of visit usually takes about 5 minutes.

ESTABLISHED PATIENT   99212
This corresponds to 90050, the limited visit. Two of the three aspects below must be present. A problem focused history, a problem focused re-exam and straightforward decision making. This usually takes about 10 minutes.

ESTABLISHED PATIENT   99213
This corresponds to 90060, the intermediate visit. Two of the three aspects below must be present. An expanded problem focused history, an expanded problem focused re-exam and low complexity decision making. This usually takes about 15 minutes.

ESTABLISHED PATIENT   99214
This corresponds to 90070, the extended visit. Two of the three aspects below must be present. A detailed history, a detailed re-exam and moderate complexity decision making. This usually takes about 25 minutes.

ESTABLISHED PATIENT   99215
This corresponds to 90080, the comprehensive visit. Two of the three aspects below must be present. A comprehensive history, a comprehensive re-exam and moderately complex decision making. This takes about 40 minutes.

WHAT'S NEW

Both settings are found in OfficeSetup. Also in Office setup is a line that lets you tell HandyWork that you are using two printers, one for reports and one for forms. Because almost all printers today use Espon control codes, most of you can leave the setting at printer 0. Laser Printers are 2. If you have only one printer, then make each setting the same.

In NY, the Worker's Comp form now puts your comments (found at the bottom of Office Visits, Payments or Demographics) in the Remarks area on the bottom of the form. Also, if you have no ending disability date HandyWork will put in the word Undetermined for the end date.

Regarding the new HCFA 9-90 forms, note that they are required ONLY FOR MEDICARE. However, if you don't want the hassle of using many different HCFA forms, you can tell HandyWork in Office Setup that you want to use the new 9-90 forms everywhere. Note that we don't recommend this because the new 9-90 forms have no room for diagnosis or procedure descriptions, which means that unless you know your codes by heart, you will have trouble verifying what data you are sending out!

For those of you interested in statistics, the Vital Statistics module now lets you calculate and report weekly data as one of the report options. This weekly report sums all office visits, payments and bills for any period of time you specify. And because we now keep Office Visits and Billing data for a minimum of 4 months, you can easily look backwards over your data.

On the Ledger Card, it now defaults to print a single statement for the patient showing when you request statements. To get statements for everyone, start with a blank screen or override the given account numbers. The Office Visit screen now shows the bill number (if any) that the office visit appears on.

By the way, the "find" windows now let you hone in on your choice by typing closer to the name. For example, if you find the first "L" patient but then decide you want Smith, just type "smi" and you'll go there automatically.

Finally, we've reworked many of the question blocks to ask all of the related questions at once instead of one at a time. This will be most noticeable in the Billing Menu, Letters Menu, Ledger Card and Financial Data screen.

INSURANCE ID CODES

Carriers that don't take electronic claims are automatically sent paper claims by the clearing house. Below are some of the major carriers that do accept electronic claims.

Carrier	ID CODE
Aetna	60054
Allstate (Met Life)	65978
American General	87815
Anthem	87815
APWU	44444
Arizona Health Plan	62308
Benefit Trust	P0001
CIGNA	62308
Confed Admin	P0005
CNA	P0004
Equitable	62944
Gnral Amer/Genelco	P0006
Great Southern Life	90212
GreatWest Life	P0007
Guardian	P0013
Healthpoint Corp	68195
Healthy Choice	69140
ICH Corp	67784
J.C.Penny (Aetna)	60054
Lincoln National	P9004
Metropolitan Life	65978
Modern Amer Life	90212
MONY	P0005
Mutual of Omaha	71412
Mutual Benefit	P0010
The New England	P0007
NY Life	66915
Pacific Mutual	P0009
Philadelphia Life	67784
The Phoenix	P0011
Provident Mutual	61271
Principal Mutual	61271
Prudential	P9001
Southland Life	65471
State Mutual Life	P0012
The Travelers	87726
Western Life	P0017

Carriers are continuously joining the electronic claims bandwagon. Updated lists will appear here.

COMING ATTRACTIONS

Most of you loved the new schedule module introduced in the last upgrade. The one complaint we had was that it did not handle multi-doctor offices. This will soon change because we're modifying it so it can handle up to 10 different doctors. This change is planned for the summer/fall upgrade.

SOAP notes are becoming more and more important. We've noticed in our office that we are getting requests for information more than ever before. We have several ideas on how to implement SOAP notes, including writing our own system, providing a gateway for Quick Notes, etc. One of our dealers in the Chicago area has developed a HandyWork compatible Soap Notes system that we will explore integrating into HandyWork this spring. As this is a very large project, we may not finish it until the fall of 1992.

As we get feedback from the claims clearing house on common billing errors, we will take steps to reduce them. As Version 6 is the first version supporting Electronic Claims Submission, we know its not yet perfect. Give us your comments, problems and suggestions so that we may both grow together!

Finally, the language upgrade installed in version 6.11 gives HandyWork many new capabilities that will be utilized in future versions.

DATA CONVERSIONS

Many Chiropractors are stuck with expensive systems that fail to meet their needs. Because we want you to be able to switch to HandyWork easily, we offer *free conversion* of your exisitng system into HandyWork. While we don't convert every piece of data, often, we can get all of your demographic and accounting data. Please call our office if you want more information on this service.

With Federal Express Overnight delivery you can be out of your old system and into HandyWork without missing more than a day of work!

POLICY STATEMENT

There is only one price for HandyWork, $695. And this is for the complete system. Others may sell stripped down systems lacking valuable features requiring you to purchase them separately. We have no extra charges for Electronic Billing, or Multi-User or Multi-doctor. Our Appointment Book comes standard. And when SOAP notes are added in the fall, they'll be free to current users too!

And our first year of support is really free, including our toll-free support line. That's because we know that learning a new program can be confusing. And while we think HandyWork is easier to learn than most, we're still here to help you over the learning curve.

Our intentions are to offer a high quality product at a very modest price. We'll go the extra yard on service and support because we know that's the only way to make you happy.

And if you like HandyWork, we'd appreciate your telling your friends!

TO ORDER HANDYWORK

Enter the data you use for your practice:

Name _____

Address _____

City, State & Zip _____

Phone _____

Mail to:
HandyWork
132 East 29th Street
New York, NY 10016
or call:
212-889-8878, FAX 212-889-8830
Toll-Free (out of NY) 800-255-0668