HandyWork Newsletter

COMING ATTRACTIONS

We plan to continue polishing the electronic claims system. Right now, our users are getting a very high 95%+ acceptance rate (75% is the national average).We hope to get this higher.

Different Medicare formats, which vary from state to state are also being addressed. Know that as HandyWork continues to expand on a national level, we pledge to meet your evolving needs.

Major program changes are in the air for late 1993 as we explore rewriting the program into the Paradox Language or FoxPro. This allows us to add mouse and Windows support, both of which are in demand.

Some of the more exciting program changes include rewriting the Payment screen to allow incredible flexibility in posting of payments. On the Visits end, you would also be able to mark any procedure for inclusion or exclusion from a billing.

We should be able to retain most of the familiar interface and screen designs. However, dialog boxes would become more sophisticated and easier to use. And some keystrokes would change. For example you'd be able delete a record by pressing (DEL) instead of (F4). And (INS) would add a blank record instead of (F8). This is not only more intuitive, but easier to remember too.

BULLETIN BOARD

We've been exploring starting an electronic bulletin board. You'd be able to call in and download the latest releases and enhancements without having to hassle with the mails. Let us know if you think this is a good idea.

S.O.A.P. NOTES!

A new module tops the list of many productivity enhancements to HW.

Our new SOAP NOTES package greatly expands HandyWork's feature list. Using soap notes is easy because HandyWork makes it a snap to attach them to any office visit. Go to soap notes with (ALT+B). If you were looking at an office visit when you came here, HandyWork automatically brings up your "Subjective" options. If no visit was showing, you can look up one here. After choosing your Subjective comments, move on to the Objective entries, followed by the Assessment and Plan areas.

Because soap notes system uses the standard HandyWork interface, you should have little or no problems using it. We expect that "wand" systems, which may be easier to use, will be implemented at a later date.

VISUAL CHANGES

You'll immediately notice the new look for all of the menus. Sharper, cleaner and more vibrant. In the data screens, we've replaced the "HOLD" position with a menu bar at the top of the screen. We expect the menu bar to make it easier for newcomers to use HandyWork.

NEW/ENHANCED FUNCTIONS

(ALT+J) calls the HandyWork editor to let you "jot" notes about any patient you have showing on the screen. The notes become a permanent part of that patient's record and is saved in your HW directory under the patient's account number.

The (ALT+C) calculator prints the calculator tape when you press "P".

The Print Cancel key, (which used to be (ESC)) is now CTRL-X. Now (ESC) closes window and menu selections.

OFFICE PREFERENCES

Office Preferences screen offers new billing and printing options. In terms of printing, printers fall into a few broad categories. First is paper handling. Printing on continuous forms (dot matrix tractor feeds) can be adjusted by hand. Printing on sheets fed one at a time (like lasers or bubble jets) can only be adjusted by the program. Thus we have added a forms offset number for sheet feeding bill printers that acts to move what you print up or down on the page. A positive number

WHAT'S NEW

moves data down the page while a negative number moves it up. If you use a dot matrix printer, leave this number blank or zero.

Label printing is now refined by defining the number of labels across and the number of lines per label. If you have been using the recommended pin feed labels for your dot matrix printer, set labels across to 1, and lines/label to 6. Other labels may need experimenting to get the correct values of lines per label.

Michigan users can put in their billing location here in the left column. The Medicare Place of Service code, which varies from state to state, is entered below the MI code.

Finally, if you print a workman's comp form that requires a description of services, it goes on the last line.

SECURITY

You now can have either a system password without any user ids or have users ids without a system password.

DEMOGRAPHICS

The *Demographics* screen now contains **all** of the insurance carriers. We've also added an area for a supplemental policy number. State specific (such as the NY Workers Comp Claim Number, etc.) and Medicare supplemental data is now located on the second page of the Demographics screen and is accessed with (PgDn). The zip code has been extended to nine digits.

INSURANCE DATA

The *Insurance data* screen now has room for a bunch of miscellaneous data such as marital and student status, employment data, etc. While not required for every insurance claim, it's there if you need it!

OFFICE VISITS

The only change to *Office Visits* is the addition of a units field. The type of service and modifier fields are now a part of procedure codes and need not be entered here.

Because of changes in Dx codes, we will soon eliminate the ability to change the diagnosis description here.

PAYMENTS AND ADJUSTMENTS

The bottom area showing your outstanding bills now shows the first visit date for the bill, the doctor associated with that bill and at the right edge, its electronic billing status. We have found that this makes reconciling insurance bill payments a whole lot easier.

BILLING MENU

① The bill creation routine now lets you select a carrier range for producing bills.
② The unpaid bills report can now be done by oldest to newest.
③ Billing labels for insurance forms can now be limited to just carriers, patients or both.
④ On the reprint-fix-trace screen, the bill shows all of the office visits that comprise that bill.
⑤ For our Ohio Chiropractors, we've added the Ohio W'comp form.
⑥ Finally, we've fleshed out the red HCFA 12-90 to include more data. Bear in mind that Medicare requirement for this form vary from state to state. Send us your state's requirements and we'll send you an updated billing module that reflects the needs of your state.

APPOINTMENT BOOK

You can now have up to 10 schedules instead of just one to accomodate multiple doctors in your office. Use (CTRL) + (ARROW KEYS) to access each schedule.

END OF DAY

The *End of Day* module has been completely redesigned. When you enter *End of Day*, your visits and payments are totaled and displayed in a funtional finder window. (F7) can print a report first and (F5) adds the data to the Ledger Card. The process is now incredibly faster too!

END OF MONTH

The *End of Month* reports (Doctor Productivity, Procedure Code Utilization, and Office Visits by Number) are now requested individually. You can print out the report you want and skip the others.

REFERRAL SOURCES

The *Referral Sources* screen has been modified to allow you to put in the UPIN number of referring physicians. This number will appear on the HCFA 12-90 form. Unfortunately, we could not preserve the addresses and they will have to be re-entered if necessary

DOCTOR INFORMATION

On the *Doctors Information* screen, we've lengthened the available area you have for your license, Medicare, BCBS and W'comp numbers. In addition, we've added room for 6 more group ID numbers.

INSURANCE CARRIERS

The *Insurance Carriers* screen now has a code that can link a carrier to a group ID number in the *Doctor Information* file. This number will appear on the bottom of the HCFA 12-90 form whenever a patient has this carrier.

PROCEDURE CODES

The *Procedure Codes* screen now includes a modifier and type of service code. These will automatically appear on your billings if you use them.

DIAGNOSIS CODES

The diagnosis file is now keyed by abbreviation. This means that you can have any number of duplicate ICD codes and varied descriptions, but each abbreviation must be unique. This is identical with the handling of abbreviations in *Procedure Codes*.

ELECTRONIC BILLS

The *Electronic Billing* module has been rewritten to be much faster and easier to use. HandyWork users enjoy an overall success rate of 95%. This compares favorably with the national average of 75% and means that your cost per claim is significantly lower than mail-based submissions.

Electronic bills save you time and money. If you are still using the U.S. Snail to send your bill, its time you tried a better approach!

THE IMPORTANCE OF BACKING UP AND HOW TO DO IT RIGHT!

Backing up is like insurance. It has little value until you need it and then it's priceless. If you are not backing up regularly, you are risking weeks, months and possibly years of effort. Computers do break down, viruses infect, fires and thefts occur, - please be prepared.

We've had some users think they were backing up, but in reality were just spinning their disks. So here are some guidelines.

Don't rely on DOS backup. While better in 5.0 than earlier version, it still lacks many features and safeguards commonly found in commercial stand-alone products. We recommend Fastback, Central Point Backup or Norton Backup.

Unless you really know what you are doing, don't be fancy in what and how you backup but backup the entire \HW directory all the time.

Use separate disks for each day of the week and take those disks home with you. Please backup often!

PARAGRAPHS NEEDED - ENHANCED STRING SUBSTITUTIONS

PARAGRAPH CONTEST

We are trying to collect a definitive set of useful narrative paragraphs. If you think you have some good paragraphs, we'd like you to call us so we can discuss how they are written. So don't delay. Call right away.

STRING SUBSTITUTIONS

The HandyWork narrative writer lets you compose a customized narrative by inserting your actual data into any paragraph. Whenever you want to use a piece of information from the patient's file, simply type an abbreviation from the following list. These can also be used in your soap notes.

These abbreviated substitutions are easy for us to add, so please send us any suggestions for additional items.

&FN	Firstname
&LN	Lastname
&NAME	Firstname Lastname
&OD	Onset Date
&FTMT	First treatment date
&AD	Accident Date
&LV	Last visit date
&FV	First Visit
&BD	Birth Date
&SEX	Maor/Female
&LX	Last X-ray Date
&TD	Total Disability Date
&PD	Partial Disability Date

FREE DATA CONVERSIONS

Many Chiropractors are stuck with expensive systems that fail to meet their needs. Because we want them to be able to switch to HandyWork easily, we offer *free conversion* of their existing system into HandyWork. While we don't convert every piece of data, often, we can get all of the demographic and accounting data. With Federal Express Overnight delivery they can be out of their old system and into HandyWork without missing more than a day of work!

If you know of anyone interested in converting over to HandyWork, we convert the following programs:

- Db Consultants
- Lytec Medical
- The Hefert System
- Medisoft
- Centori
- Chiro 6000
- Versiform

Please call us for details.

SPECIAL THANK TO THESE DOCTORS AND ASSISTANTS

With each version and upgrade, several offices stand out as having made significant contributions to the growth of HandyWork. Somethimes this comes in the form of suggestions for enhancements. Other times it comes from meticulous workers who notice that i's are not dotted and t's are not crossed quite perfectly. To the people we say THANKS! For this version they are:

Dr. **Seth Berrin**, Dr. **Greg Pirone**, Dr. Rob Lerner, Dr. Nachmy Bronstein, **Shamini** at Dr. Thompson's office, **Shangara** at Dr. Kokayi's office, and **Rhonda** at Dr. Hill's office. We appreciate your vigilance. Please keep it up.

We would also like to thank Dr.'s Battagliola, Deutchman, Halpern, Tartell, Sama and Toran for their testing of this version of HandyWork prior to its release.

<div align="center">

HandyWork
132 East 29th Street
New York, NY 10016

H A N D Y
W O R K®

212-889-8878,
FAX 212-889-8830
(Out of NY) 800-255-0668

</div>