



MATRIX-MANAGEMENT-SOLUTIONS

MATRIX MANAGEMENT SOLUTIONS

The Enterprise

Congratulations to Valley OBGYN for Naming our Newsletter!

Why did we choose "The Enterprise"?

When we asked you to be creative and name our company newsletter, we knew that you wouldn't let us down. We received numerous possibilities...and took the time to consider all of them. We finally chose "The Enterprise" because we felt it most appropriately described Micromed's role at Matrix.

Micromed is an example of the latest technology available at an affordable cost. Enterprise software solutions allows the physician to access "world-class" applications from one vendor, rather than purchasing low-cost alternatives from multiple vendors. At the same time, it allows the physician

to communicate and share information with patients and other health-care providers in a secure and efficient environment.

Future enhancements of Micromed will include features such as a download option that will allow physicians to view their schedules on a palm pilot; digital photograph capability for patient photos and insurance cards and many other features that truly make it a state-of-the-art solution.

Our thanks to the staff at Valley for being so creative in their naming of the newsletter. They enjoyed lunch on Matrix last month as a reward for their efforts!

Keep looking for future "office

Important Matrix Phone Numbers

- Main office number (330) 899-1275
- Toll free (888) 923-7028
- Fax number (330) 899-1289
- Support Pager (330) 920-0734



Clients Currently Sharing the Matrix Enterprise

- Valley OB/GYN
- Children's Choice Pediatrics
- Alexander Ormond MD III
- Summa Physicians, Inc.
- Family Practice Center
- Barbara Volk, MD
- Primary Care Physician Associates
- Summit OB/GYN
- Children's Medical Group
- Kim White, MD
- DMMD, Inc.
- Psychological Health Services
- Lake Anna Primary Care

Practice Spotlight — Family Practice Center

The Family Practice Center at Akron City Hospital (Summa Health Systems) was established in 1969. For 30 years now, the family practice residency training program has been specializing in family care, which includes pediatrics, obstetrical, adult and geriatric medicine.

Annually, the practice sees 22,000 patients. One hundred and fifty one graduates of the residency program are practicing throughout the US and Canada.

The current staff includes: 31



Kathi Pronio, Practice Manager

highly skilled employees, 24 residents and 9 faculty. The practice manager is Kathi Pronio.

The Family Practice Center joined the Matrix system in December of last year.



(Above): Some of the smiling, friendly faces of the front desk staff at the Family Practice Center

First Semi-Annual Manager's Luncheon a Success!

Matrix held its first semi-annual manager's luncheon on Friday March 3, 2000 at LaFever's Bar & Grille in Cuyahoga Falls. The event was attended by representatives from most of the practices that utilize the Matrix Micromed enterprise.

After a tasty lunch and dessert, the agenda dealt with subjects such as:

Summa Care Insurance guidelines and how to properly add the insurance to a patient's chart; the "how to's" and set up of Autoflow checkout; and an introduction to setting up patient recall for repeat appointments. Helpful reminders about insurance carriers were also presented. Everyone enjoyed

the experience and we are delighted to announce that these meetings will be a regular part of our interaction with our clients. The next meeting will be held in the autumn of 2000. Look for details in upcoming editions of "The Enterprise".

"Excellent meeting! A great opportunity to meet people and get information. A real nice 'perk' for us!"
—Kathi Pronio
Family Practice Center

Matrix expands into Stark County

With the addition of Barbara Volk, MD and Primary Care Physician Associates, Matrix Management Solutions is pleased to announce our expansion into the Stark County market.

"We have always been dedicated to serving the Akron/Canton market, so this progression is very natural," states Joe Schlosser, Director of Sales

and Marketing.

"We feel that, not only is the Micromed product a premium package, but that our Billing and Collection Division and Client Services Division make Matrix the most logical choice for medical practices," Schlosser continues.

Other expansion efforts are on the horizon...look for more practices from Stark County to join Matrix in the

very near future!



Get Ready...To Get Connected! The Internet is Coming!

Matrix has been working diligently on adding internet access to the enterprise. This additional enterprise service will allow our physicians and practice employees the ability to access the internet over the enterprise from their desktop.

The savings to the physician's office are significant when compared to traditional internet connections. By having Matrix as your Internet Service Provider, you can save over 20% compared to dial-up internet access and over 40% compared to cable modem internet access. Some other advantages:

⇒ Always connected to the net (don't

have to dial a modem)

⇒ Faster access speed

⇒ No additional installation



By Dustin Miller

Electronic Claims Update

As you may or may not know, I am sending the electronic claims now for the Matrix enterprise. Overall everyone is doing a great job in keeping their claims properly formatted for electronic submission. There are, however a few things I want to reinforce. The most important fields for claims are: insured's identification number, group name and/or

number, employer name and information and patient's date of birth. Please do your best to ensure that these fields are accurate. The majority of our rejections come from these fields being wrong. Also, keep in mind (as with anything else in Micromed) that you can't use any punctuation in these fields. Other notes to remember:

- Aetna/Cigna use only the 9 digit s o-

cial security number

- Summacare must be added under the insured
- Summa Medicaid must be added under the patient who is covered
- Anthem claims must include the 3 digit prefix
- Ohio Medicaid ID numbers must be

By Carol Wallace, Billing Manager

News from the Billing Department

Insurance companies are forever changing! It is quite a task to stay atop of these, as we continue to grow. To help in this area, we have recently created a new position — Information Coordinator. Mike McCauley will be assuming this position.

Mike's duties will include keeping all insurance information updated and cross referenced. He will keep track of all physician information (provider numbers, etc.) and will be implementing our

managed care program to track reimbursements for our providers. He has quite a task at hand, and we know he will do a great job. To assist him, we have hired a summer intern, Matt Preusser. Matt is a junior at John Carroll University majoring in accounting.

Mike Nolze will be moving into a new position as well. He will be posting insurance payments for our practices.

We have recently hired 3 additional staff in the billing department.

They are:

- Angie Templeton — a student at Green High School. Angie will be taking over the responsibilities formerly held by Mike Nolze.
- Casey Evans — who will be posting insurance payments.
- Kristy Hanna — who will be responsible for handling all OB and precertification duties.

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3575 Forest Lake Drive Suite 350
Uniontown, OH 44685
(330) 899-1275 Tel

Phone: (330) 899-1275
Fax: (330) 899-1289
Email: matrixmso@aol.com

*"Building Partnerships for
The 21st Century"*

Are you a member of PAHCOM?

PAHCOM is the nationwide organization specializing in physician office practice management and is dedicated to providing a strong professional network in support of health care office managers and practice administrators. PAHCOM's goal is to help its members become more effective in their daily professional responsibilities by enhancing productivity and efficiency through increased knowledge of basic health care management principles, sharing of learning experiences, and the exploration of research initiatives designed to identify medical management problems and implement appropriate solutions.

If you are interested in joining the Akron Chapter of PAHCOM, please contact the President of the Akron Chapter, Kathy Wellock,

What is "Doc by Web" ?

DocByWeb is a new and innovative concept that brings together the best in high-quality healthcare and the newest Internet technologies to deliver an exciting new range of products and services.

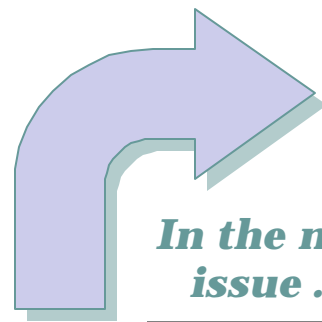
Built on a support structure that includes a team of experienced physicians and nurses, DocByWeb integrates a unique set of tools that provides the consumer with fast, reliable and convenient access to vital healthcare information, overnight delivery of over-the-counter medications, medical supplies and much more.

Using sophisticated software, established service protocols and the latest interactive Internet technologies, DocByWeb will allow a staff of highly trained medical personnel to provide personalized assistance to online users. The web site combines a real-time "chat-type" interface, easy-to-understand anatomical

graphics and a number of other Internet tools to offer an experience that closely replicates an actual visit to the physician's office.

While the technology promises a new and exciting approach to delivering healthcare services, the real benefits which DocByWeb provides exists in its remarkable integration of services — going beyond general healthcare information to include online OTC medication and medical supply purchases, downloadable medical information and the delivery of follow-up healthcare and recommendations. Now, it will be possible to quickly and effectively assist many patients with simple medical problems that may not require an actual visit to a physician's office.

For more information on the services DocByWeb provides, contact them at (330) 753-5899.



***Important messages
about Micromed Updates
from the Client Services
Department...***

***Exciting details about the
future of Electronic Medi-
cal Records...***