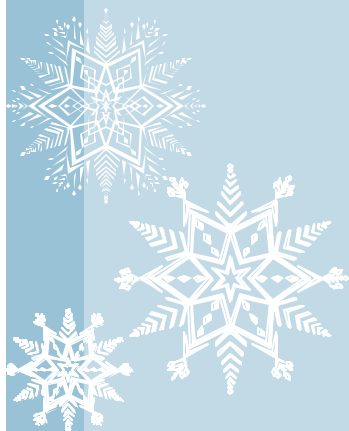




MATRIX-MANAGEMENT-SOLUTIONS



MATRIX MANAGEMENT SOLUTIONS

The Enterprise

Are You E-Connected Yet?

Matrix Offers Hi-Speed Internet Connection

Welcome to the latest addition to our portfolio of services — the ability to browse the internet from the PC in your office at speeds up to 15 times faster than you can get with a modem. The connection we offer helps you maximize the investment you have already made in your network by using all of the same equipment to connect to the internet. There are no phone lines to install or modems to configure — we simply install our customized version of Microsoft Internet Explorer on your PC, and you're all set!

What You Get:

Basically, you get the ability to browse the internet at your current line speed to our office. So, for example, if you have currently a 128K line connecting to our office, you can now have a 128K line to the internet. That's 3 to 6 times the speed you typically will get with a modem connection!

In addition to browsing, you can also get internet e-mail addresses for one or more of your key employees — or even everyone in the office, if you wish.

What You Don't Get:

This connection is still being used to run the MicroMed application to your office, so some features, such as Internet Radio and other types of streaming media, have been disabled at this time. The use of this type of application on even a single PC would essentially bring Micromed to a crawl, as the streaming media and MicroMed fought for use of the line.

For More Information:

Contact our sales department

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
- Atrium OB/GYN
- Family Physicians, Inc.
- Summit OB/GYN
- Children's Medical Group
- Kim White, MD
- DMMD, Inc.
- Psychological Health Services
- Lake Anna Primary Care
- Medcorp of Stark County
- Fairlawn OB/GYN
- Portage Medical Associates



News from the Billing Department

Happy Holidays from the billing department staff!!

We would like some input from all of you—any questions, concerns or comments—we are always looking at improving ourselves. Just give us a call or send an e-mail.

We have increased our staff — we now have 9 full-time and 7 part-time staff members. You've probably noticed new names coming your way...and we are continuing to hire additional personnel to meet the needs of our clients.

A friendly reminder of the importance of updating your patient's demographic information at their appointment time. This will ensure a better claim payment turn-around time. With Summa Care, don't forget each family member has their own ID number. For Medicare patients, please be sure to add the suffix to the ID number so that the claim can be processed correctly.

We have been attending seminars to keep us up to date....so, if you, see something that we may benefit from, please send it our way!



Matrix Opens the Door to NextGen's EMR

As Matrix continues to add additional services to the Enterprise, we are very excited to update you on the latest developments with NextGen's Electronic Medical Records implementation.

As you may be aware, Medcorp of Stark County will be with first practice to come live on NextGen's EMR solution. Don Zimmerman, MD from Medcorp will be working closely with Jeremy Jones and NextGen's project leader in scheduling installation, training, and go-live during the next couple of months. We are anticipating an early 2001 go-live date. Dr. Zimmerman's practice has been live on MicroMed's Practice Management System since September in preparation of the integration of the two solutions. Medcorp will be one of the very few physician offices in Northeast Ohio to have implemented this new technology!

Matrix's role in this initial installation will be to house the database, exchange, and interface servers in our centrally located data center. This configuration is designed to handle up to 50 physicians.

In the next six to eight months, Matrix will be working closely with Medcorp and MicroMed to begin the process of providing EMR to other practices on the enterprise. Dr. Zimmerman and Joe Schlosser will be working on scheduling site visits for physicians to see the EMR solution locally and live! We will also be able to discuss the tremendous benefits and cost savings your practice will realize once you implement this new and exciting technology in your practice.

Please contact Joe Schlosser at Extension 230 with any questions you may have.



Micromed User Conference 2000 Held in Orlando

Walt Disney World was the location of the 2000 User Group Meeting for Micromed users this year. Sharon Funk, Jeremy Jones and Mark Terpylak, DO all from Matrix attended in the conference in September.

Pat Cline, President of Micromed NextGen welcomed all users in attendance to the conference. This was the first year that the conference was attended by both Micromed users and Clinitec (NextGen's EMR Solution) users. This allowed users of both applications to interact with each other and network. The conference began with a presentation of NextMD.com, NextGen's health care portal solution.

Topics that were covered in the 3-day conference included sessions about how to improve your office flow by using forms/letters/labels created by Micromed, how to use Micromed to improve scheduling routines within an office setting, how to organize and handle managed care contracts using Micromed, and other ways to maximize revenue in a physician office.

Conference attendees were permitted time to view future updates and enhancements to the software.

An "Update" on "Updates!" From Client Services

Next Update

As you know, Micromed periodically releases updates to our current version, and they continually work on their next release that contains various enhancements. We are currently running 2.51f — and will be loading version 2.51g in the very near future.

Communication!

We are making a better effort at communicating to you...with more advance notice, when the updates will take place. We will also ensure that all Matrix staff are ready and available the day after loading an update to answer any questions.

Next Major Release!

The next major release is version 2.6. At the recent Micromed conference, the staff from Matrix was allowed time to view this new release, to test it out, and ask questions regarding it's contents. According to a Micromed representative, this version is "one of the most stable versions released". This is very good news! There are many great enhancements including, but not limited to the following:

- ◆ *Patient Merge Function* (for duplicate patients)
- ◆ *Payor Policy Number Front End Edits* — allows us to define the number of alpha and/or numeric characters required for each payor — for example, we can REQUIRE all Medicare numbers to be 9 digits and 1 alpha when they are entered
- ◆ *"Read Only" Access to the Payor File* — look but don't touch!
- ◆ *Digital Camera Support*
- ◆ *Statement Enhancements*

MATRIX MANAGEMENT SOLUTIONS

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*"Building Partnerships for
The 21st Century"*

Hardware Repair Services

The following information is to reiterate or to inform you on Matrix's role in the repair of hardware that is in or out of manufactures warranty. Any hardware provided to you by Matrix is covered under the warranty of the manufacturer. Matrix does not provide extended or guaranteed response time to repair or replace hardware that has failed. Matrix does, however, facilitate in the repair of defective hardware. This is how it works:

Product IN WARRANTY: \$75 per call

Step 1: Practice calls Matrix on hardware issue

Step 2: Matrix verifies that the hardware is defective.

Step 3: Matrix schedules pick up of defective hardware.

Step 4: Matrix calls manufacture, logs hardware call and has replacement hardware shipped to Matrix.

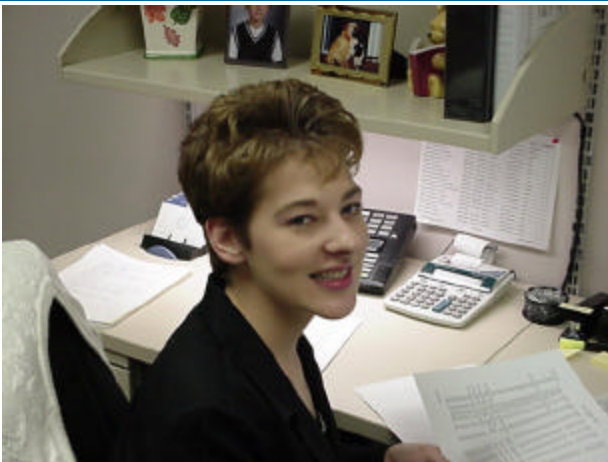
Step 5: Matrix ships defective hardware to manufacture and schedules install of replacement hardware.

Product OUT OF WARRANTY: \$75 per call

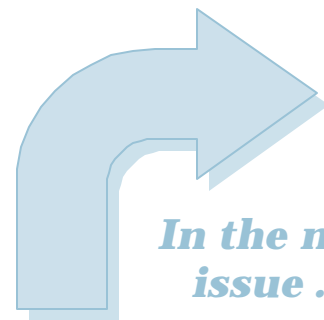
The steps for out of warranty are the same except that Matrix will provide the practice with a quote for repair or replacement hardware. Matrix will still pickup defective hardware and install repaired or replacement hardware.

If it is determined that the hardware is not defective and Matrix can correct the problem over the phone, there will be no charge.

A Welcome Addition to Matrix — Kathy Quine



Kathy Quine is the newest member of the Client Services Team, joining us as an Account Manager. She lives in Akron with her 11 year old son, Nick. Kathy is currently attending the University of Akron and majoring in Computer Programming. Having 10 years experience in the medical billing field, she is a welcome addition to the Matrix family. Kathy is excited about her job at Matrix and says, "I look forward to working with you all in the



**2001 will bring lots of
great changes and
growth for Matrix.
Look for more details
in future newsletters!**