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Spring 2001

MATRIX·MANAGEMENT·SOLUTIONS

MATRIX MANAGEMENT SOLUTIONS

The Enterprise

Micromed Gets Ready to "Flex"

Just around the corner is the most powerful version of Micromed yet — Project FLEX! (2.7) This version of Micromed promises to be the most "flex"ible version of the software yet developed. What will this mean for you, as a client? Some of the major new features include:

- Collections Worklist — "Tasks" will be created and attached to AR sources including account, visit and invoice levels. By being attached to AR sources and assigned to a collector, collectors will easily be able to work these AR tasks with fast access to the many available areas of information and set follow-up dates if needed. Most importantly, by being AR source based and collector assigned, the "Collector Scoreboard" will track and display real time collector productivity results including YTD and MTD collection results.
- Added additional Patient Data Sheet to mimic data entry screen
- Account Level Notes
- Full Payer Authorization Information available from the Scheduling Detail screen
- Enhanced Transaction Posting screen to include expected insurance and patient line item amounts, full visit insurance information, previous insurance transaction history
- International Address Support including phone numbers
- Enhanced Appointment Reminder Letters
- Enhanced Patient Statements
- Enhanced ERA Import Report
- Enhanced ERA Import functionality to utilize the "Complimentary Insurance Flag" to properly forward or suppress the claim to the secondary payer
- New Patient Balance screen — This easily accessible new screen gives a quick summary of a patient/guarantor's outstanding patient balance (also available through Autoflow)
- Micromed Advisor — Web page that will display in main application window at application startup. The users will be able to select content such as: number of daily appointments, number of appointments checked in/out, number of cancellations, unbilled visits amount and quantity, pending claims information, pending statements information, number of "to do" items that are active.
- Appointment Scheduling Event Chain support for more than a 24 hour period
- Appointment Scheduling Enhancement to support the blocking of time periods and prevent ANY kind of appointments to be booked in the specified blocked time
- Enhanced e-mail features

Very soon, Matrix will begin testing this version and will keep you all updated as to the progress. We are excited about the wonderful features in this version and look forward to sharing their use with all our clients!

Inside this issue:

New Practices to Matrix 2001

- *Turning Pointe — March*
- *Summa Internal Medicine Center — May*
- *Summa Ophthalmology Center — March*
- *Summa Orthopedic Center — March*
- *Gastroenterology of Akron – June*

Turning Pointe Joins Matrix

On March 1, 2001, big changes occurred at Turning Pointe Women's Health Professionals, LLC. Not only did the ownership of the practice change hands, but they also joined the Matrix enterprise.

Turning Pointe was founded in 1991 by Rochelle Peskin, MD as a place to address "turning pointes" during each phase of women's lives. It's a practice where all women can feel comfortable coming for their care, education and support. Turning Pointe is known in the medical community as an innovator in women's healthcare.

Aside from having a staff of physicians who are board certified specializing in OB/GYN, Turning Pointe also has the one unique optional family-centered nurse midwifery practice in a tri-county area. The midwives are credentialed by the American College of Nurse-Midwives, are licensed by the State of Ohio, and have completed an approval process for staff privileges at both Akron City and Akron General. CNMs work closely with the physicians to provide a comprehensive team approach to women's health care.

Turning Pointe has three offices: one in Kent, one in Green and their main office on White Pond Drive in Akron.

Becky Watt is the Practice Administrator at Turning Pointe

An Update From Client Services by Sharon Funk

We have been busy in Client Services with various projects. We are glad to be bringing to you … very shortly … version 2.6 of Micromed! We will be loading this version of Micromed on June 12th. You should have already received a packet of information about the new version. Make sure that you take time to review it — there are some great enhancements!

One of our goals in client services this year is to stay "in touch" with our existing clients and at the same time, bring new clients onto the Matrix Enterprise. We have established Account Mangers for each practice. Jeremy and Kathy have been busy meeting with each practice and will continue doing this on a quarterly basis to keep up to date with your practice. These meetings give us a chance to learn more about your practice and at the same time keep you up to date on our services, products and support.

We are also working on the integration of our Client Services Division and our Account Management Division to improve our billing and collection services.

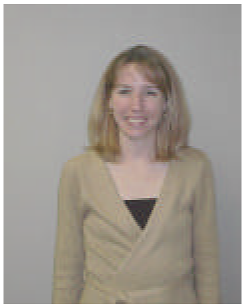
> *"Micromed is committed to continually improving their product to be 'best of breed'"*
> *—Sharon Funk*

We've also been busy working on automation of our EDI reports and acknowledgements from all the payers. Any notification from our Clearinghouse payers, Medical Mutual and Anthem, are automatically loaded into visit notes! Dustin and Mark have done a great job putting this together to give you the information you need about your claim submissions.

I continue to represent Matrix on the Micromed Advisory Board. All of your requests for enhancements have been submitted and I do my best to lobby for the enhancements that will benefit clients. Micromed is committed to continually improving their product to be "best of breed". At our user's meeting, we will be demonstrating the new features for version FLEX, which is due out next month.

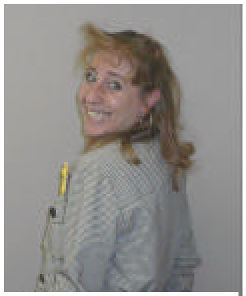
Mark Your Calendars for the First Matrix Micromed User's Meeting to be Held June 20 & 21, 2001 at the Idabella Firestone Auditorium

Have You Met Our "Practice Representatives"?



Kim Lengel

Kim has worked at Matrix for 2 years and she is the Practice Rep for Children's Choice, Summa Physicians, and Dr. Volk. She has 3 year old beautiful daughter at home. Kim is co-supervisor of the billing department.



Gayle Toth

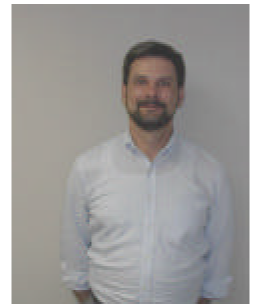
Gayle has worked at Matrix for 2 years and she is the Practice Rep for Portage Medical Associates. Medicare and Medicaid are her areas of specialty. She has 2 children at home.

Melissa Spearing

Melissa has worked at Matrix for almost 2 years and is the Practice Rep for Family Practice Center. She recently has moved into a new apartment in Akron with a great view!

Debbie Scheetz

Debbie loves working at Matrix. She has been here almost 2 years and is the Practice Rep for Fairlawn OBGYN. She recently moved to the Patient Financial Services Team as the team leader and has 3 wonderful girls at home!



Mike McCauley

Mike has worked with Matrix a little over 2 years now. He is the Practice Rep for Womens Health Partners and Alexander Ormond. He lives with his cute pig — named "Piggie". He is the co-supervisor of the billing department.

Earlier this year, Matrix introduced the "Practice Representative" concept, wherein each billing client was assigned a member in the billing department to be their main contact for billing concerns and questions. So far, this program has met with great success. Highlighted above are Matrix's five main practice representatives. Hopefully you have had a chance to meet and speak with these staff members!

What's Slowing Down Your Collections?

In many physician offices, the root of many collection problems is the lack of accurate demographic and registration information. By examining your front desk situation and redesigning your registration and insurance verification process, you can be well on your way to solving the problem of collection "hangups".

To find out if this is really the problem in your office, you'll need to ask youself some questions. Here is a sample evaluation form for you to use to find out exactly where potential problems might be in your practice.

This information was taken from The Doctor's Office, a monthly publication of OPUS Communications.

REGISTRATION EVALUATION

1. *Does the staff make it a priority to accurately gather and enter the necessary registration information for each patient?*

- Do they know what information is necessary to prevent claim delays or rejections?
- Do they clearly understand the importance of recording information accurately?
- Is there a clear understanding of what information is essential?
- Is staff aware of what information is needed to do appropriate follow-up?

2. *Does the staff discuss and obtain preauthorizations and referral information from patients?*

- Is there a clear understanding of when and how to obtain preauthorizations and referrals?

3. *Does the staff understand and effectively communicate the financial expectations to patients?*

- Are copays collected at registration?
- Does the staff discuss the payment options that are available to patients (credit cards, debit cards, cash, checks)?
- Does the staff try to identify credit risks?
- Does the staff recognize their potential to reduce patient statements?

MATRIX MANAGEMENT SOLUTIONS

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"Building Partnerships for The 21st Century"

Did You Know??

- Recently, Matrix developed a new Patient Financial Services Team whose sole responsibility will be to solicit patient payments. This three-member team has been formed and has already begun to work accounts. This team has also developed new collection and follow-up guidelines that Matrix will use. If you have any questions regarding this new team or these new guidelines, please feel free to contact the team's supervisor, Debbie Scheetz at extension 226.

- Don't forget … June 12th is the day that we will be loading the next version of Micromed...version 2.6! Contact Client Services if you have any questions about running your proxy or the new features of this version.

- Be sure to attend the first Matrix Micromed User's Meeting to be held either June 20 or 21, 2001 at the Summa Professional Center at Summa Health Systems. The cost for attendance is $20 if you plan to stay the entire day and includes your breakfast and lunch. Please note that parking is an additional cost of $2.75 for the day. If you plan to only stay for the morning front desk session, the cost is $10. Contact JEREMY at Matrix to RSVP to attend.

- Summer is just around the corner…..remember that in observance of the Fourth of July holiday, Matrix offices will be closed on Wednesday, July 4th.

- Representatives from Micromed's corporate office will be at Matrix on June 25 & 26, 2001 to observe our operations and to speak with some Matrix clients. Look for more information on this visit soon !!