



second quarter
2003

the enterprise

a quarterly newsletter from
Matrix Healthcare Management Solutions

Matrix grows and becomes...

*New logo and company
image reflect a strong
process-oriented
organization*



Matrix Management Solutions is now Matrix *Healthcare* Management Solutions. With a new name comes a new look and a new tag line, too.

Five years ago when Matrix was started, Sharon Funk, the Director of Client Services, sat on her sofa in her front room and stared at the company's first main server. Now, Matrix has over 30 servers that power the organization and has almost 50 physician offices around Northeast Ohio. "When I think about how we started and where we are now, I'm amazed!" stated Funk, who now sits in her office with a real chair, desk and phone.

"For our clients who have been loyal to us for many years now, we are very thankful," she continues. "But, for a while now, we began to realize that we needed the medical community to know that we were more than just a software vendor or more than just a billing company. We have learned a lot about the "process" that happens daily in a physician's office and it's the process that makes it right for us and our customers."

That seems to be the Matrix niche: **process**. In fact, the new tag line for Matrix is just that — "process makes perfect".

"Our internal process here makes us successful because we work thru it daily — working denials, posting payments, sending secondary claims, hunting for the EOBs and on and on...after a while, we just got it," says Tom Downing, Director of Finance & Administration. "We've been telling our staff to work smarter, better and faster...and they do. Now we have the process down."

The concept for the new logo was a team effort. Many of the staff members had input and gave great ideas. "The logo just finally came together," says Funk. The creative team at Crowl, Montgomery and Clark was employed to design the new campaign for Matrix, which will include a series of ads pointing to Matrix as the tool to use to "get from here to there" for any physician office.

"We're ready for another 50 practices now and we are becoming more involved with moving practices toward an EMR," concludes Funk. "We are poised for our strongest and most aggressive growth yet. We have the product with NextGen, the people here at Matrix and now we have the process. After all, it is the process that makes it perfect for us."



exciting information
from our friends at

NextGen

NextGen Wins Awards!!

NextGen Healthcare Information Systems recently took first place at the 19th Annual Toward an Electronic Patient Record Conference & Exhibition (known as TEPR). Among the categories that NextGen placed were:

- Practice Management Systems
- EMR Systems for Medium—Large Practices

In both categories, NextGen EPM and EMR ranked **first place!!**

Study Ranks Doc Records Vendors

NextGen Healthcare Information Systems, Inc., and Allscripts Healthcare Solutions ranked highest among 22 electronic medical records software vendors serving physician practices in a recent study from AC Group Inc., a Spring, Texas-based research and consulting firm. Only three vendors out of 22 participants ranked above 90% in desktop, remote and wireless functionality.

The full report is available at www.acgroup.org.

Matrix is pleased to be working with the #1 practice management system!!

client services news & views

Whew! April 14, 2003, has come and gone. We are all "HIPAAed" out in client services. Prior to the privacy deadline, we conducted several HIPAA awareness and readiness seminars for practices in Northeast Ohio. These sessions were designed to educate individuals about the powerful impact of HIPAA on their medical practices. Aside from this, we also held additional seminars for our Matrix clients on the important changes to the functionality of the software. In early April we loaded version 2.80 which secured the master patient index which successfully fulfilled our obligations under the HIPAA privacy rules. In the very near future, another version will be released which contains many new enhancements to the software.

This year already, client services has implemented five new clients, and another 3 clients are slated for installation in mid-late June. We would like to welcome the following new clients to the Matrix family:

- Obstetrical & Gynecological Associates of Akron
- Donna Backus, MD
- Drs. Hamilton & Domingo, Inc.
- Perinatal & Pediatric Services, Inc.
- James F. Bosse, DO
- Kothari Medical Associates, Inc.
- Michael A. Rich, MD
- Northeast Ohio Pulmonary & Critical Care Assoc.

helpful reminders from medicare

Medicare Bulletins are Changing!

The Centers for Medicare and Medicaid Services (CMS) is making some changes that will effect Ohio Medicare providers. Palmetto GBA, the Medicare contractor for Ohio, will no longer mail paper copies of Medicare bulletins to providers. This is effective immediately. They will be produced for Internet access only. Issues of the *Medicare Advisory* and its predecessor, the *Medicare Newsletter*, dating back to 1998, are available at no cost on the Palmetto web site at www.PalmettoGBA.com.

You can register on the web site to automatically receive new information by e-mail as it is placed on the site. The "Register/Login" feature allows you to register for weekly e-mail notifications from Palmetto GBA regarding new information. To register, go to www.PalmettoGBA.com.

- Select Providers.
- Select Login.
- Follow the on-line instructions to create and submit your registration.
- Be sure to look for the specific category selection for Ohio/West Virginia Part B information.
- Once you have registered, select the link entitled "email updates" to view the weekly e-mail updates for the past three months.

2003 Fee Schedule Adjustment Coming July 2003

Claims paid under the Medicare Physician Fee Schedule (MPFS) with dates of service January 1 through February 28, 2003, that are processed after March 1, 2003, will pay at the new 2003 rate. However, these claims containing 2003 MPFS services will be automatically adjusted in July to be paid correctly at the 2002 rate. If there is an increase in reimbursement, interest will be applied if applicable.

Some overpayments may result due to these adjustments.

- Overpayments will be recouped using Medicare's normal procedures for overpayments.
- For overpayments resulting from the adjustments, you will receive a letter of notification requesting payment to Medicare.
- All overpayment requests are mailed to the physical location address, NOT the billing address.
- If payment is not received within the time dated on your notification letter, interest will begin.
- If payment is not received it will be withheld with the incurred interest applied.

Address all overpayment requests within the timeframe indicated!

corner

coding

How and when do I use Modifier 25?

Keep in mind the following:

- The problem should be severe enough to warrant additional work above and beyond what is involved in a preventive visit. Example: Patient presents for a well visit and an injection murmur is discovered. Document the history, examination and medical decision making for the well visit.

- If a separate HPI, Examination and Medical Decision Making is performed for the injection murmur, draw a line on the note to show separation of the two visits, or start a second progress note for the problem visit. Document everything pertinent to the injection murmur and base a level of service on this documentation (e.g. 99211-99215)

A good rule of thumb is this: If the problem could be addressed on its own, without the preventive visit, then it probably could be significant enough to warrant modifier—25.

Be sure to place the modifier -25 on the E/M code (99211-99215), and not the Preventive Visit code.

**we want you to
join us!**

**NextGen to hold annual user's conference in
Palm Springs, California**

Each year, NextGen Healthcare Information Systems holds an User's Conference and invites all their clients to attend. This year's conference will be held at the LaQuinta Resort & Spa in Palm Springs, California over the dates of October 20-22. Some Matrix staff members will be attending this event, and we would like to invite all our clients to attend with us.



Last year's event, held at Universal Studios in Orlando, Florida, drew almost 600 NextGen users from around the country. All medical specialties were present. Participants last year were able to spend time speaking directly with the designers of the NextGen system and were able to receive hands-on training from the experts. This year promises to be even better than previous events.



Hotel Accommodations are the financial responsibility of each participant. The negotiated room rate with the resort is \$159.00 plus 11% CA State Tax. American Air-

lines has agreed to provide a 10% discount for Coach Class service for tickets purchased 30 days or more prior to the travel dates.

The cost to attend the meeting is \$595 per person. The registration fee includes:

- Continental Breakfast on October 20, 21 & 22
- Lunch on October 20 & 21
- Break Service during all days of the program
- Client Dinner Event at the Palm Springs Air Museum
- Meeting Materials
- A Souvenir of your participation

If you are interested in attending with us, please contact Jeremy Jones at Matrix to register. The deadline for registration is June 30, 2003.



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The Mission of Matrix....

Matrix is committed to innovative management solutions for our physician practices. Using world-class healthcare technology, we implement proven business processes to reduce cost and allow physicians to focus on delivering the highest quality of care to their patients.

At Matrix, it's **process makes perfect.**