

July 11, 2005  
Summer Issue



## Electronic Medical Records Update

### Inside this issue:

<i>NPI for HIPAA</i>	2
<i>Medicare Code Deletions</i>	3
<i>Improving Support</i>	3
<i>User Authorization Form</i>	4
<i>Support Hours</i>	4

Now in the process of major upgrades, Matrix added Electronic Medical Records to our list of services. With the purchase and installation of a new Storage Area Network (SAN), we have increased our storage capacity to provide for the increased requirements of chart scanning and imaging. This state of the art system provides a cost-effective alternative to the standard, more expensive methods of the past.

We have several clients now in the process of migrating to NextGen's 5.x version which will merge the EPM and EMR databases into a single database. This single database is unique in the industry and achieves what many vendors have been attempting to accomplish for quite some time. Interest in the Electronic Health Record has grown exponentially in the last year and Matrix has re-

ceived numerous requests for demo's and additional information. With resources added and systems upgraded, Matrix is prepared to provide and support NextGen's fully integrated EPM and EMR system. If your practice is interested in investigating the benefits of the electronic health record, contact Tom Taylor, Client Relations Representative at 330-899-1275 Ext. 230.

## NextGen 2005 User Group Meeting

The 2005 User Group Meeting will be held at the Gaylord Texan Resort and Convention Center on Lake Grapevine just minutes from the Dallas-Fort Worth International Airport. The Gaylord Texan features four acres of indoor gardens, indoor/outdoor pools, a world-class fitness center and exclusive onsite entertainment.

More importantly, NextGen has developed a comprehensive agenda of courses designed for every level of expertise. The preliminary agenda includes over 70 different

classes for EPM, EMR and HIPAA Privacy and Security. Feel free to contact us if you would like more information regarding the schedule of courses.

Detailed demonstrations of the new 5.x product will be given as well as a "hands-on" room where NextGen staff can assist users with a wide range of questions about various NextGen products.

Perhaps the greatest benefit is the opportunity to network with other NextGen users.



This is usually considered one of the most valuable aspects of the NextGen User Group meeting.

Sharon, Jeremy and Tom from our office will be attending this year. Please let us know if you will be attending so we can make plans to see you.

**MATRIX:**  
*Continuing to Grow*

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New Practice:  
MERSI (Massachusetts Eye Research and Surgery Institute)

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New Employee:  
Cara Marks joins the Matrix Billing Staff

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## HIPAA: National Provider Identifiers or NPI

### Apply for your NPI.

On-line application is available now!

“The creator of the universe works in mysterious ways. But he uses a base ten counting system and likes round numbers.”

Scott Adams



Matrix is dedicated to maintaining your data in full HIPAA compliance.

The basic tenet of HIPAA is administrative simplification. In light of all the work that has been done to satisfy the Privacy and Security Regulations, simplicity seems to be a misnomer.

However, the National Provider Identifier (NPI) seems to be the exception. Designed to improve the national health-care system in general, the NPI is a single numeric identifier which will replace the many different provider numbers required by insurance carriers. All health plans will be required to accept and use NPI's on or before May 23, 2007. Smaller carriers are not required to comply until May 23, 2008. The NPI Final Rule was published on January 23, 2004.

#### What is the NPI?

The NPI is a 10 digit Identifier. The number will be “intelligence-free”. Intelligence-free means that the number will carry no significant information such as the state where the provider lives or the specialty. Using 10 digits provides enough unique identifiers to last about 200 years.

The NPI will be a permanent identifier. Once you have been assigned an NPI, you will never need another one. However, allowances are made for certain situations such as if a provider's NPI was used fraudulently by another, the provider is able to request a replacement NPI. Since the NPI is “intelligence-free” the number is essentially permanent. Even if the provider chooses to move to another state all that is required is the filing of an NPI Application/Update Form. Notifica-

tion of changes in required NPI data must be made within 30 calendar days of the change.

#### Who can apply for an NPI?

Every covered health care provider *MUST* use the NPI to identify themselves as a health care provider in standard transactions, including claims. Entities that are not necessarily a health care provider are permitted to apply for and use an NPI. Other providers that must be identified in some standard transactions must use the NPI even though they may not be conducting them. Any entity that transmits electronic health information *MUST* use an NPI.

#### When can I apply for an NPI?

NPI implementation began on May 23, 2005. In order to be fully prepared, begin the application process as soon as possible.

#### What will it cost?

The enumeration process is supported by federal funds. The health care provider pays nothing when applying for and receiving the NPI. Certain covered entities will incur some costs for software and system changes needed to accommodate the NPI. For Matrix and NextGen Clients, software updates are covered under the maintenance agreement. While covered entities and business associates will need to make investments in their systems and software, in the long-term the standard identifier will prove to be cost effective.

#### How do I apply for an NPI?

Application for the NPI can be

done in 3 different ways. You may apply using only one of the three options below:

- Web based application process. The web address is <https://nppes.cms.hhs.gov>
- Prepare a paper copy of the application which can be found at the same address listed above. The mailing address is listed on this site as well. To request a paper copy to be mailed to you, call the Enumerator's office at: 1-800-465-3203
- With your permission, an organization may submit this application on your behalf. This process will not be permitted until the Fall of 2005.

You may apply using only one of the methods listed. When applying, be sure your social security number and Federal Employer identification number are correct. Once you've received your number it is very important to safeguard its use. A Privacy Act Statement is included with the application to explain how collected information may be disseminated.

While you may receive information from many health plans with which you do business, you need only apply once for your NPI. The same NPI will be used for every health plan.

For more information regarding the NPI and the application process, please visit:

<http://www.cms.hhs.gov/hipaa/hipaa2/>

## Medicare Deletes 90782; Adds G0351

After January 1, 2005, CPT code 90782 *Therapeutic, prophylactic or diagnostic injection (specify material injected); subcutaneous or intramuscular*, is replaced by a new code, **G0351** *Therapeutic or diagnostic injection (specify substance or drug); subcutaneous or intramuscular*.

For services furnished prior to 2005, 90782 was only payable under the Medicare physician fee schedule if there were no other services billed on the same date by the same provider (status indicator "T"). Other-

wise, these services were bundled into the other service(s) for which payment was made.

For services furnished on or after January 1, 2005, services described by code G0351 may be paid in addition to other physician fee schedule services billed by the same provider on the same day of service (the status indicator of "T" is removed and replaced with the status "A" indicator).

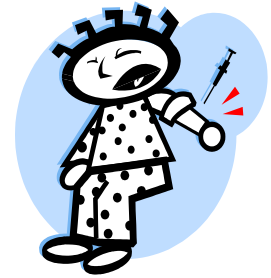
Use the G0351 for non-anti-neoplastic hormonal therapy injections, Vitamin

B-12 injections and any other injections that were previously billed with 90782. Medicare will reimburse the G0351 when billed with other services performed on the same day, such as 99213.

So far, Medicare is the only carrier using the new G0351, so for all other carriers, continue to use the 90782.

If you have any questions about this or other coding questions, please call David Soulsby, CCS-P at 330-899-1275 Ext. 225

## Coding Corner



## Matrix Help Desk Software Enhances Support

Matrix continues to make efforts to improve service and support. Since our last newsletter, we have purchased and implemented a customer relationship management software to assist support in tracking outstanding calls, quantify call volumes and streamline the submission of new calls.

TechExcel's CRM allows us to customize the software to meet the challenge of supporting multiple software, different hardware environments and configurations as well as the new implementations and existing/growing client base.

When a call is submitted it is given a subject and a sub-topic. This helps us to identify trends that may require the attention

of our IS department or even the need for additional training. Reports can be produced by practice, call type, call volume and by individual support representative.

Other features benefit our technicians out in the field. They are able to view problems online. This helps them to better plan their travel and reduce wait time for the client.

The next phase of this project will be the on-line submission of support issues. Your practice will have its own help desk login. With this login is the ability to submit calls, view status of an outstanding call and even change the priority of a call.

Following the on-line access phase will be email integration. This function generates an automated email every time the status changes on your call. If our staff needs additional information or closes a call, an email will be sent to you indicating the status change. This ensures that you are aware of the status of every issue Matrix is working on for your practice.

A benefit for everyone is the ability to search the database for similar problems. If the call has been resolved previously, our support staff can perform a quick search and apply the problem resolution.

We'll keep you informed as we implement new features of our support system.

Why a four-year-old child could understand this report. Run out and find me a four-year-old child. I can't make head nor tail out of it.

*Groucho Marx*



TechExcel CRM

# Matrix Healthcare Management Solutions

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Process Makes Perfect



## *User Authorization Form*

Matrix has developed a new User Authorization Form. This form is designed to simplify the process of adding a user, changing security level access and deleting a user. In order for us to maintain HIPAA compliance, no changes or additions to login permissions will be made without the submission of this form. A manager's signature is required to process all requests.

Also required is our new and improved Statement of User Responsibility Form. This form must be signed and dated by the user indicating their understanding of the policies and procedures related to system access.

While we understand filling out a new user form every time there is a change in user status can be burdensome, it is imperative to your HIPAA compliance as well as ours for this to be required.

If you need copies of these forms, please contact our Support Staff. They will be happy to make sure you get them ASAP.

### MATRIX SUPPORT HOURS OF OPERATION

Support Desk hours of operation:

**Monday—Friday: 8 am – 5 pm**

After Hours Support is available 7 days a week, 24 hours a day. If you are in need of emergency support outside of normal Support Desk hours, call our Support pager at:

**(330) 920-0734**

Our technician should call your page within 15 minutes.

