

# EON SYSTEMS NEWSBIT

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PRACTICE MANAGEMENT AND DOCUMENTATION SOFTWARE

APRIL 2007

## TPS Tech Tip:

Are you fully utilizing the message center in The Practice Solution™ (TPS)? Did you know that TPS has a full message center?

The following messages can be automatically generated in the message center:

- Patient is Late
- Patient Needs Report Written\*
- Patient Needs Re-X-ray\*
- Patient Needs Re-Exam\*
- Patient Needs Extension on Visits\*\*
- Patient has reached Maximum Number of Visits\*\*
- Messages generated based on a patient's Month-to-date, Year-to-date and Total Visits on a claim\*\*
- Insurance Follow-up messages
- Message for patients seen yesterday or today who do not have a future appointment scheduled

You can view the Messages by clicking on the Message Icon (picture of a phone) on the Icon bar of TPS.

All unhandled messages for the day will automatically be displayed.

You can filter these messages by Patient, Doctor (Provider), Date and/or Message Type. This allows you to see, for example, all of the current messages from the Follow-up Center. Note: When you highlight a message from the Follow-up Center, in the top right corner of the window, you will see a more complete description of the message.

You can enter responses against the various messages. For example, if the patient was late and the "Patient is Late" message was generated automatically, but the patient arrived late, you can simply enter a response by highlighting the message and clicking on the Add New Reply button. This will bring up the following window:

Enter the response, which you can type in or use the drop-down arrow to select from the list of responses in the master list. If this response handles the message, then click the Message Handled box. If not, leave it blank. If a message requires a response, and you respond with a response that handles the message, then the message will no longer appear on the Daily Message Report or on the Daily Message list. This is a great tool to use to keep track of unfinished business and to help keep track of those patients that miss appointments.

Date	Attach to Appt	Patient	Message Text	RespMessaNext Date req. handle	Doctor	Use
01/14/00 11	<input type="checkbox"/>	Grant Mac Dowell	Patient is Late	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
01/14/00 11	<input type="checkbox"/>	Pennelope Paymer	Patient is Late	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
01/14/00 11	<input type="checkbox"/>	Ivan Industry	Patient is Late	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
01/14/00 12	<input type="checkbox"/>	Patient Capitation	Patient is Late	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
03/25/04 03	<input type="checkbox"/>	Betsy Blue	Insurance Follow-Up	<input checked="" type="checkbox"/>	03/28/07	
02/04/05 10	<input type="checkbox"/>	Ben Benedict	MTD Message	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
02/04/05 10	<input type="checkbox"/>	Ben Benedict	TOT Message	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
02/04/05 10	<input type="checkbox"/>	Ben Benedict	YTD Message	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
02/04/05 12	<input type="checkbox"/>	Ben Benedict	YTD Message	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC
03/28/07 12	<input type="checkbox"/>	David Double	No future appointment	<input checked="" type="checkbox"/>	03/28/07	Greenwood DC

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Here are some other ways to use the Message Center:

- Add a message that the patient needs to see your bookkeeper on a particular day.
- Add a message that the patient's spouse just called in and needs the patient to call as soon as they arrive to your office.
- Add a message that you need to call the patient once they return from vacation to schedule their next appointment.

The Message Center contained in The Practice Solution is a very powerful and valuable tool for use in your office. For further information on entering messages and using messages in TPS, refer to the help manual contained in TPS. ENJOY!

\*In order to use these automated messages, you must have the information completed in the Carrier Information screen and in the Services (Master List).

\*\*In order to use these automated messages, you must have the information completed in the Patient Claim Information screen, under the Visit Info/Misc tab.

## OH, OUCH! CMS-1500 (08-05) Form Error

We were recently notified that there has been an error made in the printing of some of the newest CMS-1500 (08-05) forms. This error has led to the extension of the acceptance deadline for the newest CMS-1500 (08-05) form.

Please see the article: <http://www.cms.hhs.gov/ElectronicBillingEDITrans/Downloads/1500%20problems.pdf>

Per this article, CMS (Centers for Medicare and Medicaid Services) is targeting the date for acceptance to be June 1, 2007 (this was originally set at April 1, 2007).

This article also lays out how you can identify whether you have received the correct CMS-1500 (08-05) forms.

Unfortunately, if you are already using version 4.5 of The Practice Solution and the new CMS-1500 (08-05) layouts, you may have spent time aligning your new forms to the incorrectly printed forms. If this is the case, you will need to replace your CMS-1500 forms and go through the process of re-aligning the forms once again. We sincerely hope that none of you have been the unfortunate recipients of the incorrectly printed forms. If you have, and you need assistance re-aligning your forms, please contact our technical support department.

If you have additional questions regarding this error, the contact person the article gives is Brian Reitz ([brian.reitz@cms.hhs.gov](mailto:brian.reitz@cms.hhs.gov)).

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*\*No refunds for cancellations after April 6th registration deadline.*

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