

# EON SYSTEMS NEWSBIT

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PRACTICE MANAGEMENT AND DOCUMENTATION SOFTWARE

AUGUST 2008

## Advantages of Using a Clearinghouse Over Direct Billing

In evaluating whether you want to employ a clearinghouse or to handle your electronic claims or billing directly through the carrier, several factors need to be considered, depending on your situation. Some of the main factors to consider are:

- Cost
- Time
- Your computer knowledge
- Your patience  
(not to be confused with patients.)

By far, the most time consuming and stressful way to get into the electronic billing era is to bill directly with the carriers. This is done with the "837" format and requires a lot of testing, lots of phone calls to the carrier and then more testing. On average, it takes most offices who choose to go this route four months to get their electronic billing set up and going.

Although there is no charge to bill directly with the carriers, if you calculate into the equation your time and the stress vitamins you will be purchasing, this is not the easiest or fastest way to go.

When choosing to use a clearinghouse, you simply fill out your sign-up forms, you add one field to each of your carrier files, you send a test file which the clearinghouse uses to ensure accurate alignment, and Presto! You are filing claims electronically. There is a specific billing form in The Practice Solution™ for use in billing through a clearinghouse. It is E-CLAIM CMS-1500 (08-05).

NOTE: Some individual insurance companies have requested slightly different information appear on the electronic billing form. Normally this is easily fixed with the assistance of one of our support technicians.

Clearinghouses do charge a fee to process your claims. Most clearinghouses have a sliding scale that the average price per claim reduces with the more claims you send.

Clearinghouses can also send out your paper claims. (Usually there is an additional fee for this service, per claim.)

A primary reason that carriers deny claims is incomplete information. Most clearinghouses will pre-screen your claims for missing information and get the claims corrected BEFORE sending them on to the carrier. The carrier is less likely to deny your claims when all the information is correct the first time around.

There are many clearinghouses to choose from. We have several clients that have had great success with Eclaims.com or GatewayEDI.com. You should do your homework to find the one that works for you. In the long run, it is well worth the extra expense to get your claims processed sooner and to receive your money in the door faster.



### Holiday Schedule

In observance of Labor Day,  
EON Systems, Inc. will be closed on  
Monday, September 1, 2008.

We will resume normal business hours beginning at  
9 a.m. EST on Tuesday, September 2, 2008.

### Contact Information:

Sales (800) 955-6448

Tech Support (727) 298-5501

Main (727) 298-5502

www.eonsystems.net info@eonsystems.net

## Adding a Header or Footer to a Template in Documentor™

The need to have the patient's name present on all pages of a narrative or SOAP note has become more and more common.

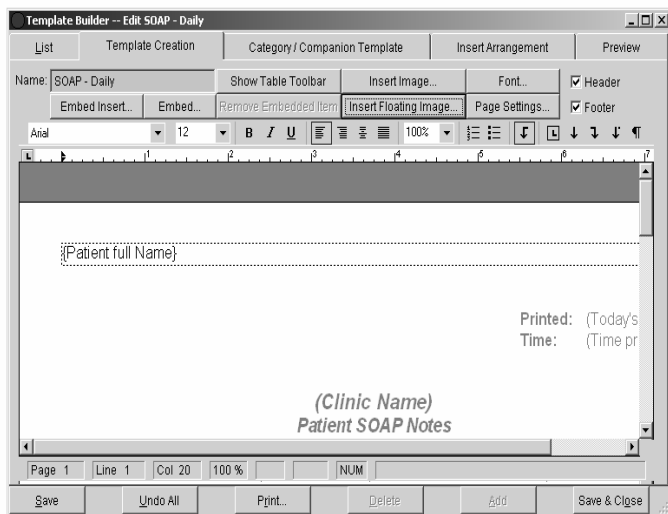
In Documentor, it is easy to accomplish this simply by adding a header or footer to your template.

To do this, in the Template Builder, open the template you need to modify.

On the Template Creation Tab, you will see in the top right hand corner of the page, a check box for Header and a check box for Footer. Depending on whether you want the information at the top of the page or the bottom of the page, click the appropriate check box. (Header for top of page, Footer for bottom of page.)

Now, double left click in the region at the top of the page, roughly ½ inch down for the header, or at the bottom of the page, roughly ½ inch up for the footer. This will display a dotted line around the area where you can place either the header or footer information.

Now click on Embed Insert and select the "Patient Full Name" insert. You can also insert additional information if you need to.



Don't forget to save your changes to the Template before closing the window.

Enjoy!

### TPS Training CDs

"How to Setup TPS" CD	\$59.95*
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## Making Documentation Work for You

When EON Systems, Inc. was established back in 1988, our main purpose was to help healthcare professionals expand, allowing them to help more and more patients. In order to do this, we created "The Practice Solution" (TPS) which, not only assisted our clients in billing insurance companies, but it also helped to streamline their office allowing the providers and staff to focus more time on caring for their patients and expansion of their practices.

Over the years we have continued to develop software applications which go to further our initial purpose.

Let's face it. One of the primary obstacles in your practice is how to win the war against the insurance companies and get paid properly for the services you deliver to your patients. We have seen a growing trend of insurance companies using noting (or lack there of) as justification to deny claims. Documentor is the software application that we developed to assist you in this area of your practice. It is designed to help you write that "proper" note to help get your claims paid or to help you survive an insurance audit.

"Shortly after starting with Documentor we had a state-wide, Big Blue audit. I was pleased when the auditor gave us a 100% for the facilities and charts. She commented she wished every chiropractor's notes were as easy to follow." Dr. Kamerman, Searcy, AR

In an *Impact* article Jonathan Scharff of The Rehab Center in Princeton, NJ said, "[Documentor] is another component of EON's package for the full digital office. Yes, we haven't had a paper chart in six years and we haven't looked back! And why should we after getting many comments sent back to us by referring physicians and insurance companies (yes insurance companies) stating "Great documentation!" I can honestly say that we have never had a claim rejected due to documentation, and as we all know in this day and age of managed care and rampant insurance denials that is saying something."

To enhance the effectiveness of TPS and Documentor and to give you additional weapons in your war against the insurance companies, we have established some additional alliances. These alliances specialize in practice management, proper coding techniques and proper noting, to name a few. We are continually working with some of the experts of these alliances, to develop notes specifically written in Documentor that are consistent with their recommendations on proper noting and/or coding.

Dr. Marty Kotlar, President of Target Coding, Inc., is one of the experts now working with EON Systems, Inc. and Documentor. After establishing and operating a successful chiropractic practice,

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Dr. Kotlar founded Target Coding, Inc. in 1992 to help chiropractors get paid properly and has since become an industry leader in compliant chiropractic billing, coding and documentation

"It doesn't matter if you are a cash practice, in-network, out-of-network or what technique you use, you still must know how to code your claims properly." Dr. Marty Kotlar.

For more information about Target Coding, Inc. read the insert in this issue. Mention EON Systems, Inc. when you contact Target Coding, Inc.



## TPS Training Seminars Success Story

"After attending this 2 day weekend seminar, I can't wait to go to work. I have this feeling of wanting to rush to work and try everything out. I'm excited about the scheduling, billing, reports, statistics and now, the query manager. I can't wait to share all my new knowledge with the doctor and our office manager. I feel like a three-year-old who just left the biggest candy store in the world with no limitations... Thank you, Pierre." - L.D.

**Register now for the final  
TPS Training Seminars of 2008.**

**Saturday, October 18th — Intermediate Seminar  
Sunday, October 19th — Advanced Seminar  
New Windsor, New York**

**Visit [www.eonsystems.com](http://www.eonsystems.com) for hotel information**

**For seminar registration details,  
call EON Systems, Inc.  
(800) 955-6448**

**Visit EON Systems, Inc.  
at the following  
conventions and seminars:**

**Pennsylvania Chiropractic Assn.  
2008 Annual Convention  
August 15-16, 2008  
King of Prussia, PA**

**FCA National Convention  
August 22-24, 2008  
Kissimmee, FL  
Booth #928**

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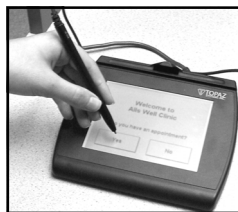
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because they will love it." - K.F.**

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