

MBM NEWSLETTER

A newsletter for the clients and friends of Medical Billing Management

Volume 4, Number 2

www.medical-billings.com

Fall-Winter 2010-2011

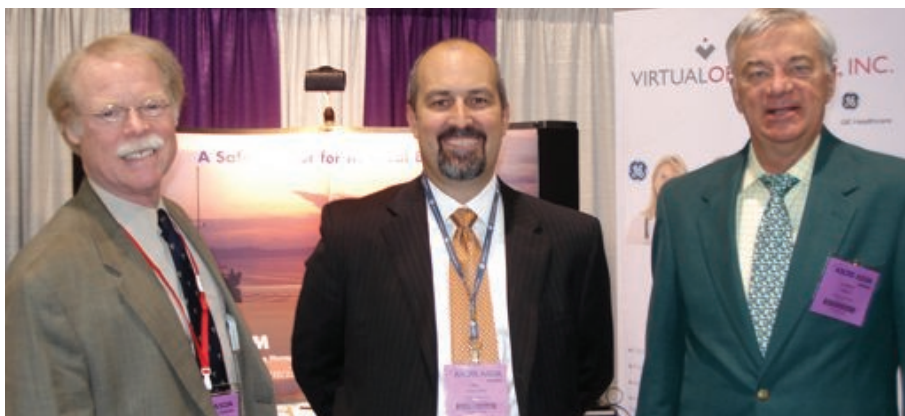
Massachusetts Society of CPAs Committee Meets with MBM

The MSCPA Committee on Physicians, Dentists and other Healthcare Providers is chaired by Fred Katz, CPA of Braver PC in Newton, MA. Committee members meet to exchange and develop ideas to benefit the various health-care provider specialties. At the May 20th meeting at Braver's offices, MBM was invited to share information on billing and collections issues for medical practices, including the RACs (Medicare's Recovery Audit Contractors), the ever-increasing patient co-pays and deductibles, and the advisability of collecting them at the medical office front window, cost studies of internal billing solutions vs. outsourced medical billing solutions, and electronic medical records hosted vs. client-server models.

Massachusetts Society of CPAs committee chair, Fred Katz, CPA (seated), with Robert Babine CPA and Mary Bibeau CPA.



GE Centricity Partners with MBM at Medical Conference



From left: MBM CEO, Curt Anderson, Centricity and VOW Reg. Mgr. Bill Giacone, MBM's George Urban

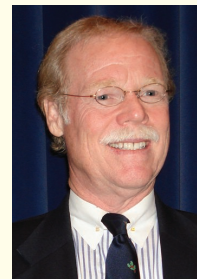
The American Society of Cataract and Refractive Surgery (ASCRS) met at the Boston Convention Center April 9-14. More than 2,000 ophthalmic practice professionals attended. G.E. Centricity partner Virtual Office Ware (VOW) and MBM joined forces to staff a booth at the show primarily because VOW has created EMR content specifically for ophthalmology practices, and MBM has served the billing needs of ophthalmologists for many years. It was the perfect match.

At the meeting, ASCRS delivered education for providers and demonstrations of current technology and tools available to ophthalmic surgeons. "The mission of the Society is to advance the art and science of ophthalmic surgery and the knowledge and skills of ophthalmic surgeons. It does so by providing clinical and practice management education and by working with patients, government, and the medical community to promote the delivery of quality eye care." (ascrs.org)

A letter from the CEO:

Phew! A tumultuous time for providers!

We've never seen anything like this. The healthcare system used to be led by providers and patients. Period. Government and insurance folks pitched in to help form the healthcare system. Not anymore. Now the government and insurance folks are ruling the roost. This is more than distressing.



Take a look on page 2 at the "Meaningful Use" of electronic medical records systems that are being thrust on providers. If the providers do not adopt one of these EMR systems, then Medicare/CMS will apply penalties to provider Medicare reimbursements of 1% in 2015, 2% in 2016, 3% in 2017, and so on. This is Medicare-the-insurance-gorilla flexing its muscles to force change on providers.

Take a look on page 3 at the RAC Program (Recovery Audit Contractor Program) that is being forced on providers. In an unbelievable turn of events, New England providers will be audited by a California-based collection agency in the student loan collection business. Diversified Collection Services of Pleasanton, CA is looking not only for "waste, fraud and abuse," but now is also looking at "medical necessity." This is CMS/government putting unlicensed civilians in charge of medical care decision-making. Unbelievable!

Amidst this tumult, we stand by our provider clients to steer them toward the path of least resistance in their adoption of EMR systems. And, we stand ready to help them defend themselves in the case of any unwarranted RAC audit penalties.

This, too, shall pass, but it is going to be a rough several years between now and 2015. In the meantime, we'll help our providers to weather these stormy years.

“Meaningful Use” of your EMR System = \$44,000

On July 13th, the Department of Health and Human Services and the Office of the National Coordinator for Health Information Technology released the “final rule” that specifies what a physician will have to do to receive up to \$44,000 in bonus Medicare payments for adoption of electronic health records. This is a \$27 billion portion of the Stimulus Bill passed by Congress and signed by the President in 2009.

There are 15 core requirements that are now mandatory for eligible providers, plus 5 out of 10 additional requirements, which must be met for 3 months, before a provider applies for his first payment on the \$44,000 reimbursement. The percentage of patients that are required to qualify as meaningful users has been lowered for many of the criteria.

The entire “final rule” regulations are published by CMS in a 276 page document at this site: <http://edocket.access.gpo.gov/2010/pdf/2010-17207.pdf>



Meaningful Use: 15 Core Objectives in Stage 1

1. Provider order entry (CPOE)
2. E-Prescribing (eRx)
3. Report ambulatory clinical quality measures to CMS/States
4. Implement one clinical decision support rule
5. Provide patients with an electronic copy of their health information, upon request
6. Provide clinical summaries for patients for each office visit
7. Drug-drug and drug-allergy interaction checks
8. Record demographics
9. Maintain an up-to-date problem list of current and active diagnoses
10. Maintain active medication list
11. Maintain active medication allergy list
12. Record and chart changes in vital signs
13. Record smoking status for patients 13 years or older
14. Capability to exchange key clinical information among care and patient-authorized entities electronically
15. Protect electronic health information



Meaningful Use: Menu Set Objectives — Provider may defer 5 out of 10

Menu objectives –may defer 5 of 10

1. Drug-formulary checks
2. Incorporate clinical lab test results as structured data
3. Generate lists of patients by specific conditions
4. Send reminders to patients per patient preference for preventive/follow up care
5. Provide patients with timely electronic access to their health information
6. Use certified EHR technology to identify patient-specific education resources and provide to patient, if appropriate
7. Medication reconciliation
8. Summary of care record for each transition of care/referrals
9. Capability to submit electronic data to immunization registries/systems*
10. Capability to provide electronic syndromic surveillance data to public health agencies*

Ask us and our GE Centricity partners for assistance when you are ready to choose an EMR system for your practice.

* At least one public health objective must be selected.

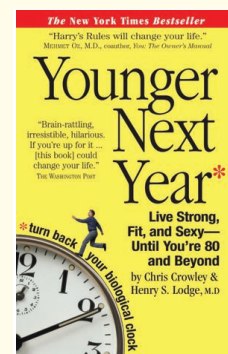
Source: https://www.cms.gov/EHRIncentivePrograms/Downloads/MU_Stage1_ReqOverview.pdf

“Younger Next Year: A Man’s Guide to Living Like 50 Until You’re 80 and Beyond”

Dr. Henry Lodge and his co-authors Chris Crowley and Chang-Rae Lee wrote this book in both a men’s and women’s edition in 2005 and 2007. One reader was inspired to say, “I have lost 50 pounds over the last nine months by eating less, moving more.” One reviewer wrote, “Of all the anti-aging books I’ve seen, this is one of most laid back and entertaining. It’s written by two guys. Harry, the doctor, covers the science aspects of aging, while the other guy, Chris, talks about applying the info.”

The book is centered around such things as “Quit eating crap” and “Exercise six days a week for the rest of your life.” While they might seem pretty basic, they offer sound advice and have some science behind them.

We were inspired by Dr. Lodge’s reason for writing the book: his practice was full of patients who did not take care of themselves and declined quickly and needlessly in their senior years. Interested? Amazon and other online booksellers will send it to you tomorrow!



MBM Supports Boston Minstrels

The Minstrels are a lively troupe of over 100 volunteer singers and musicians who have seen how music heals, having visited shelters, residential facilities, and prisons every week since 1991. Their interactive pop, rock, and folk events touch audiences of over 1,200 each year. MBM's Curt Anderson serves as a director, assistant treasurer and bass player for this important charity.

MBM is proud to support the work of The Boston Minstrel Company. If you would like to donate to our cause, visit bostonminstrel.org and click on "How to help." And, thank you!



Our Lori P. Will Bake You a Cake

One of the benefits of working at MBM is sampling Lori Preisinger's great cooking. A former professional baker, Lori is at left below holding one of her tasty creations, with our Janet Schwartz. If you like, Lori will bake a special cake with customized decoration for someone in your office. Call her at 800-928-1315 or at 978-223-0397.

Now, really, what other billing company can give you service like this?



MBM Case Spotlight: Getting an A+ for Billing

We are proud to serve this successful practice in Taunton, MA. As one of Dr. Sisskind's patients says in an online post, "Dr. Sisskind was very accommodating in arranging an emergency appointment. The doctor and the staff made me feel right at home. And that appointment was just what was needed."

In his online testimonial posted on our website (www.medical-billings.com), Dr.

Sisskind says, "MBM was able to solve our Medicare problem. We have one specialist at MBM who my staff deals with and they



From left: Lisa DaRosa, Jane Boutilier, MBM's George Urban, Dr. Sisskind, Liz Sisskind, and Darla Tarpey

have a good relationship with her — they communicate on a daily basis."

MBM's Janet Schwartz (below at left), works with Dr. Sisskind's staff. At MBM, this kind of teamwork is a significant part of creating successful cash flow.

RAC Program Has Expanded to Include Medical-Necessity Audits

The RAC program, or Recovery Audit Contractor Program, was recently made permanent by Medicare/CMS as part of Section 302 of the Tax Relief and Health Care Act of 2006. RAC's purpose is to identify improper payments to healthcare providers. Here is the key driver of this program: the RAC gets paid 9% to 12.5% of payments the RAC identifies as improper. This pits the RAC against the provider. Four RACs have been selected by CMS to cover the U.S. In RAC Region A (New England and the East Coast down to Washington, D.C.), the RAC contractor is Diversified Collection Services, Inc. of Pleasanton, California — a company that has grown in recent years with much activity recovering student loans in default. Though the RAC program was instituted by CMS to recover improper payments (waste, fraud, abuse), a new twist has emerged: medical-necessity audits, which will determine whether medical care given to a patient was appropriate.

For now, these medical-necessity audits apply to 18 types of inpatient hospital claims and one type of durable medical equipment claim. No physician claims, for now, will be audited for medical necessity. But, this RAC program is expanding quickly; by December, the RAC Program will expand beyond Medicare fee-for-service to Medicare Parts C and D and Medicaid.

"The American Hospital Association expressed concern that RAC auditors may lack the necessary clinical and Medicare knowledge to determine whether prior hospital care was reasonable or necessary." (www.modernhealthcare.com) No kidding! A collection agency like New England RAC contractor Diversified Collection Services, Inc. is probably not steeped in knowledge of the medical necessity of inpatient services.

Stay tuned as this disturbing RAC program expands. The audit programs to be carried out in New England by Diversified Collection Services, Inc. are required to be posted on the company's Website, www.performantcorp.com

If your practice is contacted by a RAC, there are attorneys who specialize in defending providers against RAC auditors. Certainly, Wachler Associates (www.racattorneys.com) is one of them. Call us if you'd like to discuss this disturbing and expanding RAC program.

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460 Boston Street, Topsfield, MA 01983 • Tel. 800-928-1315 • www.medical-billings.com

Designed and produced by Sheffield Communications, Wellesley, MA • 781-772-1975

MBM Client Spotlight: Guardian Ambulance

Guardian Ambulance, based in Lawrence, MA, has been serving the Merrimack Valley with both scheduled and non-scheduled ambulance transports for the past 20 years. Under the leadership of Founders Susan Theriault and Paul Kelley, Guardian has grown from a startup to seven ambulances and 20 EMTs.



Susan, Paul, and their Guardian team take pride in the fast response of their ambulance service to requests for transports, both emergency and scheduled calls.

Why has Guardian remained with MBM all these years? Paul put it this way, "MBM's efficient handling of our billing needs leaves us free to focus on our patients' needs."

Guardian Ambulance was founded by Susan Theriault and Paul Kelley

MBM
Medical Billing Management
"The financial side of patient care..."

The MBM Performance Guaranty:

We will increase a medical practice's cash flow by 6% during our first 6 months as the billing company OR we will refund our first 6 months charges.

(The 6% increase in cash flow results from the increased collections combined with the billing department payroll savings.)

Medical Billing Management is a 20-year old Topsfield, MA company providing for the billing needs of 30 physicians and 4 ambulance companies. Our [Testimonials](#) attest to the effectiveness of our services to our clients. We assertively collect their money, and save their practices from the high cost and problems of employing their own billing departments.

Our Guaranty speaks for itself. Call on us when you need us!

Dr. Aparo's Cash Flow Rises



Our newest client, Dr. Sebastian Aparo, at left, practices general surgery on Boston's North Shore, at both Beverly Hospital and Addison Gilbert Hospital in Gloucester. He replaced his outsourced billing solution this past spring with MBM's team. In his online interview posted on our website, Dr.

Aparo said, "The transition to MBM was very easy. Having had some less than fortunate experiences prior, it was refreshing to have a group of people who do what they say they are going to do. The performance of the MBM team has been spectacular."

MBM's Donna Hannable, right, is Dr. Aparo's account manager.



MBM Takes a Duck Tour

It was a damp, cool August 24th when the intrepid MBM Team boarded a World War II landing craft and toured Boston and the Charles River. Many sights unfolded, from the Big Dig construction staging area to the locks between the Charles and Boston Harbor. Funny narratives were delivered by our conDUCKtor "Cowgirl." Then lunch at Legal Sea Foods in Kendall Square. Fun!



Our team, from left, Carrie Connolly, Muriel Sacramone, Donna Hannibal, Mary Tower, Janet Schwartz, guest Beth Limmekin, Carmen Picardi, Lisa Meehan, Lori Preisinger, Sabrina Nguyen, Paula Viator, Nancy Moglia. On the steps, from the left: Curt Anderson, George Urban, Andrea Condon, and Linda Camire.

Celebrating MBM's 20th Year in Business!

Our team has grown since its inception in 1990, and we proudly serve physicians and ambulance companies in Massachusetts and Rhode Island. We are growing again, so call us if one of your fellow specialists or referral partners might be interested in our services. We will credit your account with one month of our services for each referral that results in a client, along with our thanks!



"Refer your associates to us and receive one month of credit or cash (your choice) equivalent to one month's average MBM revenue from that practice."