



## Hi-Tech Software and Resource Systems Strengthen the CareTracker Interface

Hi-Tech Software and Resource Systems have enhanced the interface between the MDS and RCA programs and the **CareTracker** Clinical Care documentation system.

In **CareTracker** you can now record that a resident was awake in the morning, afternoon and/or evening. These observations will be used to complete MDS/RCA item **N1 Time Awake**. In the **CareTracker Restorative** area, you can now record observations that will be used to complete **P3 Nursing Rehabilitation/Restorative Care (P4 on the RCA)**. These items include ROM, splint or brace assistance, and Training or Skill practice in bed mobility, transfer, walking, dressing or grooming, eating or swallowing, amputation/prosthesis care, communication and Other.



The new items are identified by easy-to-recognize icons (like the one on the left) that you click or touch to display a set of MDS-related questions. Choose the question that you want to answer, like **Minutes of Active ROM?** and then record your observations on the 10-key pad.

Minutes of Active ROM?			?
7	8	9	
4	5	6	Clear
1	2	3	Cancel
0	.		Ok

When you complete the resident's MDS or RCA through the HTS system, click the **CareTracker** buttons added to Sections N and P to import the tabulated responses from **CareTracker**.

*To add this capability to your CareTracker system, call Kris Stewart at HTS (207-474-7122). He will complete the set up for you.*

**CareTracker** provides information to MDS sections E, G, H, N and P. More than 60 HTS client facilities use **CareTracker** to document direct care and to help complete their MDS and RCA records. For more information contact Lynne Hammond at Hi-Tech, or go to [www.SeeCareTracker.com](http://www.SeeCareTracker.com).

- Right Resident
- Right Medication
- Right Dose
- Right Route
- Right Time

### Do You Get it Right?

Ensure the *5 Rights of Medication Administration* with the **iMAR** Electronic MAR System, which Hi-Tech now provides through our partnership with ExactMed Solutions. To learn more, go to [www.hi-techsoftware.com](http://www.hi-techsoftware.com) to read about how *The Maples at Har-Ber Meadows* has used **iMAR** to improve med passes and staff morale, and to avoid citations for med errors on three state surveys since 2005. To schedule a demo at your facility, contact Lynne Hammond at Hi-Tech Software.

### Dates to Remember

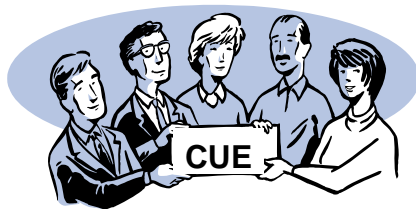
- Thanksgiving, Thursday  
November 22, **HTS Closed**
- Christmas Eve, Monday  
December 24, **HTS Open**
- Christmas, Tuesday  
December 25, **HTS Closed**
- New Year's Eve, Monday  
December 31, **HTS Open**
- New Year's Day, Tuesday  
January 1, **HTS Closed**

### Inside this issue:

HTS CUE Team MDS Submissions Creative Imaging	2
New Support Staff Happy Thoughts New Clients Client Awards	3
Clinical Assessments New Secure Notes MDS 3.0 Scheduled RCA Submission	4-5
MaineCare Medicare Coming Soon from HTS	6-7

### Do You Like to Win?

HTS will award L.L. Bean gift certificates to two readers who agree to receive the **HTS Express** by email rather than by snail-mail. See Page 2 for more info.



## HTS Forms CUE Team

HTS is looking for 10 strong users of the Clinical Records System to participate in the Clinical Users Enhancement (CUE) Team. The CUE Team will provide vision and insight about how HTS can continue to enhance our Clinical programs. HTS will ask the CUE Team to react to new programs and program changes before we make them available to all our users. We

will contact CUE Team members by email, the phone, and an occasional online meeting. We do not intend this to be a time-consuming responsibility, and we will ask for your reactions only a few times each year.

Our next focus will be on E-Charting and Electronic Medical Records (EMR) applications. We will look for your expertise as we develop these applications.

If you believe that you would be a strong contributor, and you would like to participate on the first CUE Team, find an application on our **website** or attached to the email that we sent the week of November 19. Or email [marti@hi-techsoftware.com](mailto:marti@hi-techsoftware.com) and ask for a copy.

### Do You Want to Buy or Sell a Facility?

HTS has many contacts in long term care. We often know owners who want to sell a facility, and we know individuals and groups who want to buy facilities. If you contact Lynne at Hi-Tech, she can put you in touch with each other.

### Creative Imaging Next Group Run

The next group run order will close December 1 and ship on January 14. Even if you miss the deadline, contact Dana Wildes at [dwildes@creative-ig.com](mailto:dwildes@creative-ig.com), (207) 883-2999, (207) 807-6284 (cell), or toll free at (866) 370-2999 Ext. 112.

### CMS Requires Broadband for MDS Submissions

For MDS submission, CMS requires that you upgrade to high-speed, broadband connectivity with the AT&T Global Dialer Version 7. CMS requires this upgrade on a state-by-state basis as shown below. You may upgrade sooner; however, CMS can not provide you with assistance until your scheduled month.

For more information, refer to the email that HTS sent to our Clinical and MDS contacts on September 18. Or go to [www.QTSO.com](http://www.QTSO.com) > [MDCN Information](#).

July 07	Sept 07	Oct 07	Nov 07	Jan 08
PA	TX	ME	FL	NC
	VT	MA		NH

### No More Support for Windows 98 or ME

HTS no longer supports Windows 98 or ME. Any PC that runs HTS applications must be at Windows 2000, XP or Vista.

### Win an L.L. Bean Gift Certificate

Many *HTS Express* readers have received a color copy of this issue by email, rather than a black-and-white paper copy by "snail mail." In appreciation, HTS entered each email recipient in our monthly drawings for **\$25 L.L. Bean** gift certificates. So far we have three winners:

- **August:** Cindy Jones, Gilbert Manor, Gardiner, ME
- **September:** Michelle Korbet, NFI North, Contoocook, NH
- **October:** Dianne Terry, Tall Pines, Belfast, ME

To be eligible for our November and December drawings, and to change from paper to email, send your email address to:

[sharon@hi-techsoftware.com](mailto:sharon@hi-techsoftware.com).

Include your name and the facility name on the mailing label of this *HTS Express*.





### Kathy Pierce Joins Hi-Tech Software Support Team

Kathy comes to Hi-Tech from a client facility where she worked for more than 10 years in Human Resources. She has used various HTS applications since 1989.

Kathy obtained an Associates Degree in Secretarial Science (Medical) at Kennebec Valley Community College in 1986.

Originally from Moscow, Maine, Kathy lives in Madison with her cat, Rainbow.

### Clients Share Happy Thoughts

Alicia Nichols, who joined the HTS Support Team in May 2007, is earning much praise from our clients. Marcia, an American Health Care consultant for the Pines, would love to steal Alicia for her own support team. Marcia says of Alicia, "She may not know the answer, but she makes you feel like she will find the answer for you." And then she does!

Our clients are also very pleased with the changes we made to the print format of the MDS, RCA and Care Plans. The printed MDS now looks just like the CMS forms. The care plans have a "graphical" look that is easier to read.

### HTS Welcomes New Clients

**Eagle Landing Residential Care Homes**, Westbrook, ME: *Resident Billing and Clinical Records System for Residential Care* for five Maine Residential Care facilities: **Snow Pond** of Oakland, **Gray Manor** of Gray, **Dolley Farms** and **Rocky Hill** of Westbrook, and **Somerset Residential** of Madison.

**Sonterra Health Center**, San Antonio, TX: *Resident Billing, Clinical Records System for Nursing, Accounts Payable, General Ledger, Payroll—GL Interface, Trust and Therapy Time System.*

**North Street Residential** of Calais, ME: *Clinical Records System for Residential Care.*

### Current Clients Add Capability

**Coastal Manor**, Yarmouth, ME: *Resident Billing*

**The Manor**, Morrisville, VT: *CareTracker Interface*

**Courville at Nashua**, Nashua, NH: *Therapy Interface*

**Northern Maine General Hospital**, Eagle Lake, ME: *MDS Data Conflict Checking*

**High View Manor**, Madawaska, ME: *Therapy Time System*

**The Morrison Nursing Home**, Whitefield, NH: *Payroll*

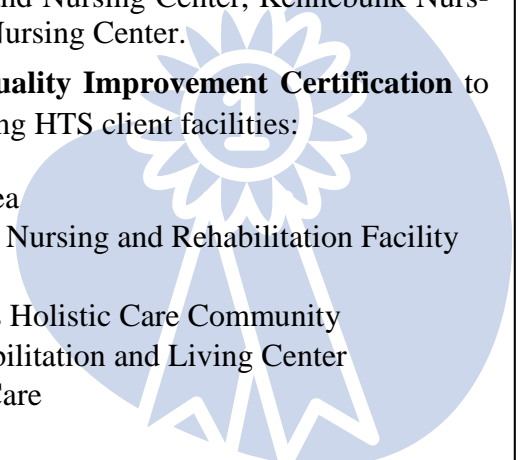
### AHCA and MHCA Recognize Quality in Maine Long-term Care Facilities

American Health Care Association (AHCA) has awarded 2007 **Quality Awards** to the following HTS client facilities: Augusta Rehabilitation Center, Brentwood Rehabilitation and Nursing Center, Kennebunk Nursing and Rehabilitation Center, Westgate Manor, and Winship Green Nursing Center.

The Maine Health Care Association has now awarded the **MHCA Quality Improvement Certification** to more than 50 facilities. Since July 2007, recipients include the following HTS client facilities:

The Alzheimer's Care Center – MaineGeneral  
Caribou Rehab and Nursing Center  
Charles A. Dean Memorial Nursing Home  
Clover Manor  
Coastal Manor  
Coves Edge  
Dexter Health Care

Falmouth by the Sea  
Greenwood Center Nursing and Rehabilitation Facility  
Hawthorne House  
Mount St. Joseph's Holistic Care Community  
Russell Park Rehabilitation and Living Center  
Stillwater Health Care



# Clinical News

## Clinical Assessments Reveal Risk Levels and Trends

You can now complete Resident Clinical Assessments by choosing **07 Clinical: Nursing** or **13 Clinical: Residential Care > 01 Resident Records > 11 Resident Clinical Assessments**.

The assessment module includes a library of assessment areas (listed on the right). Each area includes a set of criteria, and each criteria includes a standard set of responses, each with a score. When you assess a resident for a specific area, the program adds the scores of all your responses and assigns a total score, which you can compare to a score range that indicates the level of risk or acuity. See this illustrated on the **Risk for Falls** sample assessment below.

- Risk for Falls
- Bowel/Bladder Training
- Risk for Dehydration
- Contracture Risk
- Nutritional Risk
- Skin Risk

**Edit Resident Clinical Assessments** maintains a history of assessments in each area. The printed form, like the one shown below, will print up to five assessments completed within the date range that you provide, allowing you to look for trends and changes.

You can edit the assessment library to meet the needs of your residents. For more information read the W7.08 Release Update Memo, or see Chapter 3.1 in the Clinical Records System Users Manual.

Risk for Falls											
HI-TECH NURSING & REHAB											
00 - 06 Resident is low risk 07 - 18 Resident is high risk-Follow falls protocol, document in CP					Total Score:		11	10	09	07	02
					Note:						
					Date	Date	Date	Date	Date		
Criteria	(00) Intact	(01) Mild / Moderate Impairment	(02) Severe Impairment		08/01/2007	08/10/2007	08/21/2007	09/10/2007	10/22/2007		
Cognitive Status					01	00	00	00	00		
General Health	(00) Stable	(01) Declining	(02) Terminal / Failure to Thrive		00	00	00	00	00		
Mobility	(00) Independent	(01) With Assist	(02) Immobile		01	01	01	01	00		
Transfer Ability	(00) Independent	(01) Minimum Assist	(02) Maximum Assist		01	01	01	00	00		
Weight Bearing Status	(00) Full Weight Bearing	(01) Partial Weight Bearing	(02) Non-Weight Bearing		01	01	01	01	00		
Appliance in use at this time	(00) No equipment needed	(02) Leg brace, w/c, walker, cane, g/c			02	02	02	02	00		
Vision	(00) Good	(01) Wears glasses / contact lenses	(02) Poor / Blind		01	01	01	01	01		
Incontinence	(00) Never	(01) Less than daily	(02) Daily		01	01	01	00	00		

Resident: BRYANT, MARGARET	Unit: 0010 Primary	Room / Bed: 034 / 1	Physician: PRINCE, DANIEL	Medical Record No.: 1301	Page: 01 of 02
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**New Client Prompts New Program**

Our users at **The Nursing Center at Oak Summit** in Winston-Salem, North Carolina, requested that HTS enhance the **Resident Multi-disciplinary Notes** program to restrict changes in recorded notes.

HTS will provide the new **Resident Secure Notes** programs to all Clinical System users in a future update.

Thank you, *Oak Summit*, for helping us continue to enhance the Clinical System for all our users.

**CMS Schedules MDS 3.0 for 2009**

CMS plans to implement the MDS 3.0 on *October 1, 2009*.

This sounds like the distant future; however, our experience with the conversion of the MDS+ to the MDS 2.0 (way back in the 1990s) reminds us that it is a lengthy process of programming, testing, training and communicating with our client facilities. We will keep you informed of our progress and let you know how to prepare for the transition.

- 1. TIME 2. ERROR 3. OUTCOMES
- 4. MINIMUM 5. INSURANCE
- 6. LEGIBILITY 7. ACCREDITING
- 8. PATIENT SAFETY
- 9. REIMBURSEMENT
- 10. HEALTHCARE STAFF



**Unscramble Clinical Care Documentation**

You can print just this page and complete the word scramble. To assist you with the challenge, HTS has provided the first letter in each solution. See full solutions below.

1. TIEM T \_\_\_  
A key element that should be included in every chart entry.
2. RROER E \_\_\_\_\_  
When this happens, careful charting should show the exact nature of it and what was done about it.
3. OCOTSUME O \_\_\_\_\_  
Always document these.
4. IUMMNIM M \_\_\_\_\_  
The M in MDS, the data set required for long term care.
5. NIURANECS I \_\_\_\_\_  
Depends on clinical record information to justify reimbursement.
6. TILELBYGII L \_\_\_\_\_  
One key characteristics that all clinical records should have.
7. ENDCATIRICG A \_\_\_\_\_  
An entity that uses clinical records to measure quality of care.
8. EATTPITENFASY P \_\_\_\_\_ S \_\_\_\_\_  
A recent health care issue that caused changes in documentation requirements (2 words)
9. MSEERNMRETBUI R \_\_\_\_\_  
One important health care issue affecting documentation.
10. EREFASHLHCAFTTA H \_\_\_\_\_ S \_\_\_\_\_  
Depends on information in the clinical record to justify care (2 words).

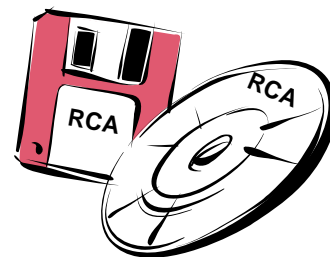
Used with permission from [www.nurselearn.com](http://www.nurselearn.com), where more games are available for your learning and enjoyment.

**Submit RCAs on Diskette or CD**

Kerry Ann Sullivan of the Muskie Institute informed HTS that Residential Care facilities can submit RCA records on diskette or CD.

Using CDs might eliminate the issue with blank diskettes being received by Muskie. Also, many new PCs no longer include a 3.5" diskette drive unless you order and pay for one.

If you want to change from diskette to CD submission, please contact HTS for more information.



# Billing News

## MaineCare Adds Void Functionality to MeCMS

In October, the Office of MaineCare Services (OMS) introduced the *Void Functionality* process for voiding claims and resubmitting incorrectly paid claims, as a work-around for adjustments. OMS urged providers to attend training workshops on the process. These were held throughout the state during the month of October.

According to the MaineCare Services publication *MaineCare Matters 1*, August 27, 2007: "A general rule of thumb will be if providers' claims are paying correctly, then a void followed by a re-bill should result in a proper payment. Please be aware that in situations where claims that are not paying correctly due to issues such as inaccurate co-pays, certain limit problems, modifier, etc., you should not attempt to void and re-bill these claims. If re-billed, the new claims would encounter the same issue(s)"

***Please contact MaineCare if you have questions about when to void a claim.***

You can submit voided claims through the HTS Resident Billing system by doing the following:

1. Select the claim to be voided.
2. At FLN 4 Type of Bill, make the last digit 8 (ex: 638).
3. At FLN 64 Reference Number, enter the TCN
4. Make any additional edits.
5. Create and send the electronic file.

## Medicare Co-Pay to Increase

Effective January 1, 2008 the Medicare Co-Pay will increase to \$128.00. *After* you process December 2007 Medicare A claims, enter the new rate in the company header. Select **01 Resident Accounting > 10 Profile Maintenance > 01 Edit Company Header >**

CO INS Room Rate	128.00
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## Review Medicare B Fee Schedule

HTS provides the new Medicare B Fee schedule once a year after CMS makes it available. After you download the new file from our website, you must review the HCPCs codes that you use and verify the following:

- 1) The codes you use are still active.
- 2) The descriptions you use are correct.
- 3) Each code is correctly coded as time or service based.

## HTS to Remove UB92 Options

Hi-Tech believes that all insurance carriers now accept UB04 (paper) claims. Our clients should use the UB04 for all claims.

The UB form is for paper submission only and does not affect the electronic claims file. The electronic claims file is the same regardless of which paper form you use.

HTS will remove UB92 billing capabilities in the next update to our billing applications. If you have NOT changed from the UB92 to the UB04, and you believe that you cannot make this change, please contact the your insurance carrier(s) for verification.

If you must continue to use a UB92 paper claim for any insurance, please contact Hi-Tech as soon as possible.

The UB form differences are not related to whether you use an NPI or Legacy [provider] number in the electronic file.

## Check Status of MaineCare Claims

To check the status of MaineCare claims on the state portal, go to the following URL.

[www.maine.gov/dhhs/bms/member/innerthird/temp\\_prov\\_portal.htm](http://www.maine.gov/dhhs/bms/member/innerthird/temp_prov_portal.htm)

## Temporary Provider Portal Solution for Claims

[Temporary Provider Portal Solution for Claims](#)

[User's Manual](#)

[\(Instruction Manual.doc\)](#)

Just like HTS, DHHS wants you to first read the instructions. Click [Instruction Manual.doc](#) to learn how to create your account, install the software, and check your claims.

**Did You Know?**

You can import cash receipts electronically through the **Enter Cash Receipts** program. If you are not using this feature, and you would like to, please schedule a training session with an HTS Product Trainer.

In 2008, HTS will enhance the cash receipts program to save the Transaction Control Number (TCN) with the cash receipts imported electronically.

- MCR Electronic Remit
- MCD Electronic Remit.

**NGS Revises Bulletin Process**

In a *Medimessage* dated 6/29/2007, National Government Services (NGS) announced the following changes in the bulletin content and distribution process that would take place in August 2007.

“A listing of posted articles will be sent via the listserv and will not include the entire contents of the communication/instruction; however, a link will be included in the listserv message to our Web site where you can view the entire article.”

“We will continue to include the Change Request number with the article so that providers will have a reference point available. Providers can continue to review Change Requests by referring to the following CMS link,”

[www.cms.hhs.gov/MLNMMattersArticles/](http://www.cms.hhs.gov/MLNMMattersArticles/)

“This web page also includes the coinciding MLN article, as well as any updated information pertaining to the instruction.”

**Resident Billing Word Search**

N A S E H N S K Y E L B D O I  
 J P S I T E H R Y A N I D N M  
 P D P S G A A X I K A U S I R  
 F A Y R E L V C T C R U P E T  
 A S A V L S R I I T R V D S N  
 T H T I Y E S D R A L I T M E  
 C R C G M O E M N P V Z Y C M  
 Z N E M T M Y C E O J X F U Y  
 A E O P U F E V R N M Z L Y A  
 X C T K K N D P X N T T Z Z P  
 R E I M B U R S E M E N T M I  
 E Z B F V G P T Z R D C H Z Y  
 U E Q E R A C I D E M E R E W  
 V A O V Y X A D E Z W T G E G  
 S U S N E C W D Y X G E Q V S

ANCILLARY	COMMERCIAL	PAYMENT
ASSESSMENT	HIPAA	PPS
CENSUS	INSURANCE	PRIVATE
CHARGES	MEDICAID	PROVIDER
CMS	MEDICARE	REIMBURSEMENT

**Coming Soon from Hi-Tech**

The Hi-Tech programming staff is working on several enhancements to our Financial applications, which we will provide in future updates.

In the **General Ledger** System, you will be able to print financial reports in a “presentation format”. This format will use fonts and layouts that are more “graphical”, easier to read and more suitable for your bank, board of directors and other interested persons.

Future changes in the **Resident Accounting** System will allow you to do the following:

- Select multiple insurances for aging reports.
- Select an individual resident for the census from history and for multiple insurances.
- Write off ancillary charges for commercial insurances.
- Use RUG scores and rates to bill commercial insurances.
- Use the Medicare assessment schedule for any insurance.
- Select and bill multiple commercial insurances.

## Hi-Tech Staff

Rick Anzelc—President/Systems Analyst  
Sharon Worthley—Admin. Asst./Client Support  
Marti McFadden—Documenter/Newsletter Editor  
Claire Bourque—Product Training/Consultant  
Jeff Hadley—Director of Support Services  
Lynne Hammond—Director of Marketing & Sales  
Connie Harmon—Product Training/Consultant  
Jackie Locke—Programmer/Client Support  
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Kathy Pierce — Client Support

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Or email comments to:  
marti@hi-techsoftware.com  
We will edit letters for clarity  
and space.

**You can send *new* support related issues to HTS at: [support@hi-techsoftware.com](mailto:support@hi-techsoftware.com)**

Several support people receive emails to this address. Emails sent to individuals might not be read if that person is out of the office. If you fax an issue to Phone Support, follow up with a phone call to provide additional information, and so your issue is logged in the order received.



**25 Years  
Uniquely Focused  
on Long Term Care**

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