

HTS Express

Hi-Tech Software, Inc. ■ *Uniquely Focused on Long Term Care*

Fall 2008



HTS Recognizes Longevity in our Staff and Clients

In November, our Administrative Assistant, Sharon Worthley, will celebrate 20 years with Hi-Tech Software. We value Sharon's commitment to Hi-Tech and the excellent rapport that she so easily develops with our clients. She readily admits that she considers our clients to be her friends. In her own words:

"It is a pleasure to come to work every day, especially because I speak to different people from different states. Many of you have been HTS clients for as long as, or longer than I have, and I like to think that we grew up together. As HTS continues to acquire new clients, I continue to gain many new friends!"

We also want to recognize clients who have been with us for at least as long as Sharon. Listed below are HTS clients of 20 or more years, and see Page 3 for Testimonials provided by individual users who have been with us for many years.

Maine

Affiliated Fiscal Consultants, Rockland
 Andrews Accounting, Skowhegan
 Atlantic Rehab, Calais
 Auburn Residential Care, Auburn
 Barron Center, Portland
 Borderview Rehabilitation, Van Buren
 Camden Health Center, Camden
 Cedars Nursing Care Center, Portland
 Clover Health Care, Auburn
 Colonial Health Care, Lincoln
 Continuum Health Services, Lewiston
 Dexter Health Care, Dexter
 Eastport Nursing Home, Eastport
 Evergreen Manor, Saco
 Falmouth by the Sea, Falmouth
 First Atlantic Corporation, Portland
 Gardiner Nursing Home, Houlton
 Greenwood Center, Sanford
 High View Manor, Madawaska
 Ledgeview Living Center, West Paris
 Market Square Health Care, South Paris

Mount St. Joseph, Waterville
 Portland Ctr for Assisted Living, Portland
 Redington-Fairview Hospital, Skowhegan
 Schooner Estates, Auburn
 Somerset Rehab & Living Ctr, Bingham
 South Portland Nursing Home, So. Portland
 St. Andre Health Care Facility, Biddeford
 Stillwater Health Care, Bangor
 The Knox Center, Rockland
 The Lamp, Lisbon
 Varney Crossing, North Berwick
 Victorian Villa, Canton
 Woodlawn Rehab & Nursing, Skowhegan

New Hampshire

Edgewood Center, Portsmouth
 The Morrison Nursing Home, Whitefield

Vermont

Brookside NH, White River Junction
 Holiday House, St. Albans
 Newport Health Care Center, Newport

Several HTS employees are not far behind this 20 year anniversary. One-third of our staff has been with HTS for more than 15 years, and half of us have been here for more than 10 years. Our combined experience in long-term care is one of Hi-Tech Software's greatest assets. See how long your favorite staffer has been with us at www.Hi-TechSoftware.com > *HTS Clients* > *About Us* > The HTS Staff. ■

Speaking of longevity, according to the World Health Organization, life expectancy in the US is now more than 78 years. (Factoid courtesy of MHCA E-News).

Dates to Remember

Daylight Saving Time Ends

Sunday, November 2
 Set clocks *back* one hour

Election Day **VOTE!**

Tuesday, November 4

Veterans Day (HTS open)

Tuesday, November 11

Thanksgiving (HTS closed)

Thursday, November 27

Christmas Eve (Closed at noon)


Wednesday, December 24

Christmas (HTS closed)

Thursday, December 25

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Find the blue swoosh  hiding in this issue. Email marti@hi-techsoftware.com. Tell her where you found it. She will enter the first 10 responders in a drawing for a \$25 L.L Bean gift certificate.

Hi-Tech Welcomes New Clients

Exception Billing

Choices, Corinth, ME
 Holy Cross Foster Home, Van Buren, ME
 Mountain Vista, Franklin, ME
 Parent Waiver Home, Van Buren, ME
 Peg Tardif, Buxton, ME
 S & S Parent Home, Van Buren, ME
 Sis & Don's Foster Home, Van Buren, ME
 The Grace Home, Harrington, ME

Clinical Record System for Residential Care and Assisted Living

Captain Lewis Residence, Farmingdale, ME
 Mountain Vista, Franklin, ME
 Osher Inn, Portland, Me
 The Grace Home, Harrington, ME

Vermont Residential Care and Assisted Living

Brownway Residence, Enosburg Falls, VT
 Country Village Community Care Home,
 Bellows Falls, VT

Current Clients Add Capability

Resident Accounting

Fieldstone Manor, Brewer, ME
 Lakewood AFCH, Ellsworth, ME
 Freese's Assisted Living, Bangor, ME
 Merry Gardens, Camden, Millinocket, ME
 Stearns Assisted Living, Millinocket, ME

General Ledger & Accounts Payable

Woodlands, Rockland, ME

Fixed Assets & Outstanding Check List

Woodlands, Waterville, ME

Clinical Record System for Residential Care and Assisted Living

St. Remie's, Van Buren, ME

Therapy Interface

Durgin Pines, Kittery, ME
 Warde Health Center, Windham, NH

CareTracker Interface

St. Andrews Village, Boothbay Harbor, ME

MealTracker Interface

Vermont Veterans Home, Bennington, VT

DartChart Interface

Gray Birch, Augusta, ME

Associations Award Quality and Excellence

AHCA has awarded these HTS client facilities the *Step 1 Quality Award* for 2008.

- Eastside Rehabilitation & Living Center, Bangor ME
- Norway Rehabilitation & Living Center, Norway ME
- The Courville at Nashua, Nashua NH

Maine Health Care Association (MHCA) has awarded the following caregivers the *Excellence in Caregiving Award*

- Joan Anderson, RN, Greenwood Ctr. Nursing Home
- Lori Doughty, CNA, Gray Birch
- Vicki Dyer, LPN, Lakewood Continuing Care
- Peter Landry, CNA, Newton Ctr for Nursing & Rehab
- Debra Leslie, CNA/M, Hawthorne House
- Gena Reed, CNA, Winship Green
- Mary Sandelin, PCA/CNA, Dionne Commons
- Christine M. Tripp, RN, Ross Manor
- Judy Varnum LPN, Brewer Rehab & Living Center
- Brian White, CNA, Stillwater Health Care
- Jody Wildes, CNA, Charles A. Dean

MHCA has announced winners of *Mike McNeil Scholarships*. Those listed below are employees of HTS client facilities:

- Jennifer Sherman, CNA/Med Tech, Brentwood Rehab
- Denisse Fitzgerald, Med Tech, Durgin Pines
- Denise Corriveau, CNA, Mercy Home
- Evelyn Lumbert, Office Manager, Northland Living Ctr.
- Pamela Bamford, Brentwood Rehab
- Maria Dingley, Market Square Health Care

The New Hampshire DHHS presented *Quality of Life Awards* to Edgewood Centre of Portsmouth and Mount Carmel Rehab and Nursing Center of Manchester. ■

Is your CNA the *Nursing Assistant of the Year*?

Resource Systems CareTracker and The American Association of Nurse Assessment Coordinators (AANAC) have developed the *Nursing Assistant of the Year Scholarship Program* to award a \$5000 and two \$500 scholarships. Facilities from which finalists are chosen will receive a donation for training and continuing education. Learn more and nominate someone at www.NAScholarship.com or contact Lisa Hillis at (800) 338-3681 or lhillis@resourcesystems.net. ■

Long Term Users Testify about Hi-Tech

Helen Fortin, High View Manor, Madawaska, ME:

"I'd like to mention what a great company Hi-tech is. I've had the pleasure to work with all the support staff for well over 15 years. They are ALL GREAT and wonderful, always so helpful and dependable. My experience has all been very positive."

Nola Sirois, Forest Hill Manor, Fort Kent, ME:

"I've used Hi-Tech Software long term care applications for a total of 16 years. I began [apprehensively] in 1992 but quickly felt very comfortable.... All is menu driven and easy to follow.

What has always been most impressive for me is the phone support. The staff is very pleasant, knowledgeable and extremely helpful. Over these 16 years, many changes have occurred in the long term care industry. HTS has stayed right on task with all these changes, never slowing us down from doing our work."

Diane Bernier, Oddfellows' and Rebekahs' Home of Maine, Auburn, ME:

The Hi-Tech Software system has been in my life for 20 years. The system is so easy to understand and learn, I couldn't imagine using anything else. I have a few friends who have used other products...and they all prefer Hi-Tech.

Hi-Tech Golf Team Finishes 1st Net

This year Hi-Tech tried something new for the Maine Health Care Association Annual Golf Tournament—we held a drawing for the positions on our golf team. The results were successful with the Hi-Tech team finishing 1st Net with the highest total score minus strokes based on the team's handicap. Team member, Chas Blalack, won the longest drive competition. Our team included:

- Rick Anzenc, President, Hi-Tech Software
- Chas Blalack, Managing Partner Continuum Care Holdings, Westport, CT
- John Bolduc, Administrator, Odd Fellows Home, Auburn, ME
- Deb Poulton, Deputy Directory Eastern Area Agency on Aging, Bangor, ME

Each team member received a \$125 gift certificate to the Samoset Golf Pro-Shop.

More Clients' Happy Thoughts

Connie Harmon encouraged Laurie at Mt. St. Joseph (Waterville, ME) to use the Medicaid/Medicare 835 Upload. Laurie used it one time and now she LOVES it! Sharon Wladkowski of The Manor (Morrisville, VT) emailed these comments after HTS helped her with a payroll tax problem...*"Having worked for a software company, I realize this is service way above the 'norm' – in fact, I'd call it extreme. You are all great."*

Our GoToAssist Survey logs also yield Happy Thoughts: *"Kris, you are an inspiration to us all"*

"Thank you, Alicia! She has a wonderful personality. If she needs to verify something she calls back promptly."

"Jeff was wonderful. He solved my problem and I was able to process payroll!"

"Claire is always professional and knowledgeable! Makes you feel at ease asking for help! As always it was a wonderful experience!"

"Ed is really great; always a good experience with him."

"Rachael was extremely helpful with our billing issues Thank you Rachael...as usual, great work."

"Kathy is Great! Kathy assisted me in setting up for CD Submission. She was very knowledgeable and explained the procedure very well. Excellent Customer service."

"Our experiences have always been positive. We feel Hi-Tech is our life line."

The table below summarizes our clients' reactions to support provided through GoToAssist:

	😊 Positive	😐 Neutral	😞 Negative
July 08	99.1%	.9%	0%
Aug 08	89.66%	10.34%	0%
Sept 08	99.12%	.88%	0%

Congratulations, Rachael!

Rachael Murphy of HTS Client Support, welcomed Benjamin into the world on September 19. He weighed 8 pounds 1 ounce and was 21-½ inches long.

We look forward to Rachael's part-time return to our Support Team in early November.



Clinical Systems News

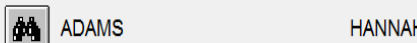

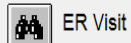
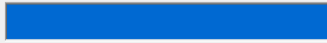
Record ER Visits through Activities

In the Clinical Records System the **Documentation** menu provides the **Activities** choices shown on the right. *The next System Release will rename this module to **Activities/Events*** because you can also use these choices to record events other than Activities, such as ER visits. First, choose **Libraries > Documentation > Activities Library** and build library records for the events that you want to track, such as ER Visit. Then use **Edit Detail by Resident** to record a resident's visit to the ER as on this sample screen:

Edit Detail by Resident

Edit Detail by Activity

Print Activity Report

Edit Activity Detail by Resident	
Resident ID	1132 
Date	10/17/2008
Time	
Activity ID	0015 
Length	02:15
Instructor	
	<input checked="" type="checkbox"/> Participated
Comments	Fell and sprained wrist.

Print Activity Report and list just the ER Visit records for a specific date range, as show below:

DATE: 10/17/2008	RESIDENT ACTIVITIES REPORT				HT
ID	NAME	DATE	TIME	ACTIVITY	
1132	ADAMS HANNAH	10/17/2008	12:39	0015 ER Visit	Fell and sprained wrist.
1314	ALLEN IRENE	10/19/2008	13:45	0015 ER Visit	chest pains
1476	AKERS HENRY	10/18/2008	13:44	0015 ER Visit	UTI

Residential Care Should Submit RCAs on CDs

Our Residential Care facilities that submit RCA records on CD are happy with the change from diskette to CD submission. CDs are much less susceptible to accidental erasure and damage while going through the US postal system, and facilities no longer need to resubmit records that get "lost" on the way to Muskie Institute.

Hi-Tech would like *all* our clients to change to CD submissions, and we will no longer provide diskettes. Instead, in December 2008, we will send our Maine residential care clients 15 writable CDs (CD-R) to use for RCA submissions in 2009. (We will send 15 more in December 2009.) If you need more than 15 CDs per year, you can purchase them at any office supply store. Be sure you buy *CD-R* type CDs.

We will *not* automatically include mailers, however, you can request that we send you recycled mailers. These still have the original postage and address labels on them, and you must peel off, cross out or otherwise cover up this old information before you mail your CD.

- If you want to receive CDs from us, do nothing. You will receive your supply before the end of the year.
- If you want to receive our recycled mailers, please email Sharon@hi-techsoftware.com. We will send 15 used mailers with CDs before the end of the year.
- If you want to *continue using diskettes*, you must purchase them at any office supply store.

Note: Many new computers do not include a diskette drive. Older computers might not include a writeable CD drive, but you can have one installed. ■

Hi-Tech Interfaces to MealTracker

Several Hi-Tech clients use the **MealTracker®** dietary software. Hi-Tech has created an interface from our Census and Face Sheet programs that transfers resident demographic information into MealTracker.

MealTracker eliminates diet card interpretation problems and keeps the decision-making process in the diet office. It takes all detailed resident specific information (diet, consistency, likes, dislikes, special requests, etc.) and compares it to your specific cycle menu to make individualized selections for each resident.

Learn more at www.mealtracker.com. Call Lynne at Hi-Tech Software for more information on the interface from HTS to MealTracker. ■



Hi-Tech to Launch View Medical Record

View Medical Record (VMR) provides a “bird’s eye view” of the information you need to manage your residents’ quality of care. Available through our **Clinical Records Systems**, VMR accesses a resident’s electronic chart from a single screen.

When you select a resident, the Demographics screen displays a button panel like the one on the right. The choices represent details that you have recorded through the Hi-Tech Clinical and Resident Accounting programs. The more complete the record, the more valuable the electronic chart will be. Click the topic that you want to view. ■

Demographics
Contacts
Insurance
Stay Detail
Clinical Data
Assessment Detail
Order Detail
Care Plan
Calendar
Inoculation Detail
Therapy Detail
Activity / Event Detail
Documents
Notes

Hi-Tech to Provide VT Resident Assessment

The State of Vermont has developed a Resident Assessment form for its Residential Care and Assisted Living facilities. This form is very similar to the MDS 2.0 and the MDS-RCA used by Maine residential care and assisted living.

Hi-Tech will integrate the Vermont Resident Assessment form into our **Clinical Records System for Residential Care and Assisted Living**, which provides comprehensive electronic medical record capabilities.

Learn more at www.Hi-TechSoftware.com. Click **Vermont Residential Care**. ■

Tips to Avoid Survey Citations

Tip: Correctly assess and care plan Continence Status and individual void pattern

How: • **QI/QA/Survey Reports > Quality Assurance > MDS:** List residents with specific responses in Section H. Continence.

- **Documentation > Clinical Assessments > Edit Assessment > Bowel and Bladder Training Assessment.**

Tip: When a resident returns to the facility after an incident, reassess the resident for risk of falls.

How: • **Reporting > MDS > Edit List > ☉ Most Recent Complete MDS > AA8a Reason = 7. Discharged Return Anticipated and 9. Reentry.**

- **Documentation > Clinical Assessments > Edit Assessment > Risk for Falls Assessment.**

Tip: When an indwelling catheter is removed, conduct an assessment and update the care plan.

How: • **QI/QA/Survey Reports > QA > MDS:** List residents with Indwelling Catheters (H3d = Yes) on current assessment as of Census Date used.

- **QA > Care Plans:** Review residents with problem numbers *69 Self Care deficit, 88 Urinary Elimination* and other problems in which indwelling catheters are included in approaches.

- **Libraries > Documentation > Clinical Asmnt:** Create a category for Indwelling Catheters. Then **Documentation > Clinical Assessments > Edit Assessments:** Create and maintain assessment record for residents with indwelling catheters. Print and review assessments for indwelling catheter category. ■

Add Default Assessment to Stay Table

To submit a Default Assessment RUG for payment, select **Resident Accounting > Billing > Preparation > Edit Stay Tables**. Select the resident and Medicare Stay Date. On Screen 2 click **Edit Assessments**. Enter the Assessment Date and Default RUG category. Complete AA8a and AA8b and click OK. The assessment will be listed under Current Assessments. ■

Texas Transitions from TILES to RUGs

By 11/30/08 Texas long term care facilities will have transitioned to a Medicaid reimbursement system based on 34 Resource Utilization Groups (RUGs).

Providers should monitor this process and future updates on the TMHP website at www.tmhp.com or www.dads.state.tx.us/providers/communications/index.cfm ■

Financial Systems News

Resident Trust Accounting & Survey Tips

The Hi-Tech **Resident Trust Accounting** System provides ways to implement survey tips issued in the MHCA *E-News*. These tips help to ensure a positive balance in residents' EOM account funds.

- Negative balances indicate that a resident has borrowed money from the fund (and other residents), which is prohibited under the "co-mingling" language. Verify that there are no negative balances.

Select **Reporting > Inquiry Reporting > End of Day Trial Balance**

- Verify interest was paid to residents with accounts over \$50 (required by regulation) and applied to each account as part of the monthly process.

Select **Trust Transactions > Create Interest Charges**. Apply interest or charges based on EOM Balances.

- Quarterly statements are required to be given to the resident, and some facilities ask the resident or responsible party for a signature indicating they agree with the balance.

Select **End of Quarter > Print Statements and Print Verification Letters**.

- Do you have a copy of the facility's surety bond, or proof of self-insurance on the security of all residents' personal funds deposited with the facility?

Verify that your paperwork is in order and select **Libraries > Facility > Accounting Profile > Screen 2 > Miscellaneous** options to enter your **Trust Surety Bond Amount**. The system will compare this amount to the total of the residents' trust accounts. When you print or display the EOM Trial Balance, a warning will be displayed if the surety bond amount is less than or within 10% of the actual balance in trust.

Select **Reporting > Inquiry Reporting > Specific Trust Detail** to list specific items such as interest recorded in the current calendar year.

Use **Trust Transactions > Enter Reoccurring Charges** to record and update standard monthly charges such as newspaper and cable. This eliminates the need to reenter the charges each month. ■

Connie's Corner

Medicare C / Medicare Advantage Plans

Some Medicare C/Medicare Advantage Plans base reimbursement on the Medicare RUG Categories and require facilities to follow the PPS Medicare MDS assessment schedule. Some plans also require pre-authorization.

On the **Edit Face Sheet Payer** screen under **Other Insurance** choose the items that help you to meet the requirements of the different plans.

NOTE: With the next System Release, this screen will include a check box for **Medicare C** so that the System can handle ancillary charges after covered room charges.

Use RUG Categories: if checked, will use the RUG Category from the completed Medicare assessment.

Use RUG Categories & Rates: if checked, will use the RUG Category and RUG Rates from the completed Medicare assessment.

With either of the above, also check **Use Medicare Asmnt Schedule** in the stay table.

If **Write off Ancillaries** is checked, the ancillary charges to the insurance ID number will automatically write off to contractual. **Cost Center 8, Item 119 must be coded to G/L**. The system will use this item to record the contractual adjustment when you automatically write off commercial, managed care or Medicare C/Advantage ancillaries.

Enter **Pre-Authorization #** so it will flow to the UB.

Enter **Per Diem Rate** that will be used as the contract rate in the Census program.

Enter the **Co-Ins Amount** for reference only. Actual co-insurance will be transferred upon the Medicare C/Medicare Advantage payment.

If a Payer requires a specialized **Room Revenue Code** enter it so it will pull to the UB.

Libraries > Face Sheet > Insurance: include Payer's address, contact, phone and fax numbers so this information will pull directly into the Face Sheet Payer screen when you select this payer.

Edit Face Sheet > Payer: to handle **Blue Cross** as an *Other Insurance*. Call HTS for assistance in renumbering Blue Cross to another number. ■



Release 8.08 Improves EOY Processes

Resident Accounting: will now post transactions to Resident Accounting EOY year rather than the GL Year.

General Ledger: EOY no longer depends on the completion of Resident Accounting Year end.

- New: **Budgeting > Maintenance > Copy Budget to New Year.**
- **Libraries > Chart of Accounts will Generate Financial/Stats** if you change account type, inactivate, reactivate, add or delete accounts. HTS-generated reports will recompile to include the changes.
- **End of Year > Open New Year will Generate Financial/Stats**, carry the inactive flag forward, and delete an account in the new year if it was inactive in the prior year, and if it has a zero balance.

Accounts Payable: Eliminated EOM and EOY steps. Reporting for those choices is on the **Reporting Menu**.

- Paid invoices will automatically roll into History.
- Removes Purchase and Payment History stats from the vendor file so do not need to be cleared at EOY.
- New: **Prepare 1099s > Extract 1099 Amount** reads all vendor payments for the specified calendar year and updates 1099 Amount in the vendor profile.
- Improved EOM Aging report to help tie out to GL.

Payroll: eliminated EOY processing menu.

- EOY Reporting is on the **Reporting** menu.
- At the end of the 4th quarter, setting up a new quarter will automatically set up the new year.
- When YTD stats are purged from the employee file, this no longer drops terminated employees. Instead, use **Utilities > Rebuilds > PRMASTER**.
- **Prepare W-2s** includes **Record 3rd Party Pay**. Use to adjust prior year employee balances.
- To replace eliminated EOY backup steps, setting up a new quarter now creates a backup.

Fixed Assets: Removed EOY. **Post Depreciation** for Period 12 will automatically-run **Purge YTD figures**.

We will post **EOY Steps** to our website in December. ■

Creative Imaging Sets Group Run Order Date

Monday, December 1 is the next group-run order close date. Delivery date is Monday, January 12. Contact: Dana Wildes at dwildes@creative-ig.com, 207-807-6284 (cell), or toll free at 866-370-2999. ■

MaineCare: You Must Submit Claims via FTP

By **December 5, 2008**, MaineCare providers who send claims by dial-up should change to high-speed (i.e. DSL) submission. This requires use of FTP software such as CoreFTP or FileZilla.

For more information, see the email dated October 22, 2008 from provider-bounces@informe.org.

If you have questions call 800-321-5557, option 9. ■

Medicare B Fee Schedule is Date Sensitive

Resident Accounting now supports *date-sensitive* Medicare B Fee schedules. As new schedules are added to the system, the ancillary charges Service Date will be used to determine the fee schedule to be used. ■

Vermont Medicaid Banner News

07/28/08: [Remittance Advice & Weekly Check Amounts Now Available on the Web](#)

Providers who submit electronic claims to Vermont Medicaid are required to obtain remittance advice (RA) by downloading it from the web. Paper RAs are available for a short period of time, and please verify that you can obtain your web RA before you discontinue the paper version. See mailed information that outlines the necessary steps for web RA functionality. If unable to access your web RA, contact the EDI Coordinator via email at vtedicoordinator@eds.com

09/17/08: [Medicare Crossover Requirements](#)

If you do not see Medicare/Vermont Medicaid crossover claims being automatically submitted to Vermont Medicaid, there may be an issue with the NPI numbers used to bill Medicare.

Submit the appropriate taxonomy codes to Medicare. Even though Medicare does not require or process taxonomy codes, Medicare claims should contain taxonomy codes for correct processing as crossovers to Vermont Medicaid. The most critical taxonomy code is the *group* taxonomy code and EDS recommends that providers enter their group taxonomy code wherever there is an option to enter a taxonomy.

Contact the EDS Provider Enrollment Help Desk at 802-879-4450, option# 4, to verify the NPI information registered with Vermont Medicaid. ■

HTS Staff

Rick Anzelc	President/Systems Analyst	rick@hi-techsoftware.com
Lynne Hammond	Director of Marketing/Sales	lynne@hi-techsoftware.com
Jeff Hadley	Director of Support Services	jeff@hi-techsoftware.com
Sharon Worthley	Administrative Assistant	sharon@hi-techsoftware.com
Gloria Collins	Accounting	gloria@hi-techsoftware.com
Claire Bourque	Product Training/Consultant	claire@hi-techsoftware.com
Connie Harmon	Product Training/Consultant	connie@hi-techsoftware.com
Kris Stewart	Product Training/Consultant	kris@hi-techsoftware.com
Jackie Locke	Programmer	jackie@hi-techsoftware.com
Ed Fowler	Quality Assurance	ed@hi-techsoftware.com
Rachael Murphy	Client Support	rachael@hi-techsoftware.com
Alicia Nichols	Client Support	alicia@hi-techsoftware.com
Kathy Pierce	Client Support	kathy@hi-techsoftware.com
Marti McFadden	Documenter, Newsletter Editor & Webmaster	marti@hi-techsoftware.com

Email *new* support-related issues to support@hi-techsoftware.com

Several support people receive emails to this address. If you fax an issue to HTS, please call to provide additional information, and Sharon will log your issue in the order received.

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The *HTS Express* is a publication of Hi-Tech Software, Inc.

Letters to the Editor:
Marti McFadden
Hi-Tech Software, Inc.
10 Silver Street
Skowhegan, ME 04976

marti@hi-techsoftware.com

We will edit letters for clarity and space.



Hi-Tech Software
10 Silver Street
Skowhegan, ME 04976

Phone: 207-474-7122
Fax: 207-474-7124
Email: support@hi-techsoftware.com
Read the HTS Express online at
www.hi-techsoftware.com > Newsletters

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