



More Hi-Tech Clients Are Adding IMAR

Nearly 30 Hi-Tech clients use the **IMAR Electronic Medication Administration System** to maintain residents' medication orders, administer meds, and interface to the pharmacy to order meds.

A "fast roaming" wireless network allows you to manage medications from a typical med cart equipped with a bar-code scanner and a laptop PC (see pictures on Page 5).

IMAR displays scheduled meds, tasks and treatments for the current med pass and indicates which orders are late or about to be late. A selected resident is identified by his or her photo.

IMAR warns you if you enter an order for a med that will cause an allergic reaction or react adversely to the resident's other medications. It also warns you if you scan the wrong medication or if there is no administration due at this time.

According to our trainers, Kris Stewart and Claire Bourque, new users are typically apprehensive about the transition to an electronic MAR system, but after using IMAR for a week, they claim they would never go back to paper MARs. ■

Hi-Tech Launches a New Support Call System

Hi-Tech's new Support Call System improves our ability to respond to your requests for assistance. Please help us make our new system more effective. When you contact us, please provide us with the following information:

- Your first and last names.
- Your facility name.
- The phone number and extension where you can be reached.
- The Hi-Tech application for which you need assistance (select from below).
- A brief description of what you need to resolve.
 - Resident Accounting
 - General Ledger
 - Account Payable
 - Payroll
 - Human Resources
 - Fixed Assets
 - Outstanding Checklist
 - Clinical Records for Nursing Care
 - Clinical Records for Res Care/Assisted Living
 - IMAR
 - Rehab Therapy
 - Respiratory Therapy
 - Resident Trust Accounting
 - Exception Billing
 - Resident Referral System

Example: Hello. This is Sally O'Malley from Hi-Tech Manor. I am using the Clinical Records for Nursing Care and I need help creating a new MDS 3.0. Please call me at 123-1234, extension 5. ■

Dates to Remember

Valentines Day: Tuesday, 2/14


President's Day: Monday, 2/20
HTS Open.

Daylight Savings Time begins:
Saturday, 3/11

Spring begins: Tuesday, 3/20

Easter Sunday: 4/8

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Find the **Blue Swoosh**  hiding in this issue. Email marti@hi-techsoftware.com and 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 Clients Add Capability

Resident Accounting, General Ledger, Accounts Payable

Berkeley Retirement Home and Nursing Center, Lawrence, MA

Resident Accounting

Hunt Family Enterprises, Biddeford, ME

Rehab Therapy

Forest Hill Rehab and Skilled Nursing Center, Fort Kent, ME

IMAR Electronic Medication Administration

Caribou Nursing and Rehab, Caribou, ME
 Glenridge, Augusta, ME
 Graybirch, Augusta, ME
 Greenwood Center, Sanford, ME
 Island Nursing Home, Deer Isle, ME

Therapy Charges Interface

Caribou Nursing and Rehab, Caribou, ME

CareTracker Interface

Edgewood Center, Portsmouth, NH
 Quarry Hill, Camden, ME
 Pinewood, Farmington, ME

Development Team has Winning Tree

To celebrate the holiday season, each Hi-Tech Team chose a theme and decorated a Christmas tree. Although Santa and his Elf had a difficult time selecting their favorite, the Best Tree award went to our Development Team for its Snow Man and Fireplace ensemble, shown below.



Left to Right, back row: Santa Claus, Jackie Locke, Bill Spack; kneeling: Ed Fowler and Elf.

Happy Thoughts on Client Support

| GoToAssist Satisfaction Rates | Positive | Neutral | Negative |
|-------------------------------|----------|---------|----------|
| July–September 2011 | 94.94 | 5.06 | 0.0 |

Hi, **Alicia**, Just a follow up. Thank you for your help yesterday. Your customer support was excellent and allowed my day to be a successful one.

Claire is always very helpful!

Thank you so much, **Connie**, for your time in trying to set me up. You are a very caring person.

Deanne is a wonderful person to work with. She is so positive and not fearful of showing more creative ways of working with Hi-Tech. Thank you so much!

Great. Always a pleasure working with **Kris**.

Thanks [to] **Rachael**, she's great!!!

Thanks so much! You ROCK! Your **entire team** ROCKS! You guys are awesome and we so appreciate all of your hard work. We've had so many changes from our government and to add the conversion on top of it all is a lot to take on. You guys have been awesome through the entire process. Thanks!

Only one word for the **team**--AWESOME!!!



Help Hi-Tech Help You

- When you email or voice mail, include the name of your facility and a number where we can reach you.
- When you fax us something, call or email to let us know. We will enter your request into our call queue.
- We assign a Call ID# to each request for support. Provide us with this Call ID# if you fax something or call back about this same support issue.
- Email Support@Hi-TechSoftware.com rather than an individual. Several people will receive your request and respond as soon as possible.

Review our Webinar Schedule

View Webinar schedule at www.Hi-TechSoftware.com > **What's Happening**. We send invitations within two weeks of a Webinar. If you do not receive an invitation, request one at Webinars@Hi-TechSoftware.com.

Isaac Stone, RN, Joins Hi-Tech



Hi-Tech welcomes Isaac Stone as our new **Clinical Trainer and Consultant**.

Isaac came to Hi-Tech from a client facility where he worked as a Registered Nurse and Nurse Supervisor.

As an RN, Isaac will provide clinical expertise to the Hi-Tech Training, Support and Development Teams, as well as our clients.

Isaac has an Associate Degree in Nursing from Kennebec Valley Community College. He resides in Winslow, Maine with his wife and daughter. In his spare time, he likes to ski and hunt. ■

2012 Hi-Q Points Now Available

On January 1 your facility received its full allotment of Hi-Q Points to be used for training. You can also use any or your remaining points received in 2011.

Call Hi-Tech to schedule on-site or phone training on a specific application or topic.

- Phone training requires 1/2 Point per hour.
- On-site training requires 1 Point per hour, and no charge for our travel time. (Overnight expenses could be incurred.)
- Training in the Hi-Tech conference room requires 1 Point per hour.
- Special projects require 1 Point per hour.
- Webinars and workshops require *no* Points. ■

Hi-Tech to Exhibit at 2012 Conferences

North Carolina Health Care Facilities Association (NCHCFA) Expo at Booth 515
Raleigh Convention Center, Raleigh, NC
Tuesday, February 21, 10:30 am-4 pm

Indiana Health Care Association (IHCA) Expo
Indiana Convention Center, Indianapolis, IN
Wednesday, April 25, 10:30 am-1:30 pm.

Later in the year Hi-Tech will exhibit at the following:

New Hampshire Health Care Association (NHHCA)
Annual Convention and Trade Show, September 27.

Vermont Health Care Association (VTHCA). TBA

Maine Health Care Association (MHCA). October. ■

Health Care Observances

February

American Heart Month. Crossword Puzzle on page 5.

12-18: National Cardiovascular Professionals Week.

www.acp-online.org.

14-21: Alzheimers and Dementia Staff Education Week.

www.nccdp.org/staff-education-week.htm.

March

National Social Work Month. www.socialworkers.org

National Women's History Month.

<http://nwhp.org/whm/index.php>

4-12: Patient Safety Awareness Week.

www.nationalpatientsafetyfoundation.org/events-forums/patient-safety-awareness-week/

11-17: National Pulmonary Rehabilitation Week.

www.aacvpr.org/EventsEducation/CardiacPulmonaryRehabilitationWeeks/tabid/158/Default.aspx

19-23: Long Term Care Administrators Week.

www.achca.org

27th: American Diabetes Day. www.diabetes.org/in-my-community/programs/alert-day/

April

National Occupational Therapy Month

www.aota.org/Practitioners/Awareness/OT-Month/Awareness/Celebrate-OT.aspx

National Parkinson's Awareness Month.

www.parkinson.org

7th: World Health Day. www.who.int/world-health-day.

16th: National Healthcare Decisions Day.

www.nationalhealthcaredecisionsday.org.

9-13: National Patient Advocacy Week.

www.shca-aha.org/shca-aha/events/paweeek.html.

22-28: Administrative Professionals Week.

www.iaap-hq.org/events/apw.

Review all 2012 Health Care Observances at:

[www.ahcancal.org/news/Lists/2012 Health Observances/calendar.aspx](http://www.ahcancal.org/news/Lists/2012%20Health%20Observances/calendar.aspx) ■

Creative Imaging Sets Group Run Date

Order closes: March 1 **Delivery:** April 16

Contact Dana Wildes at dwildes@creative-ig.com

207-807-6284 (cell) or toll free: 866-370-2999.

See www.hi-techsoftware.com > About Us > Partners > [Creative Imaging Cooperative Buying Plan](#). ■

Clinical Systems News

HTS to Hold Clinical Users Workshops

On March 20-22, Hi-Tech will hold six workshops in Maine and Vermont to review existing and new EMR capabilities of the Clinical Records System.

The workshops will benefit Administrators who want their facility to use more Hi-Tech EMR features, and also staff who document residents' conditions and care.

There is no charge to attend this workshop. Register by February 29. Go to www.Hi-TechSoftware.com > Latest News > [Registration Form](#). ■

CMS Reminders about the MDS 3.0

Resident Interviews: During the January 19 *Skilled Nursing Facility Open Door Forum*, CMS reminded providers that they must complete the resident interview portions of the MDS 3.0 when a resident is capable of being interviewed.

Transition to Verizon: CMS is transitioning CMSNet connectivity from AT&T to Verizon through the first quarter of 2012 on a state-by-state basis as outlined in the CMSNet (Verizon) Migration Schedule for Providers on the QTSO website. You must stop submitting your MDS records via the AT&T Client within 30 days of your state's transition date. Please find the migration schedule and instructions for this transition at <https://www.qtso.com/cmsnet.html>. ■

Hi-Tech to Provide MDS Changes by April 1

With Release 12.03, scheduled for March, Hi-Tech will provide MDS form changes required on April 1. Also with Release 12.03, Hi-Tech will expand the options for maintaining electronic-only copies for the MDS 3.0.

V1.08 of the RAI Manual and Item Set that will be effective April 1, 2012 is available under Downloads on www.cms.gov/NursingHomeQualityInits/45_NHQIMDS30TraningMaterials.asp. ■

2012 QMs to be Based on MDS 3.0

On April 19, 2012, Quality Measures based on the MDS 3.0 will be publicized on the Nursing Home Compare website at www.medicare.gov/NHCompare.

In February, the final QMs will be determined, and in April CMS will decide which QMs will be used for the 5-Star Rating System. ■

Do You Know These Release 11.12 Features?

Edit Medical Record

- To protect against loss of residents' records, Hi-Tech has restricted the ability to delete resident records from the system. If you display a resident record and click the **Delete** button, the program will examine the entire record for detail and display an error such as: *Delete NOT Allowed - Balance NOT Zero*. In addition to balances in the Resident Accounting system, the program will check for detail in the following areas of the EMR: MDS 3.0, MDS-RCA, Notes, Clinical Assessment, vitals, care plan, etc.
- On the Demographics screen, when you click **Attach Picture**, the program will list pictures saved to the **Resident Photo storage path** defined through **Libraries > Facility > Clinical Profile > Screen 3**. If you have pictures attached to residents' EMRs, and you then change this path, you must move the pictures to the new location.
- **Edit MDS:** When you submit an MDS *Inactivation* record, this removes the inactivated record from the CMS system; however, it leaves the original record and the Inactivation record in the Hi-Tech system.

With Release 11.12, after you print and submit an Inactivation record and it is accepted by CMS, you can "deactivate" and remove both the *original* and *Inactivation* MDS from the resident's MDS history.

The Clinical System includes two reporting programs that will list MDS records that have been Deactivated and removed from MDS History.

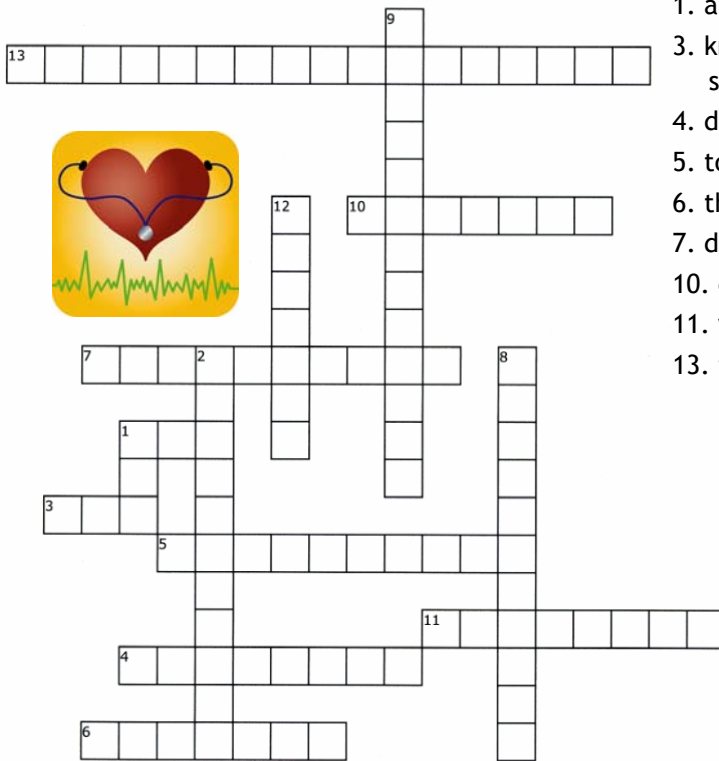
NOTE: For detailed instructions on the above items, on the Hi-Tech menu, click **Update Memos** and select **System Update... Release 11.12**. ■

Did You Complete Our MDS 3.0 Training Survey?

To sponsor an MDS 3.0 Intensive Training Course through Harmony Healthcare, Hi-Tech needs at least 20 registrants. To assess interest in this course, we emailed a survey link to each of our Clinical Nursing Contacts asking them to answer up to 5 questions.

If you did not receive this email, express your interest at www.surveymonkey.com/s/MDS_Training_Survey. Your responses will help us determine if and when to sponsor this course. ■

February is Heart Health Month



Across:

1. a genetic variation of LDL (bad) cholesterol.
3. known as good cholesterol because high levels of this seem to protect against heart attack.
4. disease where the body does not produce enough insulin.
5. to have a healthy heart, avoid these foods.
6. this bad habit will raise your chances of heart disease.
7. disorder of the regular, rhythmic beating of the heart.
10. chronic lifelong diabetes
11. ways to strengthen your heart i.e., sports, running, etc.
13. if your systolic blood levels are higher than 140, you have this.

Down:

1. this type of cholesterol can slowly build up in the inner walls of the arteries that feed the heart and brain.
2. this happens when a sudden harsh pain is felt on the left side of the chest.
8. soft, fat-like, waxy substance found in the blood stream and in all your body's cells.
9. a form of fat made in the body.
12. most common form of diabetes.

Compliments of <http://worksheets.theteacherscorner.net>. See the solution on Page 6.

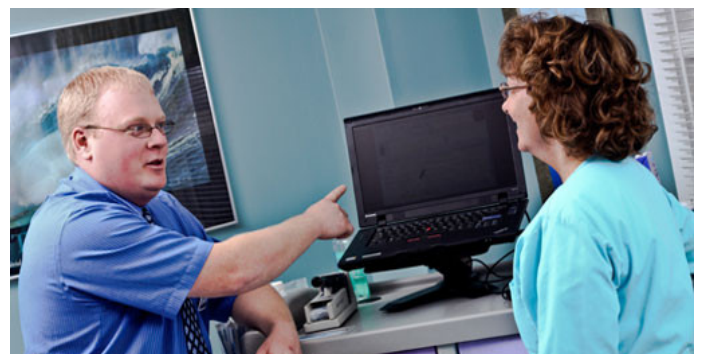
Track your Residents Medications

According to a report by the U.S. Senate Special Committee on Aging, November 30, 2011, antipsychotic and psychotropic medications are over-prescribed for residents in long-term care facilities. In addition, a study published in the British Journal of Clinical Pharmacology reports that nursing home residents who suffer from both depression and dementia are more likely to have serious falls if they take antidepressants known as serotonin reuptake inhibitors (SSRIs).

The Hi-Tech Orders programs and **IMAR** help you track residents who receive these types of medications.

In the Clinical Records System medication library you can assign a medication to four different drug classes. **Edit Orders** allows you to assign a med order to the drug class for which the resident is receiving the med. You can then use **Quality Assurance on Medication** to locate med orders for a specific med class.

In the IMAR System, print the **Therapeutic Class Report** to review orders by drug category, such as all anti-psychotics or anti-depressants. ■



Above: Kris Stewart of Hi-Tech Software demonstrates an IMAR feature to Gail Hauser, DON, of Gorham House.



On the right: a laptop PC mounted to the med cart.

Financial Systems News

Medicare C Update: Billing Claims with Medicare C as Primary Insurance

Reprinted from the MHCA E-News (1/20/2012)

Starting January 17th, 2012, when you bill MaineCare for a claim with Medicare C as primary insurance, follow these guidelines:

If you are *billing using paper*, do not submit an 837 for a Medicare C primary claim.

- Attach the Explanation of Benefits (EOB) to your paper claim. Write “Medicare” on the top of the EOB and circle the Paid Date on the EOB.
- The Paid Date must be on the EOB, otherwise, the claim will be returned to the provider.
- The Paid Date must be *printed* on the EOB by the other payer (hand-written dates or date stamps will not be accepted).

If you are billing using Direct Data Entry (DDE):

- Select Medicare instead of TPL on the DDE screen.
- If there is a co-payment amount, enter this amount into the coinsurance field.

If the member is eligible for both MaineCare and Medicare (dual eligibles) benefits, the claim will be pended for a manual review. If you have any questions regarding submitting claims with Medicare C as the primary insurance or with other MaineCare matters, please contact Provider Services at: 1-866-690-5585. ■

Solution to Page 5

Crossword Puzzle

Do You Know these Release 11.12 Features?

Resident Accounting > Reporting > Face Sheet > Patient Liability: select *Include Next Month's Liability* to display the next month's amounts from the face sheet or manually built worksheet.

Face Sheet Changes allows you to select the Users who made changes and the types of changes made.

Resident Accounting and Exception Billing > Libraries > Facility > Facility Rates allows you to maintain Res Care and Medicare Co-Insurance Rates by Effective Date. **Select Bills** programs will use the Effective Date rate table.

Accounts Payable > File Utilities > Update AP/GL Batch Posting allows you to correct batches posted to the wrong period or year.

Payroll > Employee Processing > Edit HSA & Health Ins Stat allows you to record employer HSA and Health Insurance contributions for reporting on 2012 W-2s. Print and review recorded contributions through **Reporting > History > Print HSA and Health Ins Stats and 401k/HSA History.** ■

2012 Medicare B Fee Schedule Posted

Hi-Tech has posted the 2012 Medicare B Fee Schedule to our website under the **Downloads and Updates** page, and we have notified our Resident Accounting contacts. Please read the **Memo** provided for this file update and share it with your billing staff and Hi-Tech Resident Accounting users. ■

Next Release: New Payroll Check Stub

Release 12.03 will offer the option to print Payroll check stubs that are easier to read due to a stronger graphical layout. See the sample below.

After you install Release 12.03, you can call Hi-Tech for assistance in turning on this new option. ■

| Employee | 104 | BILBO B BAGGINS | Soc Sec No | 00000000000000000000 | Check No | 000001 | VOID | | |
|-------------|------------|-----------------|------------|----------------------|----------|--------|------------|--------|-----------|
| Week Ending | 09/01/2008 | Fed Dep | 04 | Rate | 13.000 | Date | 09/01/2008 | | |
| Date Hired | 05/23/1990 | State Dep | 04 | Dept | 402 | | | | |
| Hours | Earnings | Other Pay | Deductions | Deductions | Pay Pd | YTD | | | |
| REGUL | 40.00 | 520.00 | 3SHFT | 6.00 | BLUEX | 153.22 | GROSS | 688.00 | 31,120.11 |
| VACAT | 8.00 | 104.00 | 1ST W | 8.00 | 401K | 33.40 | FICA | 39.38 | 1,898.96 |
| | | | 2ND W | 30.00 | GARNI | 314.31 | FED | | 227.92 |
| | | | | | SVGS | 25.00 | STATE | | 70.94 |
| | | | | | SVGS | 102.69 | LOCAL | | |
| | | | | | | | AEIC | | |
| | | | | | | | NET | | |
| | | | | | | | VACAT | | 83.06 |
| TOTAL | 48.00 | 624.00 | TOTAL | 44.00 | TOTAL | 628.62 | YTD:4 | | 333.30 |

W-2 Electronic File Requires New Detail

A new item, **Kind of Employer**, must be included in the electronic W-2 file that you submit to SSA. Patches includes this new item. After you download and install Patches, the Kind of Employer selected for your facility will be: **None of Above**.

If your company is one of the other available choices (i.e. Federal Gov Employer, Tax Exempt Employer, etc.) you must change it in your Payroll Profile.

Select **Libraries > Facility > Payroll Profile**. Click the OK button three times to display the **Electronic W-2** options (screen 4). Change the **Electronic W-2 Info, Kind of Employer** (right side of the screen).

If you change the **Kind of Employer**, make the change in both the current year and prior year locations:

Current year **Payroll > Profile > Facility > Payroll Profile**

Prior year: **Payroll > Prepare W-2s > Maintenance (Last Year) > Payroll Profile**

If you change **Kind of Employer** or leave it as **None of the Above**, run **Prepare W-2s > W-2 Forms (Last Year) > Create EOY E-File**. If you have already run this process, *you must run it again* to include the **Kind of Employer** in your W-2 electronic file. ■

Therapy Caps Extended till February 29

The Therapy Cap Exceptions Process establishes manual and automatic exceptions that allow payment of claims that exceed \$1880 for combined Physical and Speech Therapy and \$1880 for Occupational Therapy.

The **Resident Billing System** handles the exception process by allowing you to code claims with the KX modifier. You can track therapy charges on the **Medicare B Billing Worksheet**.

The **Rehab Therapy Time System** notifies you when:

- Resident is Over the PT-ST Therapy Limit
- Resident is coded as exempt from therapy caps without a qualifying diagnosis
- Resident has a qualifying diagnosis but is coded as not exempt from therapy caps. ■



RACs Might Review Ultra High Therapy RUGs

The *NCHCFA Weekly Update* (1/25/12) reprinted an article from *Poyner Spruill* of North Carolina, indicating that CMS may soon allow RACs to audit skilled nursing facilities for over-billing for Ultra High Therapy RUGs. This item is not on the approved audit list, but a RAC can request the documentation and submit it to CMS.

If your facility submits claims in the Ultra High Therapy categories for between 10-15% of your residents, the article recommends self-auditing to ensure that the minutes of therapy recorded in the MDS match the minutes recorded in the residents' medical records that document the amount of therapy received.

Access the entire article at:

www.poynerspruill.com/publications/Pages/CMSRecoverAuditContractorsAppearPoised.aspx

To assist you in this research, the Hi-Tech Systems provide the **Medicare MDS Schedule Review**, which identifies RUGs and compares MDS therapy minutes to therapy minutes recorded through the Hi-Tech **Rehab Therapy System**. When you print the report you can select **Therapy/MDS Discrepancies Only** to list just the MDS records in which the MDS Therapy and Actual Therapy minutes do not match. Print this report through the following:

- **Rehab Therapy > Reporting > Medicare MDS Schedule**
- **Resident Accounting > Billing > Preparation > Medicare MDS Schedule Review**
- **Clinical Records System > MDS/Care Plans > Scheduling / Pre-Asmnt > Medicare**

The Hi-Tech **Rehab Therapy System** allows you to schedule and record therapy and select the MDS Assessment Reference date that will allow the greatest amount of completed therapy to be reported for reimbursement. You can also record **Therapy Notes** that describe therapy sessions, and print **Documentation Records** that support MDS therapy time. ■

Include Zip + 4 Code in 5010 Addresses

When you record a resident's address, include the Zip +4 Code. (e.g., 12345-1234). At this time, this information is not critical for 5010 claims submissions; however, it may be required in the future. ■

HTS Staff

| | |
|--------------------|----------------------------------|
| Rick Anzelc | President/Systems Analyst |
| Lynne Hammond | Director of Marketing/Sales |
| Jeff Hadley | Director of Software Development |
| Joanne Hewett | Administrative Assistant |
| Gloria Collins | Accounting |
| RJ Anzelc | Business Manager |
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| Connie Harmon, CPA | Product Trainer & Consultant |
| Kris Stewart | Product Trainer & Consultant |
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| Rachael Murphy | Client Support Manager |
| Alicia Nichols | Client Support |
| Deanne Morrow | Client Support |
| Marti McFadden | Documenter, Editor, Webmaster |

The *HTS Express* is published by Hi-Tech Software, Inc.

Letters to the Editor:

Marti McFadden
Hi-Tech Software, Inc.
POB 2150
Skowhegan, ME 04976
marti@hi-techsoftware.com

We edit for clarity and space.

February 2012



See previous *HTS Express*, *HTS Express Extras* and monthly *Hi-Tech Hi-Fives* at www.Hi-TechSoftware.com > **News**.

Email *new* support issues to support@Hi-Techsoftware.com. Include your facility name and phone number. Several support people receive emails to this address. If you fax an issue to HTS, call to verify it has been received. We will log your issue in the order received.



*30 Years
Uniquely Focused
on Long Term Care*

Hi-Tech Software
P.O. Box 2150
Skowhegan, ME 04976

If this is not addressed to the correct person, please notify us so we can correct our mailing list.



Navigate with Ease!