

# HTS Express

Volume 10, Issue 2

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### Dates to Remember

- Monday, May 31, Memorial Day. HTS closed.
- Thursday, June 2: MDS-RCA Correction Policy in Brewer, Maine
- Friday, June 3, MDS-RCA Correction Policy in Auburn, Maine
- Sunday, June 20: Fathers' Day
- Monday, June 21: First Day of Summer
- Sunday, July 4: Independence Day. HTS is open Monday, July 5

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## HTS Gives Website a New Look

Visit the HTS website at [www.hi-techsoftware.com](http://www.hi-techsoftware.com), to see our new look. We have moved the selection buttons on the home-page, and increased the font size to make them easier to read.

We replaced the image of the keyboard with that of a CD, to emphasize that HTS continues to incorporate new technologies into our client support strategies.

If you are responsible for downloading Users' Manuals and Program Enhancements, please check out the new Downloads/Updates screens. To access these, you must enter your Account number and Access code, which HTS has already provided to your administrator or HIPAA contact.



Under Downloads/Updates click Documentation to display options that provide instructions on HTS programs. These instructions are displayed in the PDF format that you can read and print using the Adobe Acrobat Reader™. Click Users' Manuals for HTS Applications to view the

list of manuals that you can download from the website into that application on your system. We recommend that you first click on and read [View: How to Download Users' Manuals](#) to understand this process.

Under Downloads/Updates click Software Updates to verify that your HTS applications are at the Current Release number. You can also download program Enhancements from here, if any are available.

This screen will soon provide a Download Current Release process that will replace our method of mailing updates on CDs and diskettes. HTS will use email to notify you when updates are available.

It will be essential that we have correct email addresses for the persons who install updates in your facility. HTS will contact you to help us update our email address book. We will notify you when the download process is available.

If your facility does not yet have Internet and email service, please acquire them as soon as possible. This will also ensure that you are prepared for changes in MDS and billing submissions to State and Federal agencies, which are rapidly moving towards websites as the only means of submission.

## HTS to Train on MDS-RCA Correction Policy

For Residential Care providers, the State of Maine will hold workshops on the MDS-RCA Correction Policy that become effective July 1, 2004. These workshops are Thursday, June 3 in Brewer, and Friday, June 4 in Auburn, from 8:30 to 12. The state will also present revised Res Care Quality Indicators at these workshops.

From 1 to 4 pm on these same days, and in the same location, Hi-Tech will provide training on the HTS MDS-RCA programs and how they implement the Correction Policy. There is no fee to attend. Call HTS to register.

## HTS to Provide Assisted Living Software

Maine will soon implement Case Mix Payment and Quality Assurance for Assisted Living Facilities. For a small monthly fee, HTS will add these features to your HTS Nursing: Residential Care System.

## Medicare Learning Network Offers Training

The Medicare Learning Network provides valuable online training programs. These Web-based courses include general Medicare program courses as well as office management programs on topics such as Diagnosis Coding and HIPAA.

Access the Medicare Learning Network at: [www.cms.hhs.gov/medlearn/](http://www.cms.hhs.gov/medlearn/)

Go directly to [www.cms.hhs.gov/medlearn/icd9code.asp](http://www.cms.hhs.gov/medlearn/icd9code.asp) to view ICD9 Diagnosis coding resources.



## Internet Terms to Know

**Browser:** Software used to access the Internet, i.e. Internet Explorer™.

**DSL:** uses phone lines, but is faster. Does not make that scratchy, buzzing sound that a modem makes when it connects.

**Cookie:** information that you send to a website without knowing it. The site saves the info to identify you the next time you access that site.

**Download:** Copy information from another computer to your computer.

**Fire Wall:** Hardware and software that makes your computer secure from outside access through the Internet.

**Home Page:** the main web page for a business, organization, or person.

**Link:** typically an underlined word or picture that you can click to see something else—another place on the same page, another web page, to open a PDF document, or go to another website.

**Modem:** device that connects computer to phone line. Makes that scratchy, buzzing sound that you hear when you connect.

**ISP:** Internet Service Provider. Whoever you pay to use the Internet.

**PDF:** Portable Document File: A document that was converted to a format that you can read with the Adobe Acrobat Reader, so that you do not need the original software that created the document.

**SPAM:** the same message sent to many people, who did not ask for it.

**Surf:** to spend time looking at various websites.

**Upload:** Copy information from your computer to another computer

**Virus:** a program that copies itself and spreads. You should install virus protection software on your system, and keep it up to date.

**URL:** Uniform Resource Locator—the website address that you type in at Address to go to a website, for example [www.hi-techsoftware.com](http://www.hi-techsoftware.com).

To learn more Internet terminology, you can view a glossary at [www.matisse.net/files/glossary.html](http://www.matisse.net/files/glossary.html).

## HTS Welcomes New and Returning Clients

- Barron Center  
Portland, ME
- Birch Bay  
Bar Harbor, ME
- Breezy Acres  
Miami, FL
- Coves Edge Nursing Home  
Chase Point Assisted Living  
Damariscotta, ME
- Rocky Hill Manor  
Gorham, ME
- Vermont Veterans Home  
Bennington, VT
- Windsor Court  
West Palm Beach, FL

## Surf These Sites

In Maine, the Muskie Institute at [www.muskie.usm.maine.edu/mds](http://www.muskie.usm.maine.edu/mds) allows you to download MDS and RCA manuals.

You can also download the MDS 2.0 manual from Centers for Medicare and Medicaid Services (CMS): [cms.hhs.gov/medicaid/mds20/manual.form.asp](http://cms.hhs.gov/medicaid/mds20/manual.form.asp).

The CMS website also provides access to all CMS forms such as the CMS 672 Census and CMS 802 Roster at [www.cms.hhs.gov/forms/](http://www.cms.hhs.gov/forms/).

You can obtain ICD9 Diagnosis coding information from [www.cdc.gov/nchs/icd9.htm](http://www.cdc.gov/nchs/icd9.htm).

The HTS website will soon list links to these and other websites. At the bottom right corner of any HTS web page, click [Resources](#).

## To Return Home

While moving through the pages (screens) of a website, you can return to the Home Page (the first screen) by clicking the company logo. On the HTS website this is the HTS logo in the upper left corner of each page.



## Help HTS Help You

Please notify HTS two days in advance if you plan to have a technician on site who will install or move HTS files. This will help Phone Support plan ahead to provide prompt service if the technician needs our assistance.

### Create MDS from "Default"

When you start a new MDS 2.0 or MDS-RCA, you can copy in all the responses from a previous "default" assessment. In the new assessment, you can then change the responses that are different.

If you then go back and change responses in the *previous* assessment, these changes will *not* automatically copy to the new assessment. If the new assessment should also have these changes, make them manually.

## Avoid Common Update Problems

When HTS sends out an update, we include very specific Installation Instructions. It is important to *carefully read and follow these instructions*. Call HTS if the installation on your computer does not follow the procedure that is described. Before you begin the installation,

- verify that all users are logged out of the system, and
- remain out of the system until the installation is complete.

After instructing your staff to logout of Hi-Tech, verify that there are no active users by pressing the [F5] key from an HTS menu. This will display a list of users that are still logged in, so you can remind them to logout. If you discover that they are already logged out, have them shut down their PC.

## HTS Face Sheets Integrate New Technologies

In the **Edit Resident Face Sheet** program, the Contacts and Additional Contacts screens now provide fields for the resident's previous phone number, and the email addresses, cell phone, fax and pager numbers for various contacts.

These items will now be printed on the Face Sheet, which will also include the Discharge Date, Discharge Reason and Discharge To codes, and the fax numbers for the Primary and Alternate Physician, and Dentist (if the fax numbers are part of the Physician ID record).

## Accounts Receivable: Do You Know?

### HTS has Coded Co-Insurance Items

The **Edit Ancillary Records** program now includes the  **Co-Insurance Item** checkbox for Cost Center 8 items. If checked, when you enter a co-insurance refund through **Enter Ancillary Charges**, the dollar amounts will offset the co-insurance line items on the Aging reports. HTS has already coded the following Cost Center 8 items:

81 (Medicaid Co-Ins Write-off),  
82 (Blue Cross Co-Ins Write-off),  
89 (Commercial Co-Ins Write-off).

If you choose to use different item numbers for these records, be sure to check  **Co-Insurance Item**.

When entering write-offs and refunds, verify the Level of care before accepting the transactions.

### How to Set up Medicaid Ancillary Fee Schedule

The **Edit Medicaid Fee Schedule** program is now available so that you can record the Medicaid contractual adjustment for Medicaid Therapy charges at the time they are entered through **Enter Ancillary Charges**.

Please call HTS if you would like us to fax you instructions on setting up this feature.

### How to Recognize an Item Deleted from the Profile

If a printed report or statement lists a description made up of numbers similar to those shown below, an item number was probably deleted from the profile.

0 00 01/01/03 04/21/04 900 23 0900 0011 400.00- .00 1.00 400.00

0900 0011 represents cost center 900 (Resident Trust), and Item Number 0011. Rebuild the item number in your profile. Reprint the report.

To prevent use of an item number, choose Type  **Inactive** instead of deleting the item number.

### Best Wishes to Rachael!

On May 28, Rachael Proulx becomes *Mrs. Rachael Murphy*.

HTS offers our best wishes to Rachael and Mark.



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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 away.

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We will edit all letters for clarity and space before publication.



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