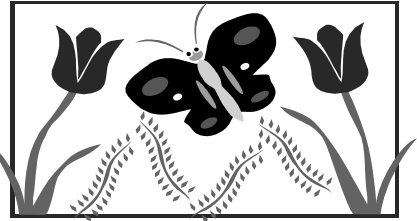


HTS Express

Hi-Tech Software, Inc.

Volume 11, Issue 1
Spring 2005



Dates to Remember

- Sunday, March 20
First Day of Spring!
- Friday, March 25
Good Friday, **HTS open**
- Sunday, April 3
Daylight Savings Begins
Set clocks ahead 1 hour
- Sunday, May 8
Mother's Day
- Monday, May 30
Memorial Day, **HTS Closed**

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Medicare to Change Software

Medicare has announced that it will implement **MedAComm** for the transfer of Medicare claims. This will replace BLAST, ProComm, and HyperTerminal, etc., which will not be supported after July 31, 2005.

Also, after July 1st, Medicare will no longer provide paper remittances. All remittance and error information will be transmitted to the facility in the form of an electronic file that can be printed using an application called **PCPrint**.

HTS is offering our services to help our clients make a smooth transition to the new software. Our assistance will assure that billing and payment cycles are not interrupted. We will complete some of the necessary tasks at our office and some at the facility. The transition will include:

- Assistance in enrolling in the 835 project with Medicare
- Install the MedAComm and PCPrint software at your facility
- Set up files for importing 835 remittances into the HTS Cash Receipts
- Train the end-user on the new interface procedures

MaineCare Changes to FTP Submissions

Over the next few months, MaineCare wants all its providers to change from the current dial-up submission procedures to an FTP or Internet method. For our Maine clients, when we come on site to complete the above changes for Medicare, we will also train end-users on the change to MaineCare submission procedures. We will also schedule this training with our Maine clients that do not bill Medicare through HTS programs.

Charges for this Service

Hi-Tech is offering these services at our standard hourly rate of \$90.00, plus one-way travel and any overnight expenses. We make every effort to visit multiple sites in the same area to allow for shared travel and overnight charges.

If you want to receive additional training on other HTS programs at the same time, please let us know so we can allow for more time at your facility.

If you choose to handle this transition yourself, any phone assistance that you require must be scheduled by appointment and will be billable at the standard rate of \$90 per hour.

HTS Welcomes Kris



Kris Stewart has joined the Hi-Tech Customer Support and Training staff. Kris comes to HTS from a client facility, Mount St. Joseph, where he worked for 11 years in Human Resources doing Payroll, Accounts Payable, Benefits Coordination, Clinical Admissions, and hiring. During that time he gained extensive experience with the Hi-Tech applications.

Kris is currently studying for his Bachelors degree in Business at Thomas College in Waterville.

Originally from Aroostook County, Kris moved to central Maine in 1992 and now lives in Vassalboro. He plans to get married in June of 2005. His hobbies are working on cars, skiing, and playing tennis.

Family Members Return Home

Two HTS employees have recently welcomed home family members who have been serving in the Maine Army National Guard in Iraq.

Rachael Murphy's brother, Matthew Proulx, had been serving with the 152nd Field Artillery. He returned February 13.

Gloria Collins' son, James, has been serving with the 133rd Engineer Battalion. He returned on March 2.

Reminder: Design Your Own Workshop

HTS provides training workshops on any HTS application at our office in Skowhegan, Maine. These workshops are easy to set up, and will provide training in a focused and uninterrupted environment. Training at HTS saves your facility the HTS travel-time charge, and is available at a reduced hourly rate compared to on-site training.

- Select any HTS topic(s) that interest you
- Confirm a date with one of our trainers
- Send up to six employees from your facility to our office
- Attend training session from 10:00 am to 3:00 pm
- The cost is \$250 for each session

Call HTS to schedule your own workshop. You can find directions to our office on our website under **Contact Us**.

Congratulations to Rachael!

On February 14, Rachael Murphy gave birth to Garrett Scott Murphy.

Garrett was 6 pounds, 4 ounces, and 20 inches long.

Rachael reports that Garrett looks just like his Daddy.

Rachael will remain on maternity leave for several weeks and then rejoin the HTS Support Staff.



Review HTS Workshop Schedule on Website

HTS holds regular workshops on various topics in regional locations. Users who attend these workshops have found them to be extremely informative.

We revise this schedule fairly often according to demand, so if you have not reviewed it recently, you might have missed some changes. Go to www.hi-techsoftware.com and click on [HTS Workshop Schedule](#) at the lower right.

HTS Posts Office Hours and Closings on Web

To review our office hours and holidays that Hi-Tech will be open or closed, go to our website.

Click [About Us](#) and then [View Our Office Hours](#).



HTS Welcomes New Client

Lakeview Manor in Lincoln, ME has purchased the Clinical Records System for Residential Care.

New Minimum Requirements

If you are still running the Windows 98 Operating System, you must be running OS98SE or later. Earlier operating systems do not support file names that are longer than eight characters. This can become a problem when the HTS system needs to use longer names, such as for MaineCare billing files that use the 9-digit Provider number as part of the file name.

View Update Memos on HTS Menu Screen

Utilities Release W5.01 allows you to read the most recent Update Memos on the HTS menu screen. After an update is installed, users that have access to that application will receive the message **Review Program Update Changes**. A user can click the following:

- **View Memo Now** to display memo
- **Remind Me Later** to redisplay the Alert in 24 hours
- **Don't Remind Me Again** to stop the display of this Alert for this User.

The message will be displayed for up to 30 days until the user clicks **View Memo Now** or **Don't Remind Me Again**.

Read any update memos issued after Release W5.01 by clicking the **Memo** button at the top of the Menu screen.



Users receive Alert messages for the applications they have access to via the User ID security system.

HTS Clients Expand Capabilities

The following clients have added HTS products and interfaces that improve their computing capabilities.

- Winthrop Manor (formerly Nicholson's), Winthrop, ME
HTS General Ledger and Accounts Payable Systems
- Crescent Manor, Bennington, VT
HTS Payroll System
- Vernon Green, Vernon, VT
Genesis Therapy Charges Interface

The following facilities have installed **CareTracker™** and the HTS Interface to that System.

- Madigan Estates in Houlton, ME
- Marshwood Health Care of Lewiston, ME
- St. Joseph's Nursing Home of Frenchville, ME
- High View Manor of Madawaska, ME

See Page 4 for story on Vernon Green's successful experience with the CareTracker System.

Download Enhancements from HTS Website

In addition to updates that change an application's Release number, HTS posts program changes called **Enhancements** to our **Program Updates** web page. We will sometimes notify you when we have posted a new Enhancements file, if it includes programs that you need right away.

Make note of the date that you download Enhancements, and check the website occasionally to see if a newer Enhancements file has been posted.

We do not typically post a Memo for Enhancements, unless additional information is necessary.

Important: *Before* you download Enhancements, verify that your applications are at the Current Release numbers listed on the **Downloads/Updates** screen.

To download Enhancements, go to the HTS website. Click download/updates. Enter your Account Number and Access Code. Click **Download Program Updates > Download Enhancements**. Follow the instructions on the screen. For more information about this process, you can click **View: How to Download Enhancements**.

Vernon Green Enjoys Success with CareTracker



Using the wall-mounted touch-screen, the staff records the care given to residents, and observations of residents behavior and conditions.

In December 2004, we printed an interview with Marlene Taylor, Administrator at Katahdin Nursing Home, about that facility's successful experience with the **CareTracker** System and the HTS Interface. (See www.hi-techsoftware.com > newsletters > December 2004 > Page 7. Also see March 2004, Pages 1 and 3.)

For this issue, we talked to Brad Ellis, the Administrator at Vernon Green in Vernon, VT. Vernon Green has been using the **CareTracker** system for almost a full year, and in that time their Case Mix Index has increased a little more than 1/10 of a point from .7998 to .9114. This translates to about \$7.50 a day per Medicaid resident, taking into account both inflation and other adjustments. (Note: Vermont uses the Version 5.01 grouper that ranges from .5159 to 2.0158. Maine uses the 5.12 grouper that ranges from .749 to 1.986).

Brad is very pleased with these results within the first year, and he anticipates additional increases in reimbursement as the facility continues to provide ongoing training in the use of the **CareTracker** system. He attributes the increase to their ability to more accurately and timely document the care being provided to residents and receive appropriate reimbursement for that care.

Vernon Green approached the implementation of the System very carefully. Prior to implementation, reactions were mixed. But the "frontline" direct-care staff and aides were involved in a sales demonstrations of the product, and they were involved in the implementation of **CareTracker**. He feels that this helped to gain their support from the very beginning because they understood what **CareTracker** could do for them.

Resource Systems training reps spent two days on-site and trained all nursing staff. Other departments received some training and are required to use **CareTracker** to input observations relevant to their jobs.

The learning curve was significant, but now that the system is in use, the MDS coordinator and staff would not want to do anything differently. Brad notes that "change is hard" and that this change required an adjustment period; but overall the adjustment has been good, and the documentation compliance rate on all shifts is better than 90%. (**CareTracker** tracks all required input and reports on any times when an observation should have been recorded and was not.)

When asked if they had it to do over again, would they? Brad answered: "Definitely". He describes Resource Systems as "excellent", with a very good support staff and a well-planned training program. He advises any facility considering **CareTracker** to visit a site that is using the system, and to take along the front-line staff. Three facilities have already visited Vernon Green, and all three have decided to purchase **CareTracker**.

For more information, go to www.hi-techsoftware.com and click on any of the links shown in the box on the right.

CareTracker is a Resource Systems product.

HTS has created an interface between Resource Systems touch-screen **CareTracker** and the Hi-Tech MDS programs. [More...](#)

View **CareTracker** demo at www.resourcesystem.com

Or **CareTracker** [Flash demo](#)

HTS Interfaces RCA to CareTracker™

HTS has created an interface between **CareTracker** and the HTS Residential Care RCA programs. This interface works like the one now being used in Nursing Care facilities to complete residents' MDS 2.0 records.

A resident's HTS face sheet record is used to create the resident's **CareTracker** record. Then, using the **CareTracker touch** screens, the direct-care staff updates this record with their observations and care activity for this resident.

The picture-based screens require much less reading than text screens, paper forms, and charts. You simply touch the pictures that identify the information that you want to record, such as ADLs, Behavior, Activities, and Continence, etc.

CareTracker adds up the responses and sends the results to the HTS system, which determines the responses for specific RCA items and automatically completes sections of the RCA record.

CareTracker also provides Management Reporting on such items as :

- Trends and changes in residents' conditions so that staff can adjust interventions.
- Times that observations were missed, so that staff can focus its documentation efforts.

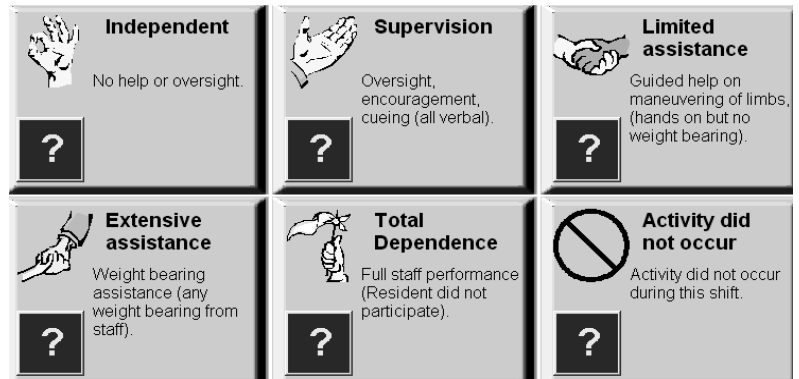
Because the direct-care staff records observations and the activity immediately, this results in more complete and accurate documentation for each shift. Facilities that use **CareTracker** have increased their Case Mix Index, resulting in higher reimbursement that allows for better staffing and patient care.

Recording a Resident's Bed Mobility through CareTracker™

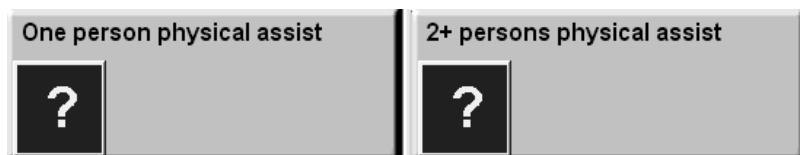
Touch the **ADLs** button, then the **Bed Mobility** button.



Touch the button for the amount of **Self-Performance**



Touch button for amount of **Support** provided.



CareTracker adds up the responses entered on all shifts for the requested number of days. The HTS interface imports this information into the HTS system, which calculates the RCA responses and enters them into the resident's RCA record.

| | | |
|---|------|---|
| How well did resident perform Bed Mobility? | G1aA | 3 |
| How much bed mobility help did you provide? | G1aB | 3 |

Activities of Daily Living:
 (A) self-performance (B) support

Bed Mobility 3 - Extensive Assistance 3 - Two+ persons physical assist

How to Enter Discharge Dates

There are different ways to enter a discharge date into a resident's face sheet and stay record.

1. If you use the **Room Census** program in an HTS Accounting application, you enter a discharge record through the **Enter Census Changes**, and this inputs the D/C date to the resident's face sheet and current stay record.
2. If you operate a stand-alone Clinical Records System (not integrated with Resident Billing), you can manually enter the discharge date directly on the face sheet, and this will update the current stay record.
3. Printing an MDS Discharge Tracking form can also update the Discharge Date field. The three types of Discharge records are identified as the following at MDS item AA8a. Reason for Assessment:

06 - Return Not Anticipated

07 - Return Anticipated

08 - Discharged Prior to Completing Initial Assessment

Printing a discharge record for reasons 06 or 08 inputs the discharge date to the face sheet and current stay record. (Discharge records entered through the Census program will *overwrite* this discharge date.)

When you print discharge reason 07, this updates the discharge date in the face sheet and stay record for *Medicare residents only* (insurance 04). Medicare does not allow for bed holds or returns without discharging and admitting, therefore this type of record will update the discharge date field. For *non-Medicare* residents, 07—Return Anticipated does not always mean that the resident is discharged; they could be on bed hold, therefore, the D/C date is not automatically updated.

MDS RUG Score Changes and MCR Billing

If you inactivate or modify a *submitted* MDS, and this changes the resident's RUG scores, you must update the resident's Medicare Stay Record and adjust MCR billing. HTS suggests that you routinely review RUG score changes through the Clinical system, by selecting **01 > 03 > 01 > 04** **Print MDS Correction Policy List**.

If the MDS scores were submitted through Medicare billing *before* the MDS was inactivated or modified, you must update the resident's Stay Table with the new score. If your Clinical and Billing systems are integrated, click

Replace Current Assessments

. This will find the resident's MDS records and automatically update the Current Assessments list with the new score. If Clinical and Billing are *not* integrated, click **Edit Assessments**, enter the assessment date of the modified or inactivated record, and manually correct the RUG category.

Once you have adjusted the stay table, select **Enter Room Adjustments**, choose the time period affected by the change, and enter through the line item. This will pull in the correct RUG rate. Print and post the adjustment. You must also display this claim in FISS and adjust it accordingly.

HTS Uses Standard Insurance IDs

You must use the following insurance Payer ID numbers in the HTS system:

01 Medicaid (MaineCare)

02 Blue Cross

04 Medicare A

05 Medicare B

09 Commercial

Assign numbers of 11 or greater to your residents' other insurance payers.

How to Print Blank MDS, RCA or Face Sheet

You can print blank forms and use them to gather hand-written information that you will later enter into the system. In the Print MDS, RCA, and Face Sheet programs, at Resident ID, enter the word **BLANK**. Complete the rest of the screen for the pages that you want to print.

To Transfer HTS Files

When you transfer HTS files from one computer to another, you must transfer three directories: /RMCobol, /Object, and /Data (or other HTS Data directory). Complete instructions for installing HTS on a new PC are posted on our website. Click [downloads/updates](#) > [Download Workstation Installation Tools](#) > [Print Workstation Installation Instructions](#). Contact HTS Support for assistance.

MaineCare Billing Issues

We are working closely with the State to resolve billing issues caused by MaineCare's new MECMS server.

We understand how difficult and frustrating this has been for all of our Maine clients, and we want to assure you that we will continue to work with the State on your behalf. We will notify you via email and website notices.

Medicaid Billing After EOM

If you close the month before you have done Medicaid (MaineCare) billing for that month, you must process that billing as a Re-Billing.

MediMessage Reminders

- As of 7/1/05 Standard Paper Remittances will no longer be available. Instead of mailing or faxing paper remittances, Medicare will issue only the Electronic Remittance Advice (835 ERA) to providers
- As of 8/1/05 the NewMedAComm software should be used to transmit all claims. This software will replace Blast, ProComm, HyperTerminal, etc. Hi-Tech will assist with the installation of the software.

See Page 1 for more details.

MCR A Exhausted Benefits Sent December 20, 2004

(Refer to Medicare Notice SNF: 04-233)

- When the exhausted benefit date falls *within* the from/through date on the UB92, use field locator 32 to report occurrence code A3 and the last covered Medicare day.
- When the exhausted benefit falls *outside* the from/through date on the UB92, use form locator 84 on Screen 4 to report the occurrence code A3 and the last covered Medicare day.
- Use Occurrence span code 76 in field locator 36 only if the resident is no longer at a SNF level of care **AND** a notice of non-coverage has been provided to the resident.

MaineCare to Change File Transfer Method

MaineCare will be switching from standard dial-up (usually ProComm) to FTP or web-based submission. Hi-Tech will assist Maine facilities with the set up and change to this new submission method. See Page 1.

Use PCAnywhere via High-Speed Internet

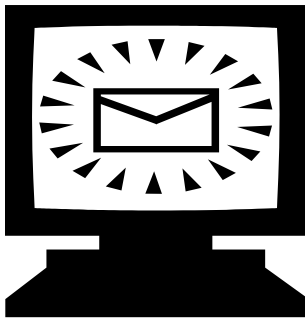
For many years, HTS has used Symantec's PCAnywhere for remote support and troubleshooting. This program allows our support staff to connect directly to your system, view your situation, and help make adjustments.

PCAnywhere allows HTS to provide vital support to our clients, and we list it as one of the HTS Minimum Requirements.

HTS initiates most of our PCAnywhere connections through dial-up access that uses a modem and phone lines. We might also be able to connect with facilities that use a high-speed Internet (TCP/IP) connection, which is much faster and more efficient than dial-up.

Generally, a firewall protects a system that uses a high-speed Internet connection. You must contact your hardware support vendor to make the adjustments that will allow HTS to use PCAnywhere to connect with your system.

HTS Continues to Improve Communication with Clients



Posting our updates to our website and communicating by email has been a *vast* improvement over mailing CDs and paperwork to you. The recent MaineCare changes are a good example of how HTS has become more efficient in providing the programs that you need. Using the web and email, we distributed the required changes immediately, and kept our billing clients up-to-date about our communications with the State of Maine. Without these technologies we could not have responded so quickly to these billing issues.

We intend to continue to use the technology that is available to meet your needs.

Our goal by **July 1st 2005** is to eliminate the paperwork that we still mail to many of our clients. We will rely totally on email to communicate the availability of Updates and Enhancements posted on the web, as well as information on workshops, new products and other important announcements. We would like to complete our list of contacts who should receive this information.

Please provide HTS with the following information. You can use the form on the next page.

- For each application, the names and email addresses of one or two employees who should receive notice when an update is posted to the website. This can include the employee who installs the updates.

HTS will create an email address list of the names and email addresses that you provide. When we post an Update or Enhancement to our website, we will send an email to:

- *Your “update” person.* This email might include specific instructions, such as to print a particular report before and after installation, and to compare the report’s results. The email will *not* include the detailed installation instructions, but it will direct you to print these from the website, and to read and follow them very carefully.
- *The persons who should receive notification of the updated or enhanced application.* This email message will describe program changes or direct you to read the Update Memo, which will now be displayed from the HTS Menu screen after the update has been installed. (See **View Update Memos on HTS Menu Screen** on Page 3.) Enhancements do not usually require a Memo unless additional information is necessary.

If your employees share the same facility email address, please assign someone to print the email notices from HTS, and distribute it to all persons who need this information.

These changes will continue to improve our ability to communicate quickly and effectively, and reduce the “paper overload” that we experience every day. We appreciate your cooperation in this transition, which will benefit all of us.

“Without these technologies we could not have responded so quickly”

HTS Update Contact Form

We have the name and email address of the person who installs your updates. If there are others who should receive notice when we post updates and enhancements to our website, please provide these on the form below. You can also access this form at www.hi-techsoftware.com > Contact Us > [Update Email Address List](#) (pdf format).

Facility Name: _____ Phone Number: _____

Address: _____

Town _____ State _____ Zip _____

Facility Email Address: _____

Administrator: _____ DON: _____

| HTS Applications Used | | Send Update Email Notices to: <i>Name & email address</i> | Send Update Email Notices to: <i>Name & email address</i> |
|----------------------------|-------|--|--|
| Clinical: Nursing Care | Name | | |
| | Email | | |
| Clinical: Residential Care | Name | | |
| | Email | | |
| Resident Accounting | Name | | |
| | Email | | |
| Resident Trust Accounting | Name | | |
| | Email | | |
| General Ledger | Name | | |
| | Email | | |
| Skeleton General Ledger | Name | | |
| | Email | | |
| Accounts Payable | Name | | |
| | Email | | |
| Payroll | Name | | |
| | Email | | |
| Resident Billing (XB) | Name | | |
| | Email | | |
| HCFA 1500 XB Billing | Name | | |
| | Email | | |
| Clinical Census | Name | | |
| | Email | | |
| Other: _____ | Name | | |
| | Email | | |

Send completed form to:

Fax: 207-474-7124 or Mail: Sharon, Hi-Tech Software, 10 Silver Street, Skowhegan, ME 04976

You can also send an email with this information to: hts_updates@hi-techsoftware.com

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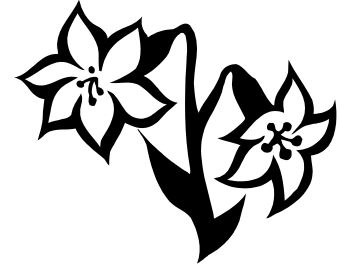
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We will edit letters for
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**You can send *new* support related issues to HTS at:
support@hi-techsoftware.com**

Several support people receive emails to this address.

Emails sent to individuals might not be read if that person is out of the office.



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