

HTS Express

Volume 10, Issue 3

September 2004

Dates to Remember

- Monday, September 6:
Labor Day. HTS closed
- Wednesday, September 22:
Autumn begins
- Monday, October 11:
Columbus Day.
HTS open
- Sunday, October 31:
Daylight Savings Time
begins
- Tuesday, November 2:
Election Day. *Vote!*
- Thursday, November 11:
Veterans' Day.
HTS open
- Thursday, November 25:
Thanksgiving Day.
HTS closed
- Friday, December 24:
Christmas Eve.
HTS closed
- Saturday, December 25:
Christmas Day.
HTS closed
- Friday, December 31:
New Year's Eve.
HTS open a.m. only

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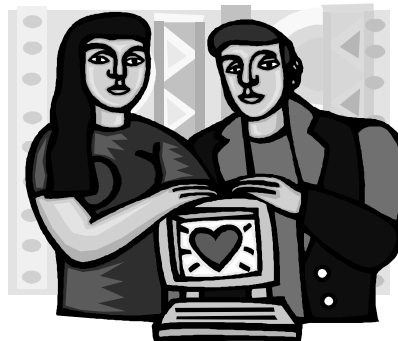
HTS Puts First Updates on Website

If you use the HTS Resident Accounting System, you have already downloaded updates from the web rather than installed them from a CD that HTS has mailed to you.

Our clients who have used this process have reacted very positively. In fact, we'd go so far as to say that they "love it".

We are moving forward with web-based updates for all other applications. Our first step is to gather correct contact names and email addresses for the persons responsible for loading the updates for all the applications. If you are one of those persons, you have received at least one letter asking you to verify that the information we have on file for you is correct. If you install updates for more than one

application, you will receive a letter for each application. Please respond to *each* letter that you receive so that we contact you for each application that you update.



For the first one or two updates for *each* application, we will mail you the update Memo. Eventually we will phase out this "snail mail" step and send you the update notification by email. You will print the update Memo from the web.

Web-based updates will still require that your application be at a specific release number before you install the next update. We also request that you continue to fax back the **Update Notification** form that is printed when you install an update.

Program Enhancements also on Web

From our website you can download program enhancements that are made between updates. Enhancements are important program changes that we want to make available right away, rather than wait till we issue a new release. All enhancements will also be included in the next release.

To download enhancements, go to the **Program Updates** screen of the HTS website. If you have not yet used this feature, click on [View: How to Download Enhancements](#). Print and follow these instructions.

Verify that all your applications are at the **Current Release #** listed in the application table. Under **Program Enhancements since Current Release**, note the date. This will change each time we issue new enhancements. Click on the **Download Enhancements** button, and follow the instructions on the screen. HTS will sometimes notify you via email that enhancements are available to be downloaded. You can also check frequently for new enhancements.

A Brief History of HTS Update Technology

Since it was founded in 1982, HTS has come a long way with the technology that we use to issue our updates.... but don't worry, we won't take you back to the olden days when we issued updates on the true "floppy" 8-inch and the 5-1/4-inch diskette.

Lets begin around the year 1990 when the computer industry began to move to the smaller 3.5" diskettes; and hardware manufacturers stopped installing 5-1/4" diskette drives in new computers.

For several years, HTS issued our updates on 3.5" diskettes; however, in 2000 when we began converting our applications to the Windows-based operating environment, the size of our programs grew dramatically, and updates began to require several diskettes. Diskette quality was constantly an issue, and sometimes the update could not be installed because of a defect in the diskette.

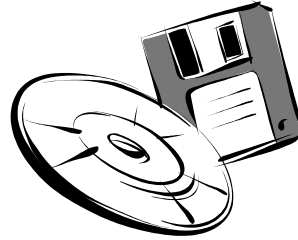
Diskettes also posed limitations

for facilities with multiple Data directories. The diskette needed to be installed in each directory, and sometimes the installer missed a directory, resulting in Release numbers out of sequence.

To resolve these issues, Hi-Tech began to issue updates on CDs, which are capable of holding much more information. We could also duplicate CDs on a high-speed burner much faster than duplicating numerous diskettes, and this allowed us to get the updates to you much more quickly.

With CD updates we also incorporated the ability for the installation program to recognize multiple Data directories and the applications contained in each directory. The person installing the update no longer had to remember which applications were in each directory and wonder "*Do I install this update in this directory?*"

This eliminated the possibility that a directory would not be updated. With updates on CDs, all directories are searched and updated with the necessary programs.



CDs, however, still left us with the issues of CD quality and dependability, and the time it took to duplicate, package, and "snail" mail the updates to our growing client base.

HTS has resolved these two issues by making updates available from our website. Rather than take days to physically produce the update to be mailed, we can make it available immediately on the web, and inform you via an email message that it is ready to be installed.

HTS will continue to improve the update process, and use the many wonderful tools that technology will continue to provide.

The Importance of Installing Updates On Time

It is essential to install updates as soon as they become available, either from the web or CD. It is also very important that you review the update Memo, and understand what the update will do. Sometimes the Memo will instruct you to complete certain processes *before* installing the update. The installation instructions might have changed since you installed a previous update, so make sure you read and carefully follow those instructions. This will go a long way toward preventing problems.



HTS identifies each update with a Release number, for example W4.09. The W indicates that this is a Windows-based application, and distinguishes it from the older DOS-based applications no longer in use. The 4 represents the year 2004, and the 09 represents the 9th month, or September. If we issue another update in the same month, we might add the letter A to the update: W4.09A.

HTS updates *almost always* require that your application be at a specific release number before you can install the new release and begin using important program

changes. This insures that you receive all updated programs. HTS applications frequently share programs and data files that must remain current with each other. Also, some updates are time sensitive to comply with state and federal regulations, or to provide billing changes. If you do not install them, billing could be rejected and interrupt your cash flow.

We sometimes receive calls from clients who did not install a previous update, and, therefore, can not install a new Release because the application is not at the correct Release number. Support

(Continued on page 3)

Hi-Tech's Recent Accomplishments

We'd like to review some of our more recent accomplishments, and thank our clients for their patience and fortitude in dealing with any bumps we've hit along the way. Many of these changes have resulted in higher demands on our Phone Support staff, as we have "ironed out the wrinkles" that seem to come along with any kind of change.

- All programs were reviewed, retested, and resent to all clients
- Updates on CD
- New face sheet fields were added to accommodate cell phone, pager, and fax numbers and email addresses
- Updates and program enhancements were made available from the website
- Users' Instructions for additional applications were added to the System
- RMCobol 8.01 update brought all clients up to date with current programming technology
- HIPAA-compliant 837 billing changes
- Residential Care UB92 billing
- Ability to print a bitmap signature on AP and PR checks
- Integration of the Hi-Tech MDS program with the CareTracker Observation system
- Staff changes at HTS
- RCA Correction Policy
- Multi-state Medicaid billing
- Began development of MDS 3.0 (now on hold by Federal govt.)

HTS Welcomes New Clients

- The Inn at City Hall
Augusta, ME
- Mayflower Place
Sanford, ME
- Monarch Center of Saco
Saco, ME

Assisted Living Software now Available

The State of Maine has introduced an assessment form for Assisted Living—the MDS-ALS ME (Rev 12/03). Facilities approved to provide assisted living services have used this form. As of July 4, facilities can submit the form electronically to the Edmund S. Muskie School of Public Service, where it will be used to classify each tenant into one of the eight assisted living billing categories.

MaineCare electronic billing is also available for Assisted Living. As of July 4, qualified Assisted Living facilities can bill electronically on a UB92 form.

HTS Workshop Schedule on Web

Go to www.hi-techsoftware.com and click on [HTS Workshop Schedule](#) at the lower right.

Hi-Tech is currently installing both clinical and financial software to move Assisted Living facilities into electronic submission. With our clinical software, you can process your tenants' MDS-ALS assessments, calculate their Case Mix scores, create a submission file to submit the assessments to the Muskie Institute, and create a billing file to be submitted electronically to the State of Maine.

Please call John Hilton at 207-474-7122, for more information.

Installing Updates on Time

(Continued from page 2)

will advise you to cancel the installation of the new release, find and install the previous release, and then install the new release.

Another potential problem with the update installation is that the update can lock up and won't proceed. The most common reason for this is that someone is using

an HTS application and file that is required by the update. The person installing the update must be absolutely certain that no HTS systems or applications are in use, including on the installer's workstation.

Once you have installed an update, please notify HTS. The installation process prints a form that you must verify and fax to HTS when the update has correctly installed. We en-

ter the information from this fax into our records, so we can track your update history. If we notice that you are falling behind, our "Update Policewoman" might call or email you to remind you to install your updates so that your HTS System continues to run efficiently.



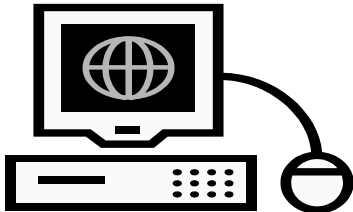
Update AT&T Global Network Dialer

To submit MDS records, you must connect to the CMS system using the AT&T Global Dialer.

The Dialer program regularly prompts you to download updates to your system to keep your Dialer program current, and to avoid problems submitting to CMS. An older Dialer program that has not been updated might cause your submissions to become unstable, and CMS might reject your MDS file.

If you think that your Dialer program is behind in updates, and you are having submission problems, download a new one from the web by going to www.attbusiness.net Click on the **Help Center** option at the top, and then on the **Downloads** option on the left side of the screen.

For additional help, contact the MDCN Help Line at 800-905-2069.



Medicare Changes Taxonomy Codes

On 7/1/2004 Medicare put new billing edits into effect that changed the taxonomy code for General Practitioner from 203BG000Y to 208D0000X. Bills submitted with the previous code will be rejected.

HTS put an update on our website which cycled through your Physician records and changed the old code to the new code, or inserted the new code in a blank Taxonomy code field. The update did not change any other taxonomy numbers.

You can verify that you do not have any other invalid Taxonomy Numbers. First, print a Physician List. Select **01 Resident Accounting System > 05 Reporting > 01 Profile Reporting > 01 Print Profile Master > Physician List** **Print**.

Then, go to www.wpc-edi.com/codes/Codes.asp. Click the down arrow at Pull down to select a code list and select Taxonomy Provider Codes. On the left side of the screen scroll down and click on **Individual or Groups** or **Nonindividual** to expand the list so you can compare your Physicians' codes. If an item is preceded by a plus sign +, click on the item to expand it. You can also click on the red word PDF to download a 98-page document that you can print and search using the Adobe Acrobat Reader™. Correct invalid codes through **Edit Physician Records**.

Verify Physicians' UPINs

Find or verify a physician's UPIN on the web at upin.ecare.com or www.accuchecker.com.

To Exit HTS Programs



To end out of an HTS program, click on one of the buttons designed for that purpose. These are typically located at the bottom of the HTS program screen. Do NOT click on the in the upper right corner of the screen. This button is part of the Windows operating environment. Exiting a program in this manner might not save the information that you have just entered into the program.

Use Medicaid by Batch for Res Care Cash Receipts

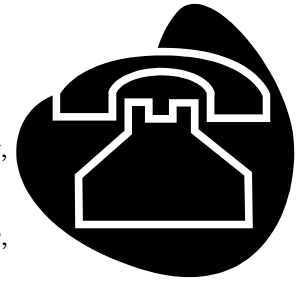
If your remittance statement includes Service Dates for two different months, you can still use the Medicaid by Batch option to enter cash receipts. On the Cash Receipts screen, enter the Service Date range for the first date range on your remittance statement: **Service Date Range: From 07/01/2004 Thru 07/04/2004**. Reconcile and update.

Return to the Cash Receipts screen and enter the date range for the next month's service date range: **Service Date Range: From 06/28/2004 Thru 06/30/2004 PCS % Charges**. Reconcile and update. Both date ranges will flow to your transaction file.

If your Medicaid remittance statement includes service dates that overlap a rate change, and you have edited your company header with current percentages, edit the PCS % and PNMI % on the cash receipts screen with the previous percentages.

Service Date Range: From 06/27/2004 Thru 06/30/2004 PCS % Charges 33300 PNMI % Charges 33300

HTS Phone Support Guidelines



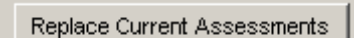
- Phone Support office hours are Monday–Friday, 8 am to 5 pm.
- We close for 6 holidays: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving, and Christmas.
- Two Support members actively work on Support calls during office hours; however, from 11:30-1:30, there is usually one support member available.
- Support takes calls in the order they are received. We make exceptions for emergencies.
- The first available Support person will take your call. We discourage you from asking for a particular Support person as this could lengthen the time that you wait for someone to return your call.
- Our goal is that Phone Support will return your call within 30 minutes of the original call time. We make every effort to achieve this goal, and there are times when this is not possible. Please be patient if you have not heard back from us; we will call as soon as we can.
- If we call back and you are not available:
 - o We will leave a voice mail or a message with your receptionist.
 - o If we do not hear back from you within 2 days, we will attempt to reach you again.
 - o If we leave another message, we will wait an additional 2 days, and if we still haven’t heard back from you, we will close the call, assuming that you have resolved the problem.
- If you fax a problem to (207) 474-7124, please *call or email us* and let us know that you faxed something.
- You can email us at: support@hi-techsoftware.com where it will be received by several support team members. Do **not** email *new* problems to an individual at HTS (ex: poindexter@hi-techsoftware.com). If that person is out of the office, Support will not know about your message.
- We will enter emails and faxes into our “Call Queue” system with the time that they are received.
- Please let us know in advance if your Tech (Hardware) support, on-site consultant, accountant, or state surveyor is scheduled to be at your facility. Support can plan to have a team member available, or call you as soon as they are available, to assist with any questions or problems. In most cases you are paying to have consultants at your facility, and you need answers quickly. Letting us know in advance, will help us meet that need.
- There are certain things that a Phone Support team member cannot do over the phone. These include, but are not limited to the following activities, which require an on-site, billable visit:
 - o training
 - o hardware problems, including network rights and drive mapping
 - o moving HTS to a new computer
 - o helping you install updates if you are more than three updates behind in an application

Other Support Resources


- On-screen HTS users’ manuals. On any HTS application menu or program screen, click the blue question mark in the upper left corner to display the manual for that application.
- On the HTS website select **Downloads/Updates > Documentation > Frequently Requested Instructions**.
- On the HTS website, click [Resources](#) at the bottom of any screen for links to other useful websites.
- To assist you quickly, HTS will fax and email instructions on specific processes.

Resolve Pending Days on PPS Room Rate Review

If your PPS Room Rate Review lists pending days, this can usually be resolved by correcting the Medicare Stay Table


- Check accuracy of Admission Date and Discharge Date.
- Are there assessments listed in the Current Assessments box? If there are none, and your Resident Accounting System is integrated with the Clinical System, click on 

This will look in the MDS History file for Medicare assessments done within the admission and discharge date range. These assessments will be added to the screen.

- Sometimes a Discharge Date gets into the stay table before the assessments do. If your Resident Accounting System is integrated with the Clinical System, remove the D/C date, and click on 

to search MDS History. If the

assessment dates are then displayed, re-enter the D/C date.

- Verify Medicare and Co-Ins Days. For a new resident the Start and Available Days must be the same. When a month of Medicare days has been billed the Available Days will change automatically. The number of Days controls the Covered Days for each assessment.
- Grace Days—The HTS System automatically takes into account the correct number of grace days. There are 3 grace days on a 5-day assessment, 5 grace days on a 14, 30, or 60-day assessment, and the 90-day assessment must be done by day 92.
- Default Rates—If an assessment was done past the Grace period, or wasn't done at all, a default rate assessment must be entered into the stay table. To do this, click on . The assessment date must be within the observation period for the as-

essment that is missing, and have a category of 45.

- OMRA assessments can replace a regularly scheduled Medicare assessment, if done within the observation period of that assessment. For example, a 30-day observation period was 06/21/04 to 06/29/04. An OMRA assessment (coded with an AA8b reason of 8) was done on 06/25/04. This OMRA assessment replaces the need for a 30-day assessment. If the assessment had been done on 6/20/04 (outside the window), a 30-day assessment is still required between 06/21/04 and 06/29/04.
- Check the days that have been posted through Census. Select **Room Adjustments > Enter Room Adjustments** and bring up the resident who has pending days. Make sure the days that are posted are Medicare days and are within the admission and discharge date range.

MDS, MDS-RCA.... Do You Know?

Unless you are writing in a correction, do not make hand-written additions to the chart copies of your MDS or MDS-RCA assessments. To correct information on the assessment—if the change does not require a new assessment—draw a line through the incorrect information, so that you can still read it. Write the new information, the date, and your initials near the original information.

Some responses allow for a specific number of characters: AB6 Lifetime Occupation (20 spaces), I1nn Allergies (15 spaces), Q1q Other (15 spaces), etc.

Except for signatures and hand-written corrections, the submitted, electronic record should match the paper copy, so no additional information should be handwritten on the paper copy in these fields.

Rebill for Bed-Hold Payments

Bed-hold payments to residential care providers were supposed to be restored to 100% effective July 1st, however, July MaineCare checks still deducted 25%. DHS reports that by mid August payments will be made at the 100% level. It will be necessary for facilities to re-bill for the difference in rate.

CMS Posts Maine CM Scores

At midnight on the day that you submit MDS records to the CMS system, the State of Maine posts a grouping for case mix scores. If you check back into the submission system, under the [Receive Validation Reports](#) link, you will see your submission number listed there as #####.g. This is the grouper file that the State produced. Open the file to view a report of submitted vs. calculated scores.

MDS-RCA Form (Rev 12/03)

HTS has nearly completed testing of the MDS-RCA Form (Rev 12/03). When all our test sites are approved for this new assessment version, we will issue the update that provides the new form to all Res Care clients.

Before you install this update, you must submit all assessments that have been completed, but not yet submitted.

The update will include the following important changes:

- The ability to complete and submit Inactivation and Modification assessments.
- *Every* assessment will require that Section AA is completed.
- Hand-written signatures are required on the chart copy at:
 - o AA8a and S2
 - o AD1a (on the Admission Assessment)
 - o D3 (on the Discharge Tracking form)
- Changes to the HTS submission process

HTS has scheduled a Residential Care workshop for Thursday, September 16. This workshop will cover the Rev 12/03 form changes and several other system features. Attending this workshop will increase your confidence in using the system. HTS will mail registration forms to you.

Review MDS with Change Register

When you review 13 pages of an assessment, it is easy to overlook data-entry errors. The MDS and MDS-RCA Change Register is a very useful tool for focusing on the accuracy of items that you have changed on an assessment.

After you enter a resident's assessment data, from the same menu select **Print MDS/RCA Change Register**. Enter the Resident ID and Assessment Date.

The printed change register will list the old and new responses for each item that has been changed.

This report is not helpful for reviewing Admission assessments because all responses are listed as changes.

HTS to Provide Short Assessment Form for Res Care Private Pay Residents

Private-pay facilities must complete an annual assessment on each resident. The facility may choose the type of assessment to be completed. An MDS-RCA assessment is not required.

Hi-Tech is introducing a Short Version Assessment Form for private-pay facilities. This form is intended for facilities that are not required to complete or submit MDS-RCA forms, and it was not developed by the State of Maine.

The Short Form maintains the integrity of the MDS-

RCA form, while reducing the time required to complete the assessment. We reduced the 13-page MDS-RCA form to seven pages; however, the Short Form contains all questions required to calculate Case-Mix, Quality Indicators, and to print our Service Plan Part 1. This form can be an instrumental tool in creating your residents' Service Plans.

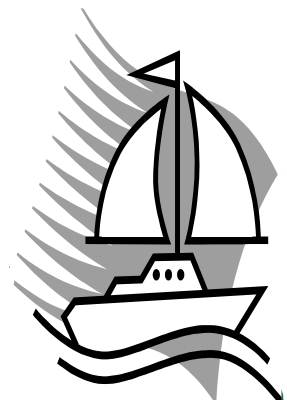
If you are interested in reviewing our Short Form Assessment, please contact Hi-Tech. If you are required to complete an MDS-RCA or MDS-ALS form, this form is *not* an option for you.

A Personal Note from John Hilton

I will retire from Hi-Tech Software by the end of the calendar year. During the next four months, I will relinquish my position as Sales Manager to Lynne Hammond.

Lynne has been employed at Hi-Tech for eight years. She has been involved with phone support, product training, client consulting, and special projects. Lynne understands our clients' needs, as well as Hi-Tech's goal to strongly support our current client base while adding new clients—an approach that has worked very well for us during our 22 years in long-term care.

Working at Hi-Tech has brought me into contact with many professional and dedicated people. I wish you the best as you continue to meet the on-going challenges in long-term care.



Navigate with Ease, John

Hi-Tech Staff

Mark McAleer—President/Product Development
Rick Anzelc—Vice President/Systems Analyst
John Hilton—Marketing Manager
Sharon Worthley—Admin. Asst./Cust. Support
Marti McFadden—Documentation
Claire Bourque—Trainer/Customer Support
Jeff Hadley—Trainer/Customer Support
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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 away.

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

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