

# HTS Express

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

Summer 2010



## Hi-Tech Makes Hay While the Sun Shines

We are marveling at our amazing summer weather. Fortunately, it has *not* distracted us from accomplishing what we need to do so our clients can continue to meet state and federal regulations.

**MIHMS:** We have released the programs that our Maine clients need to submit MaineCare test claims to the new MIHMS billing system. You must be at Release 10.05 to send *test* claims so you are ready to submit *live* claims by the effective date of September 1.

Please note that some of these program changes affect our clients in states other than Maine.

To help our MaineCare providers meet the new regulations, we have presented workshops, Webinars and individualized training. We will continue MIHMS Webinars in July, August and September. See Page 6.

On our website, you can find MIHMS instructions for specific types of billing and levels of care. See Page 6 for details.

**MDS 3.0:** All nursing care facilities must begin using the MDS 3.0 on October 1, 2010. Three Hi-Tech programmers are now devoted to transforming our MDS 2.0 programs to the MDS 3.0. Please see Page 5 for more information on how you can begin to prepare for these changes.

**New Website:** We will soon launch a re-designed website with a very different look and some new features, including a Search box. We will provide instructions that help you find what you need on the website, and you can call Hi-Tech if you can't find what you are looking for. ■

### Dates to Remember

**Labor Day HTS Closed**  
Monday, September 6

**First Day of Fall**  
Thursday, September 23.


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*Bon Voyage, Sharon Worthley. Navigate with Ease!*



After 22 years with Hi-Tech Software, Sharon Worthley has left us. She and her husband have moved to North Carolina to live closer to their children and granddaughter.

We are still discovering Sharon's name and email address in instructions to our clients. If you discover one of these "artifacts", please let us know. Instead of emailing Sharon, email [Support@Hi-TechSoftware.com](mailto:Support@Hi-TechSoftware.com) or call our new Administrative Assistant, Joanne Hewett, at (207) 474-7122. Be sure to read about Joanne on Page 3. ■

Find the **blue swoosh**  hiding in this issue. Email [marti@hi-techsoftware.com](mailto: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 California Client

With the addition of our new client in California, Hi-Tech supports clients in 9 states.



**Whittier Hospital Medical Center,**  
Whittier, CA  
*Clinical Records System for Nursing Care*

### We also Welcome...

**Bel-Air Nursing Home,** Goffstown, NH  
*Clinical Records System for Nursing Care, Rehab Therapy Interface, Trust Accounting, Resident Referral*

**Coldwater Manor,** Stratford, TX  
*Clinical Records System for Nursing Care*

**Innovative Pharmacy Solutions,** Indianapolis, IN  
*Resident Interface to QS1 software*

**Sarah Frye Home,** Auburn, ME  
*Resident Accounting, General Ledger, Accounts Payable, Clinical Records for Residential Care, Resident Referral, Trust Accounting, Payroll to GL Interface*

**Woodlands of Cape Elizabeth,** ME  
*General Ledger, Accounts Payable, Fixed Assets*

### Current Clients Add Capability

*IMAR Electronic Medication Administration System*

Care Ridge Estates, Lee, ME  
Clover Health Care, Auburn, ME  
Gorham House (Cottage), Gorham, ME  
Lakeview Terrace, Lincoln, ME

*CareTracker Interface*

Bangor Nursing and Rehab Center, Bangor, ME

*Payroll with Interface to TimeTrak and Rehab Interface*  
Cedar Hill, Windsor, VT

*Orbits Medical Supplies Interface to Resident Accounting*  
Vermont Veterans Home, Bennington, VT ■



## AHCA Posts Events on Calendar

On its website at [www.ahcancal.org/events/Documents/2010HealthCareObservances.pdf](http://www.ahcancal.org/events/Documents/2010HealthCareObservances.pdf) the American Health Care Association (AHCA) provides a calendar of events related to long term care. Here are a few events scheduled through September.

*National Nurses in Staff Development Days*  
(www.nnsdo.org) July 8-11

*National Therapeutic Recreation Week*  
(www.nrpa.org/ntrs) July 12-18

*National Immunization Awareness Month,*  
(www.cdc.gov/vaccines/events/niam/default.htm)  
August

*Alzheimer's Memory Walk* (www.alz.org)  
September-November

*National Grandparents Day*  
(www.grandparents-day.com) Sunday, September 12

*National Assisted Living Week* (www.nalw.org)  
September 12-18

*National Rehabilitation Awareness Week*  
(www.nraf-rehabnet.org. September 19-25

### AHCA Recognizes the Following in September:

*American Heart Walk* (www.americanheart.org)

*Healthy Aging Month* (www.healthyaging.net)

*National Sickle Cell Awareness Month*  
(www.sicklecelldisease.com)

*National Cholesterol Month* (www.nhlbi.nih.gov) ■

### Hi-Tech to Exhibit at Fall Conferences

**Vermont Health Care Association (VHCA)**  
Tuesday–Wednesday, September 21-22

**New Hampshire Health Care Association (NHHCA)**  
Wednesday–Thursday September 29-30.

**Maine Health Care Association (MHCA):**  
Wednesday–Thursday, October 20-21

**New Hampshire Association of Residential Care Homes (NHARCH):**  
Tuesday–Wednesday, October 26-27. ■

## Help Hi-Tech Help You

- Hi-Tech assigns **Call Numbers** to each request for support. If you know your Call Number, reference that number if you call back about the same issue.
- All correspondence to Hi-Tech (email, faxes, etc.) must include *your name* and *your facility name*. We need this information to log your request for assistance into our Call Queue.
- When you install an update, the Installation Instructions ask you to print a form and fax to Hi-Tech. This informs us that you have installed the update. If you are responsible for installing updates, please follow the Installation Instructions for printing the form. Verify its accuracy, and fax it to Hi-Tech.
- We keep the three most recent updates (indicated by different Release numbers) on our website. If you fall too far behind, you will not be able to install *any* of the newer Releases. It will become a chargeable appointment with Hi-Tech Support to bring your system up to date. ■

## Creative Imaging Sets Group Run Dates

### Order close

September 1

### Delivery

October 14

Contact Dana Wildes: [dwildes@creative-ig.com](mailto:dwildes@creative-ig.com)  
 207-807-6284 (cell) Toll free: 866-370-2999.  
[www.hi-techsoftware.com](http://www.hi-techsoftware.com) > **Hi-Tech Clients**  
 > Creative Imaging Cooperative Buying Plan. ■

## Review Your Hi-Q Points

It is a good time to review your Hi-Q Points and your training needs. If you have points left from 2009, you must use them by the end of 2010.

- **On-site training** (1 point buys 1 hour)  
No charge for travel time
- **Telephone appointments** (1/2 point buys 1 hour)
- **Facility-specific workshops** (1/2 point buys 1 hour)  
Held at our office and focused on your agenda. ■

## *Do you Meet Minimum System Requirements?*

These requirements will provide satisfactory processing speed in the Hi-Tech programs. New equipment provides better and faster results.

### Workstations

- Windows 2000, XP, Vista or Windows 7
- Laser Printer (*not* a DeskJet, InkJet or BubbleJet)
- Tape Backup or other removable media
- Phone located near workstations (for support)

### File Server (for networked environments)

- 1 GB free disk space or more
- If using a dedicated file server (not used as a workstation), any Windows-based network or LINUX
- Drive letter mapped exclusively to Hi-Tech

### Other

- Internet access and email capability (high-speed access recommended)
- Modem and phone line access on Resident Accounting system, if applicable
- Email contact(s) for correspondence ■

## Joanne Hewett Joins the Hi-Tech Team

Our new Administrative Assistant, *Joanne Hewett*, will greet you when you call, and she will enter your questions and requests into the Hi-Tech Phone Support Call Queue.

Joanne graduated from the University of Maine at Orono in 1982 with a Bachelor of Science degree in Child Development/Family Relations with a focus in Social Work.

Joanne has an extensive background in customer service. She managed a bookstore for 14 years, worked in a town office for 2 years, and was a legal secretary for 7 years.

Joanne has served on advisory boards for Kennebec Valley Community Action Program (KVCAP) Families in Transition Program and Youth and Family Services. She is the Past President of the Skowhegan Lioness Club. She currently serves as a trustee for an assisted living facility in Skowhegan—Redington Memorial Home.

Joanne lives in Skowhegan with her husband, Jeff, and their son, Shawn. She enjoys reading, traveling, camping, swimming, building, gardening and spending time with extended family. **Welcome, Joanne!** ■



## Happy Thoughts on Client Support

We are patting ourselves on the back again for the following high praise we have received from our clients:

*“Corey [the IT guy] was very impressed with [Hi-Tech]... the best vendor they have.”*

Dawna, Norway Rehab, Norway, ME

*“I had the pleasure of speaking with Deanne today with multiple questions as I am not overly familiar with the HI-TECH system. She was very knowledgeable, polite, patient and just wonderful to talk to as a support person. It is nice to see that in today's electronic world there are people who genuinely care about the customer. Thank you again for your time and marvelous support.”*

Michael Patno,

Green Mountain Nursing Home, Colchester, VT

Our clients recorded the following remarks after an online GoToAssist™ support session.

*“Alicia is always helpful. She and I communicate well. She gets right to the point and solves my problems quickly.”*

*“Thank you Claire for your help in being able to submit our Maine Care files for payment. Always nice to know there are knowledgeable people at Hi-Tech whom are able to assist us when we need them. Nice to know we can make a phone call to a Hi-Tech Rep. and get the issue resolved in a timely and courteous manner.”*

*“Rachael was a great help. You all are always so nice and great to work with. We are so lucky to have such a great support team.”*

*“Connie has been extremely wonderful and helpful in teaching Hi-Tech Software... very patient and informative. All very positive experiences with Hi-Tech Software and Customer Service.”*

*“I always feel confident in your representatives. I can sit back and be relaxed. It will be addressed and always has been fixed very timely!”*

*“My experience with the representatives at Hi-Tech was very positive. The reps are always patient and extremely helpful.”*

See our **GoToAssist** Satisfaction Rates on the right. ➔

## Hi-Tech Continues Summer Webinar Training

Through September, Hi-Tech will continue to offer Webinars on MaineCare MIHMS billing procedures.

This summer you can also attend Webinars on other Resident Accounting topics, Payroll Reporting, Care Plans, MDS Scheduling, and Tracking Activity Participation in your facility.

Review the current Webinar schedule on our website at [www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > [Hi-Tech Clients](#) > [View Webinar Schedule](#). The schedule changes frequently, so review it often.

Note: The location of the Webinar Schedule will change when we publish our new website this summer.

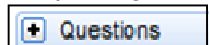
We send invitations two weeks before the scheduled Webinar. Use the invitation to register and receive a Confirmation email with a link to the Webinar.

You will receive a reminder one week and one hour before the Webinar. Each of these has a link to the Webinar. If you do not receive these confirmations and reminders, check your Spam folder. Also, ask your IT support staff to allow emails from the citrixonline.com account to come into your Inbox.

To receive invitations to Webinars on the applications you use, email [Webinars@Hi-TechSoftware.com](mailto:Webinars@Hi-TechSoftware.com). Provide your name, facility and the applications you use. We will add you to our invitation lists. ■

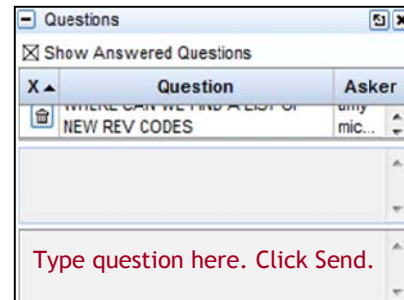
## How to Ask Questions During Webinars

During a Webinar, to ask the presenter a question, click the plus sign in front of **Questions** in the control panel:



This opens the Questions panel. Type your question and click **Send**.

The presenter will answer your question right away or at the end of the Webinar. ■



GoToAssist Satisfaction Rates	Positive ☺	Neutral ☹	Negative ☹
April-May 2010	94.7%	5.3%	0.00

## Clinical Systems News

### Hi-Tech Prepares for MDS 3.0

Hi-Tech is now creating the programs you will need to record, print and submit the MDS 3.0. We plan to provide all the scheduling and reporting features now available for the MDS 2.0.

We will offer workshops and Webinars on the MDS 3.0 so you are ready for the October 1 effective date. ■

### HCPPro Creates MDS 3.0 Website

HCPPro has created a website where you can receive updates and information about the MDS 3.0 at [www.mdscentralonline.com](http://www.mdscentralonline.com).

According to HCPPro, “MDSCentral is a source for industry news, resources, and MDS information. You will find coverage of long-term care issues and regulations, the latest news about the MDS 3.0, and tools to improve your processes and ensure a smooth transition to the new assessment system.”

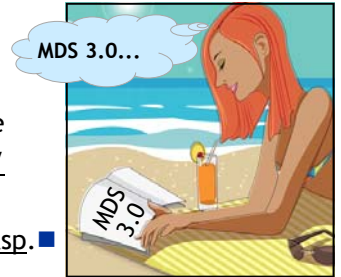
You can submit MDS-related questions and subscribe to a free e-newsletter on the MDS 3.0. ■

### Access Other Sources of MDS 3.0 Information

- **McKnights Long Term Care News:**  
[www.mcknights.com](http://www.mcknights.com)
- **Harmony Health Care:**  
[www.harmony-healthcare.com/](http://www.harmony-healthcare.com/)
- Your state **Health Care Associations**
- Email MDS 3.0 question to  
[MDS30Comments@cms.hhs.gov](mailto:MDS30Comments@cms.hhs.gov).
- **Centers for Medicare and Medicare Services:**  
[www.cms.gov/NursingHomeQualityInits/25\\_NHQIMDS30.asp](http://www.cms.gov/NursingHomeQualityInits/25_NHQIMDS30.asp) ■

### Prepare for the MDS 3.0

You can begin studying the MDS 3.0 Form and the Manual. Download free copies from the CMS website at [www.cms.gov/NursingHomeQualityInits/45\\_NHQIMDS30TrainingMaterials.asp](http://www.cms.gov/NursingHomeQualityInits/45_NHQIMDS30TrainingMaterials.asp). ■

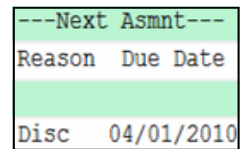
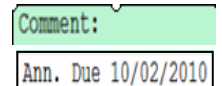


### Do You Use these MDS 2.0 Features Yet?

MDS/Care Plans > Scheduling/Pre-Asmnt and Reporting > MDS > **Assessment Alert:** select  **Include Assessments flagged as Do Not Submit.**

MDS/Care Plans > Scheduling/Pre-Asmnt > **Other Payers:**

- Calculates a resident’s next assessment date based on the R2b and VB2 dates in the previous record, depending on the type of assessment. It will calculate the Annual Due date based on 366 days from the most recent VB2 date.
- Uses the Libraries > Facility > **Clinical Profile** > Quarterly Review Days to schedule quarterly assessments.
- Alerts you if an annual is due within 30 days of the next suggested quarterly date, and if the next suggested quarterly is the 4<sup>th</sup>, 5<sup>th</sup> or 6<sup>th</sup> quarterly.
- If the reason is a Quarterly MDS, the Next Annual Due date will be printed in the Comment column.
- If there is a Discharge Date in a resident’s face sheet, and you have not completed a Discharge Tracking Form, this resident will be listed as requiring that record as the Next Assessment. ■



### Hi-Tech Schedules Webinars on MDS 2.0 Topics

Date	Day	Time	Topic
7/8	Thurs	2-2:30 pm	<b>MDS and MIHMS Billing:</b> Designed for our Maine Clinical Records <i>Nursing Care</i> users to learn how the MDS will affect billing. This Webinar will stress the importance of good communication between your MDS Coordinators and your billing staff.
7/22	Thurs	2-2:45 pm	<b>MDS Scheduling and Key Reports:</b> Designed for MDS Coordinators. Refresh your knowledge about MDS scheduling and reporting to help avoid missed MDS records and late submissions. Learn to access and report on your MDS History. ■

## Financial Systems News

### CMS Changes Medicare B Fee Rates

CMS has recently changed Medicare B Fee Schedule rates, retroactive to January 1, 2010.

Because of these changes, many providers will receive payment amounts that differ from billed amounts for Adjustments, Re-bills, and perhaps May dates of service.

Fee Schedule rates may change again for dates of service that begin December 1, 2010.

**Before** you post your Medicare Part B therapy charges for June, HTS will provide a Rate Update.

This update will include the new Fee Schedule effective January 1.

The **Fee Schedule Update Memo** will describe procedures you will use to adjust prior charges **after** you install the Rate Update and put the revised Fee Schedule amounts into your system. ■

### Maine Sets Days Awaiting Placement Rate

*Reprinted from MHCA E-News, July 2, 2010*

MHCA [Maine Health Care Association] received notice this week that DHHS'S Rate Setting Unit has recalculated the Days Awaiting Placement Reimbursement Rate for Fiscal Year 2010-11.

According to Rich Lawrence, the new rate will be increased to \$88.17 per day. ■

### Hi-Tech to Present More MIHMS Webinars

Also refer to the current Webinar Schedule on our website. We send invitations two weeks before the Webinar date.

Date	Day	Time	Topic
7/8	Thurs	11-11:45 am	<b>MIHMS Billing for the State of Maine (RB)</b> Intended for <b>Resident Accounting Nursing level of care.</b>
7/8	Thurs	2-2:30 pm	<b>MDS and MIHMS Billing</b> Designed for our Clinical users to learn how the MDS will affect billing. This Webinar will stress the importance of good communication between your MDS Coordinators and billing staff.
8/4	Wed	2-2:30 pm	<b>Questions and Answers on the New MIHMS system.</b> A review of our frequently asked questions.

### Hi-Tech Provides MIHMS Training

To prepare MaineCare providers for the September 1 MIHMS effective date, Hi-Tech presented MIHMS workshops and several Webinars.

We will hold additional Webinars in July, August and September (see schedule at bottom of the page) so you can continue to learn about the new requirements.

We have also posted instructions on our website at: [www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > [Hi-Tech Clients](#) >

- [Hi-Tech Software's MIHMS Processes for Nursing Level of Care: Resident Accounting, UB04 Exception Billing and Clinical Records: Nursing Care](#)
- [MaineCare Nursing Facility Billing Practice Change](#)

The following MIHMS instructions are also available:

[Hi-Tech Software's MIHMS Process for Residential Care](#)

[Hi-Tech Software's MIHMS Process for 1500 Exception Billing](#)

Print and review the document for your Level of Care (Nursing or Residential), and the application you use (Resident Accounting, UB04 or 1500 Exception Billing).

You must send test claims in July and August to verify that your live files will be accepted as of September 1. ■



### Resident Accounting: Release 10.05

To learn about other Release 10.05 changes, read the Update Memo.

#### Admission Procedures > Enter Census Changes:

If you change the Level of Care, this starts a new Stay record. The date of this change becomes the Stay *End Date* of the current stay and the Stay *Start Date* of the new stay.

#### Receipts / Charges / Adjustments > Cash Receipts:

ⓄMedicaid by Batch has been removed.

If you are not set up to process your Medicaid 835 electronic remittance file for cash receipts:

- Contact your state to learn what you need to do to access your 835 file.
- Contact Hi-Tech Support to schedule a phone appointment to set up the process and receive training. This appointment will cost one Hi-Q point.

#### Adjustments > Medicaid Rate Change, Medicare Rate Change and Ancillary Rate Change.

Before EOM is complete, you can post room charges through end of month, set up the new month census, and *now* change rates for Medicaid, Medicare, Private and/or Ancillaries.

Census changes can be on file for the new month while you process rate changes.

**New Reporting > Inquiry > Monthly Payer Analysis** will sort history transaction information by Payer, Cost Center/Item Number and Resident to provide a grand total per payer. Use to assist reconciliation.

**End of Month > Print Month End Reports:** the **Resident Day Statistics** report will provide totals by unit. The report will provide amounts *not* defined by unit for the days posted before you install the update.


**Libraries > Facility > Accounting Profile:** has been reduced from three to two screens, and Items have been moved to the new **Facility Rates** program. ■

### Payroll: List Part- or Full-Time Employees

In **Reporting > Employee Labels** (also under Prepare W-2s) you can now select  All Sched Hours, or enter a range of scheduled hours. This allows you to print lists of part-time or full-time employees. ■

### Control the Payer of Medicare B-Type Charges

Assign the sort number **99** to an insurance, such as Medicare B, so it will not be selected before another insurance for therapy and other Medicare B-type charges.

Ins No	Description	Cur	New
01	MEDICAID		1
04	MCR A		2
05	MCR B		99

This change affects the following processes:

#### End of Month > Therapy Charges

> **Create Rehab Charges:** If insurance is assigned a sort number of 99, the program will skip it as inactive.

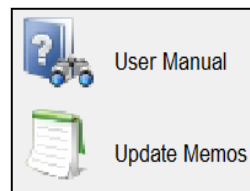
#### Interfaces > Resident Accounting > Therapy Charges

> **Create Charges, and Rehab Therapy System**

> **Daily Procedures > Enter Daily Time:** If you assign a sort number of 99 to Medicare B, the resident will be viewed as *not* having Medicare B. ■

### Hi-Tech Enhances Therapy Systems

Release 10.05 included several enhancements to the Rehab and Respiratory Therapy Systems.



Read the details in the Update Memo and User Manuals for these systems. On the Hi-Tech menu, select the Therapy application and then select User Manual on the left side of the menu. ■

### General Ledger: Release 10.05 Changes

- **Journal Entries > Enter JEs** displays the Year and lists items that match that year.  
**Print Journal Entry Audit** now includes the year.
- **End of Year > Open New Year** removes inactive accounts that have no activity in This Year.
- **Libraries > Chart of Accounts > Print Reports** allows you to select  Inactive Accounts Only and  Last Year Chart. Inactive accounts will be noted as **\*Inactive\*** at the end of the detail line.
- **Interfaces > General Ledger > Central Office > Copy Custom Reports:** will copy GL report designs to other companies. Contact Hi-Tech Support for help. ■

## HTS Staff

Rick Anzelc	President/Systems Analyst
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Jeff Hadley	Director of Support Services
Joanne Hewett	Administrative Assistant
Gloria Collins	Accounting
RJ Anzelc	Business Manager
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Connie Harmon	Product Training/Consultant
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Ed Fowler	Director of Quality Assurance
Rachael Murphy	Client Support Manager
Alicia Nichols	Client Support
Deanne Morrow	Client Support
Marti McFadden	Documenter, Editor, Webmaster

Email *new* support issues to [support@Hi-Techsoftware.com](mailto:support@Hi-Techsoftware.com).

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.

## Summer 2010



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

### *Letters to the Editor:*

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We edit for clarity and space.

See our **Webinar Schedule** at

[www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > [Hi-Tech Clients](#) > [View Webinar Schedule](#)

See previous *HTS Express* and *Hi-Tech Hi-Fives* at [www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > [Hi-Tech Clients](#) > Newsletters.



*Nearly 30 Years  
Uniquely Focused  
on Long Term Care*

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