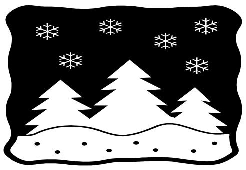
Hi-Tech Software, Inc.

HTS Express

Volume 10, Issue 4 December 2004



Dates to Remember

- Monday, December 20
  HTS Christmas Party
  Closing at 3 p.m.
- Friday, December 24
  Christmas Eve
  HTS closed
- Friday, December 31
  New Year 's Eve
  HTS closing at noon
- Monday, January 17
  Martin Luther King Day
  HTS open
- Monday, February 21
  Presidents Day
  HTS open

Inside this issue:

HTS Enhances Resident Stay Tables

Release W4.10 of the Resident Accounting, Clinical Census, and Clinical Records Systems provides new Stay Table programs that maintain a Stay record for each Admit Date and Payer change. The enhanced programs offer the following advantages:

- Each stay record maintains the resident's Diagnoses, Primary Payer, Level of Care, and the Admit From and Discharge To codes.
- For a readmitted resident, you can use the resident's previous Resident ID number. If you rebill for the resident's previous stays, you do *not* need to change diagnoses, admit and discharge dates back to the previous stay. See **Stay Table and Resident ID Numbers** on Page 2.

Resident Accounting / Clinical Census

When you admit a resident through **Enter Census Changes**, this creates the initial Stay Record, which is based on the Admit Date and Payer code. If the Payer code is 0004 for Medicare A, the program also builds the PPS Assessment schedule, based on the Admit Date and Available Medicare days.

When you change a resident's payer, this puts a Stay End Date into the current Stay Record and starts a new Stay Record with a new Stay Start Date and Payer code. Discharging a resident updates the Stay Table with the Stay End Date and the Discharge Date.

Clinical Records Systems

If your Nursing or Residential Care System is *not* integrated with Resident Accounting or Clinical Census, you create new Stay Records through the **Edit Resident Face Sheet** program.

Resident Face Sheet Records

```
01 Edit  Resident Face Sheet
02 View Resident Face Sheet
03 Print Resident Face Sheet
04 Print Resident Pick Detail Report
05 Edit Resident Stay Table
06 Print Resident Stay Table
```

When you enter a new face sheet record, this creates the resident's initial Stay Record based on Admit Date and Payer. A Payer code of 0004 for Medicare A will build the Medicare PPS Assessment Schedule.

The Primary Payer field has been moved to the Demographics screen, where the Admit Date field is also located. Changes to these fields will create additional Stay Records. Your system might require a Password to edit these fields.

Through **Edit Resident Stay Table** you can view all stay records and edit previous stay records. You can add a Stay record that you might have missed during regular processing. You can print Stay records through **Print Resident Stay Table**.

Stay Tables Instructions are posted on the HTS website on the Program Updates screen. Click Stay Tables for any of the applications that provide Stay Table programs to view and print the instructions.

See Page 2 for more on Stay Tables and Resident ID Numbers.

A Personal Message from Lynne Hammond

As of January 1, 2005 I will take over as Director of Marketing and Sales at Hi-Tech Software. John Hilton has held this position for over 20 years, and he will retire at the end of December.

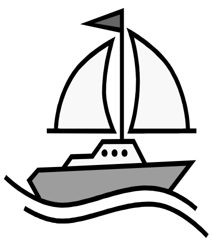
Although I look forward with great enthusiasm to my new position, I know I am stepping into a role that has been admirably filled by a very talented man, who has been highly respected in the health care industry among his peers, co-workers and clients.

I feel a mixture of excitement about my wonderful new opportunity, and also sadness at John's retirement, when I anticipate the changes the new year will bring for me.

John, I wish you and Aloha all the best, and I thank you for all the help and encouragement you have given me over the past months.

To our clients, I look forward to working with all of you, as John has. Please feel free to contact me if I can assist you.

Sincerely,
Lynne Hammond



Navigate with Ease, John

Everyone at Hi-Tech wishes John and his wife, Aloha, a very happy retirement. We have appreciated and will miss John's positive outlook, common sense approach, sense of humor, and his many other strengths. **Good Luck, John!!!**

Gloria's Request

When you send a payment to HTS, include the number of the invoice being paid, and also your account number, which is located to the right of your facility name on the invoice. Please call if you need assistance locating this information.

This will assure that I apply your payment correctly, especially if your company has more than one facility. Thanks!

Gloria

Stay Tables and Resident ID Numbers

Release W4.10 of the Clinical Records, Resident Accounting, and Clinical Census Systems provide new Stay Table programs (see Page 1). Prior to these updates, there were pros and cons for keeping the same Resident ID number when a Resident was discharged and readmitted, or if the resident's primary payer was changed to or from Medicare. To distinguish between the different stays or payers, some facilities chose to assign the resident a new Resident ID.

With the new Stay Table features, there are more reasons to *keep* the resident's original ID number. For billing, this allows the resident's detail to continue under the same number, and detail need not be tracked under multiple ID numbers. For clinical records, this allows historical information, such as the MDS records, to continue under the same number.

HTS recommends that you continue to use the same Resident ID number when a resident returns to your facility or changes primary payers.

Backing Up to a CD

HTS does *not* recommend that you back up your system on a CD, and therefore, our menus do not provide that option. We have learned that files are sometimes dropped when a backup CD is reused. If you want to backup your system to CD, contact your hardware vendor for instructions, including how to format the CD before performing the backup.

HTS does recommend backing up to zip disks, tapes and flash memory sticks.

HTS Welcomes New Clients

- Montello Heights
  Lewiston, ME
- Embassy Retirement Home
  Margate, FL
- Sheridan Manor
  Hollywood, FL

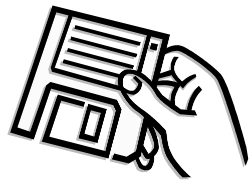
Electronic Billing Ready for New York Medicaid

HTS provides electronic billing for New York state residents admitted to our client facilities. Please contact HTS for set-up instructions.

End-of-Year Instructions on Web

HTS has posted 2004 End-of-Year (EOY) instructions on the web. Before you begin processing your 1099s and W2s, please go to www.hi-techsoftware.com > Downloads/Updates > Documentation > Year End Processing Instructions. Select instructions based on whether or not your fiscal year-end is 12/31/2004. Display, print, and follow these instructions. Tax tables for 2005 will be posted when available.

RCA Submission Disks



Residential Care facilities must submit MDS-RCA assessments to the Muskie School of Public Service on 3.5-inch diskettes. HTS recommends that you submit monthly, and you can include an entire month's assessments on one diskette.

Hi-Tech provides diskettes and mailers, already labeled for your convenience, at no extra cost. Please contact us *before* you run out, and we will send you a six-month supply.

Review HTS Workshop Schedule

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.

For workshops held at HTS, you can find directions to our office on our website under Contact Us.

"Design Your Own Workshop"

HTS offers a variety of high-quality training choices for our clients, and we will now provide 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 mutually convenient 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

Just call us to schedule!

Do You Read the Update Memo?

It is **very important** that you read the Memo for each update. The Memo is *in addition to* the email message that notifies you that the update has been posted on the web. Before you install updates from our website, click on Memo for that Release. The Adobe Reader™ will display the memo so you can print it. Click the back arrow button (upper left) to return to the Program Updates screen. The memo provides the following information:

- The required Release number for the application *before* the update can be loaded.
- The purpose of the update and the program changes that the update provides.
- Occasionally, steps that must be performed *before* or *after* the update is installed.
- Installation instructions, which might change from one update to the next.

Read and *carefully* follow ***all*** the instructions on the update Memo, so that your installation proceeds smoothly.

SS Wage Base to Increase

The Social Security Wage base will be increased from $87,900 to $90,000 in 2005. In December, HTS will send all Payroll clients this information again, along with all applicable payroll tax tables.

Form 941 to Change

Changes to the Federal Form 941 will be effective with the first quarter of 2005. To see a sample of the new form, go to the IRS website: www.irs.gov/pub/irs-dft/d941.pdf

How to Report New Hires to Maine DHHS

State and Federal laws require that all employers report newly hired employees to the Department of Health and Human Services (DHHS) within 7 days of their hire date. Monetary penalties can be imposed for failure to report. The required information is shown below.

Employer Information	Employee Information
Employer's Name and Address	Name and Address
Maine Dept of Labor Number or Federal ID	Social Security Number
Phone Number	Hire Date

The Payroll system provides two programs that accumulate this information for DHHS.

Print New Hire Forms (04 > 01 > 08) prints an individual letter for each employee hired since the date that you enter at Hired Since. The letter lists all required employee and employer information, and it can be printed on facility letterhead. *Before* you print these letters, select **04 > 07 > 01 Edit Company Header.** On the second screen under State Name and Address for New Hire, confirm that the DHHS address is correct.

Print Employee Pick Detail Report (04 > 04 > 02 > 03) prints a list of new hires. See sample below.

☐ All Hire Dates
From 11/07/2004 Thru 11/13/2004

First screen: *un*check All Hire Dates and enter the date range.
Second screen: check the items as shown on the left.

☑ 011 NAME & ADDRESS
☑ 012 SOC SEC NO
☐ 013 TELEPHONE NO
☑ 014 HIRE DATE
☐ 015 TERM DATE
☑ 016 BIRTH DATE

NAME & ADDRESS	SOC SEC NO	HIRE DATE	BIRTH DATE
KATHY CAIN	004-63-4221	11/09/2004	04/26/1951
24 FENDERSON ROAD			
P. O. BOX 309			
CASTLE HILL ME 05421			

You can create a file of this report, and email it to DHHS, which approves the following reporting methods:

- Printed letters or lists via:
    - Telephone (Voice Recognition System): 1-800-845-5808
    - Fax: 1-800-437-9611
    - Mail: Division of Support Enforcement and Recovery
      Maine New Hire Reporting
      11 State House Station, 268 Whitten Road
      Augusta, Maine 04333-0011
- Create a file of the letter or list and...
    - Copy it to a disk and mail it to the above address
    - E-Mail as an attachment to maine.newhire@maine.gov
    - Send it via the Internet from the DHHS Website: http://www/maine.gov/dhhs/bfi/dser/
      Click on Employers Page > New Hire > Report a New Hire. Fill out the screen and click Submit.
    - Copy to a tape and mail it to : NECSES Group Manager
      Division Data Processing
      New Hire Reporting Program
      61 State House Station
      Augusta, ME 04330-0061

Go to the DHHS website at http://www/maine.gov/dhhs/bfi/dser/ > Employers Page for additional information.

The IRS Provides TIN Matching Service

The IRS now has an interactive method for confirming the accuracy of taxpayer identification numbers (TIN) that you receive from 1099 contractors. You must register on-line to use this matching service. At this time, it cannot be used for regular employees who receive Form W-2.

Go to the following website address to access the TIN Matching page on the IRS website.
www.irs.gov/businesses/small/article/0,,id=128868,00.html

Click on the e-services page link and then the Registration Services link .

File Quarterly Form 941/C1 On-line

For Maine State Income Tax and Unemployment Tax only, you can file your quarterly Form 941/C1 on line. Go to www.state.me.us/revenue/ and click **Electronic Services** on the left side of the screen. Then click the button at **COMBINED WITHHOLDING & UNEMPLOYMENT INTERNET FILING** (CQR—Form 941/C1)

To register, click on the Register button at the bottom of the screen, and choose a filing type:
Combined Quarterly Reporting or Withholding Only.

Three payment options are available for filing on-line:

- ACH Debit – Your payment will be withdrawn automatically from the account on the date that you choose. This option allows you to file your return early and pay as late as the due date.
- ACH Credit – You initiate an electronic payment from the account you choose.
- Check – Print a payment voucher and mail with your check.

For tax-related questions: call (207) 626-8475 and choose option 4. For technical (Internet-related) questions call: Linda Russo at (207) 624-9629 or Jackie Thibodeau at (207) 624-9712.

How to Reset Payroll

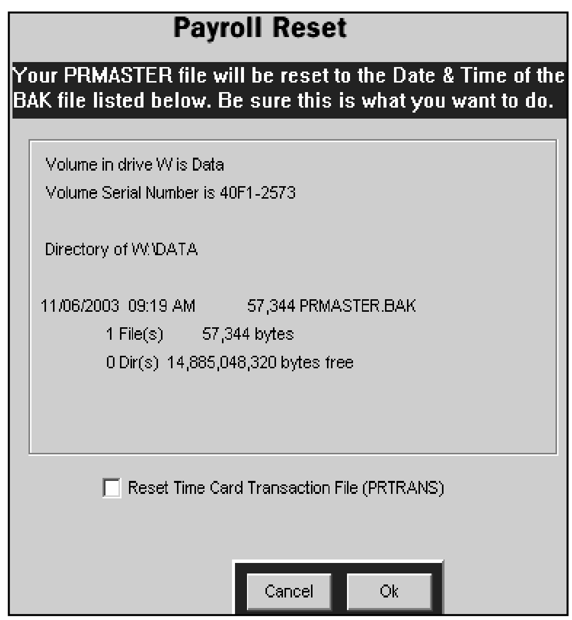
Depending on where you are in the Payroll process, and the errors you find, you must decide if it is more efficient to 1) continue with the errors and then fix them by voiding a payroll check, or 2) reset and start over. If you reset after printing payroll checks, you must reprint ALL checks. You can reset Payroll to correct errors under the following conditions:

- You have already run **Generate PR Checks.**
- You have ***not*** POSTED through **Print P/R Accrual – GL Interface**

To reset payroll, select **04 Payroll > 12 Data File Rebuilds > 05 Reset Payroll**. On the **Payroll Reset** screen, verify that date and time of the PRMASTER.BAK file are recent. The program will reset all employee data back to the date and time of the file that is displayed.

Leave ☐ Reset Time Card Transaction File (PRTRANS) *unchecked* to keep all the Time Card input for this payroll.or

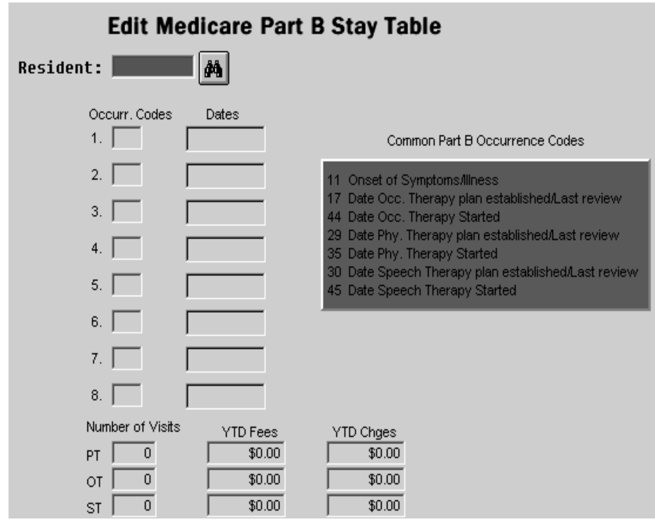
Check ☑ Reset Time Card Transaction File (PRTRANS) to delete all of the Time Card input, including entries from the Time Clock Interface programs. This will reset the Time Card Transaction File (PRTRANS). You must then reenter all time card input. Click Ok to proceed with the reset.



Medicare B UB92 Claims Require Specific Therapy Dates

Medicare again requires that the UB92 include:

- Onset Date
- Therapy Plan Established Date
- Therapy Started Date



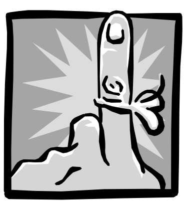
You can use the HTS Medicare B Stay Tables to include this information. From the **Resident Accounting** menu, select **14 > 01 > 01 Edit Medicare B Stay Table**. Set up Medicare B Stay Table for each resident who is receiving Medicare B therapies. The dates entered into the stay table will automatically be input to the UB92 as part of monthly billing.

When you enter therapy charges through **Enter Ancillary Charges** program, the total number of visits will update the Medicare B Stay Table and input directly to the UB92 during the Medicare B billing process.

The number of visits is updated based upon the UB92 Revenue Code, therefore, the Revenue Codes must be correct in each Ancillary Item used to bill PT, OT and ST. This is also important for accurate billing.

The following codes must be used: **PT = 42X** **OT = 43X** **ST = 440**

To print and verify a list of your Ancillary Items and their Revenue Code, from **Resident Accounting**, select **05 > 01 > 01 Print Profile Master**. Choose Cost Centers and Charges/Adj/Pymts.



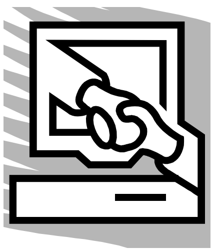
Resident Accounting Year-End Reminders

- ☐ Print the **Census from History Report** for your fiscal/calendar resident days. Select **01 > 05 Reporting > 02 Resident A/R Reports > 07 Print Resident Census From History**. This report summarizes the days by Unit/Payer and Rug Category, and it will also include any adjustments made through Room Adjustments.
- ☐ Print and reconcile **Medicare A and B logs** for the fiscal/calendar year. Select **01 > 09 Rate Change / Medicare Log Option > 11 Print Medicare Logs.** Print Billing/Remittance Log, Ancillary Charge Log and Co-Insurance Log for each payer for the entire year. Use this report to reconcile Medicare PS & O report.
- ☐ Complete Medicare A billing for December 2004, and then enter the 2005 co-insurance rate into the Company Header. Select **01 > 10 > 01 Edit Company Header**. The rate for 2005 is $114.00.
- ☐ As January's new assessments/cost of care/patient liabilities change, enter those new assessments through **01 > 04 Process Adjustments Option > 05 Edit Assessment Worksheet**. Enter the new amount under Face Sheet Information, Monthly Assessments.
- ☐ If you are entering these amounts after you have processed December End of Month, you should also edit the January Assessment Worksheet Record. In the Month/Year field, enter 01/05 or click on the Binoculars and choose 01/2005. Enter a date in the Notice Date field, and enter the correct assessment/cost of care/patient liability in the Amount Field.

New Medicare Billing Submission Software to Replace Blast and ProComm

Medicare has informed us that within the next couple of months new software will be available for submitting files. This will replace your current Blast or ProComm programs. Although the software is not an HTS product, HTS will be involved in changing the submission process, and this might require an on-site visit. We will follow up after Medicare announces the change.

HTS Interfaces to Other Vendors' Software Products



HTS has developed relationships with other vendors, and we provide programs that interface to their program data.

These interface programs have been developed through years of use and with substantial input from our clients. They save time and eliminate data-entry errors. We offer the following interface programs:

Therapy Charges
- Genesis
- Rehab Works
- Kindred

Medical Supplies
- Gulf South
- RedLine
- MedLine

Payroll Time Clocks
- TimeTrak
- Kronos
- Simplex

Electronic Charting

Resource Systems
CareTracker

Satisfaction Surveys

Press Ganey

Contact Lynne Hammond for prices and information on our existing interface programs, or if you need an interface with a vendor not listed above.

Katahdin NH Enjoys Success with CareTracker™

HTS recently spoke with Marlene Taylor, the Administrator at Katahdin Nursing Home, a 40-bed long-term care facility in Millinocket, Maine. Marlene reports that the Resource Systems **CareTracker™** System has been in full operation since July, and the facility is benefiting from an increase in case mix scores and reimbursement.

Marlene described a smooth installation and training period that took 6 to 8 weeks. This included ordering and installing the touch-screen kiosk, wiring it to the server, installing the **CareTracker** software and the interface to the HTS Clinical Records System, and training the staff.

Prior to training, Resource Systems reps came to Katahdin and presented an overview of the system to management and direct care staff. They returned to conduct two days of hands-on training for about 50 people. This began with a brief "refresher" for a large group, followed by 15 to 20 minute sessions at the kiosk for groups of 5 to 6 direct-care staff members.

Marlene said that her staff was nervous but excited. Some staff members believed that they lacked enough computer experience to be successful, but they soon discovered that the touch-screen system was very user-friendly. They have come to love it.

The staff uses the **CareTracker** system to document resident care throughout the day. This eliminates the 30 to 60 minutes of documentation time at the end of the day. Staff can slow down and take more time with the residents, which has led to increased quality of care. Documentation has become less of a burden, and the staff no longer carries around scraps of paper on which they note their care and activities with the residents.

The Nursing, Social Services, Activities, and Dietary staffs complete the MDS records. **CareTracker** captures the information that they need, and the HTS interface automatically completes portions of the MDS records. This saves them the time it once took to research and compile MDS responses. They feel secure that documentation is accurate, and that responses have not been copied from previous records.

When asked "If you had it to do over again, would you?" Marlene exclaimed "***Absolutely*!** It has been well worth the money." Her advice to facilities that are still debating on whether to install **CareTracker:** *"**Do it!** Stop thinking about it and just do it!"* She describes the Resource Systems reps as "exceptional" and that they have gone out of their way to resolve any issues that Katahdin has encountered.

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

> 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

MDS-RCA Form (Rev 12/03)

Along with the assessment changes effective July 1st, 2004, HTS made a change to the **Print RCA** program screens. At Report from, these programs automatically select Current. To *re-print* RCA records that have not been changed since they were previously printed, you must select History, *before* you select the resident. This will display all printed, complete assessments from the History file.

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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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