

MBM NEWSLETTER

A newsletter for the clients and friends of Medical Billing Management

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Uh-oh, ANSI 5010 Arrives 1/1/12!

The new Federal requirement, ANSI 5010, arrives rudely on our doorsteps January 1, 2012. All medical practices submitting claims to any payer must upgrade their claims submission software to comply with ANSI 5010. Medical practices that do not comply and continue to submit claims in the current ANSI 4010 format after January 1 may see their claims rejected by Medicare, Medicaid, and commercial insurances.

At MBM, we are investing now in the required software and hardware upgrades to comply with the new regulations as of January 1. (See back page for our G.E. Centricity version 10.0 article). What will ANSI 5010 change? Most importantly, the new standard supports ICD-10, the much-expanded set of diagnoses beginning October 1, 2012. And ANSI 5010 supports pay-for-performance, increased transaction uniformity, and streamlined reimbursements (This would be welcome, but we have to see it to believe it!).

Certainly, this new ANSI 5010 requirement can disrupt practice cash flows, if they are not ready for this change on January 1. We will protect our clients by submitting compliant claims on January 1 through our new G.E. Centricity version 10.0 software (installed by G.E. partner Virtual Office Ware) and new Dell servers (installed by our IT partner Net Technologies, Amesbury, MA). You can read about Centricity 10.0 on the back page of this newsletter. Feel free to call us at MBM to review your practice's readiness for ANSI 5010.

MBM Client Spotlight: Louisiana's Northshore EMS

Northshore EMS in Bogalusa, Louisiana provides both scheduled and emergency ambulance service to thousands of patients in Washington County, north of New Orleans. In 2010, when Northshore's billing team leader was killed in a tragic automobile accident, MBM was contacted to take on the billing and collections work as quickly as possible. Mary Tower, Lori Preisinger, and Beth Linnekin of our Ambulance Department Team worked with the Northshore team seen in the picture at right to quickly restore the billing function. As Jenny Bennett, Business Manager for Northshore said in a letter to MBM, "Thank you for taking over the billing on an emergency basis. We appreciate your work for us."



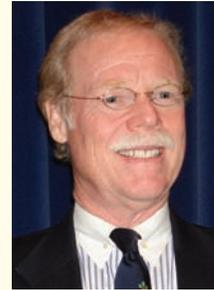
ABOVE: The Northshore EMS team, from left, Dennis Rushing, MBM's Mary Tower, Jenny Bennett, Bernie Brennan, and Dan Williams.



AT LEFT: the MBM Ambulance Team, from left, Lori Preisinger, Mary Tower, Beth Linnekin.

A letter from the CEO:

Tough Challenges in 2012



2012 brings difficult challenges for providers throughout the United States. Certainly the ANSI 5010 (American National Standards Institute) requirements

for changes to healthcare claims as of January 1, 2012 puts the burden on practices to comply with the new standard (upgraded from the current ANSI 4010). Provider practices are forced to upgrade both practice management software and the hardware needed to run the programs. This requires new financial investment by the providers at a time of reimbursements that fail to keep up with rising costs of running a medical practice.

Another significant change to medical billing arrives in October of 2012. The ICD-10 implementation will begin its testing next October. ICD-10 provides greater specificity in defining diagnosis codes and procedure codes. It has been reported that the ICD-10 rollout in Europe may allow improved healthcare services, lower costs, fewer errors and improved outcomes. Sounds like a lot. We'll see.

As if all of this was not enough, Medicare has launched a "revalidation process for each provider." If you receive your notice to revalidate, log on to pecos.cms.hhs.gov/pecos/login.do and enter your user name and password, then update your online enrollment.

There is no doubt that this new medical provider reimbursement system is rigorous and often harsh. Call us at 800-928-1315 if you need help or advice.

MBM Client Spotlight: Pain Center of the North Shore and Dr. Younan

Any kind of pain can be helped at the Pain Center of the North Shore. Its founder, Dr. Emad Younan, and his staff help hundreds of patients to lessen back pain, neck pain, and pain caused by severe arthritis, auto accidents, and work related accidents. The Pain Center team also treats cancer-related pain, pelvic pain, the pain associated with sciatica, and pain from reflex sympathetic dystrophy and diabetic neuropathy. Dr. Younan's experienced office leadership team of Mindy Li, practice manager, and Christine at the front desk provides electronic documentation of the practice charges and collections.



From left: Christine Ouellette, Dr. Emad Younan, and Mindy Ly

At MBM, Nancy Moglia and Carrie Connolly ensure that the practice billing and collections are handled effectively on a daily basis. Dr. Younan said in a video testimonial about MBM, "I was very pleased with the transition from the old billing company. I am impressed with the MBM Team. We have seen our reimbursements on target and we have been delighted to work with MBM." Thank you, Dr. Younan!

(You can see the full video interview with Dr. Younan at www.medical-billings.com.)

MBM
Medical Billing Management
"The financial side of patient care..."

The MBM Performance Guaranty:

We will increase a medical practice's cash flow by 6% during our first 6 months as the billing company OR we will refund our first 6 months charges.

(The 6% increase in cash flow results from the increased collections combined with the billing department payroll savings.)

Medical Billing Management is a 20-year old Topsfield, MA company providing for the billing needs of 30 physicians and 4 ambulance companies. Our [Testimonials](#) attest to the effectiveness of our services to our clients. We assertively collect their money, and save their practices from the high cost and problems of employing their own billing departments.

Our Guaranty speaks for itself. Call on us when you need us!

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G.E. Centricity Prepares MBM Clients for ANSI 5010

Centricity version 10.0 launched this summer and drew rave reviews from medical practices. As Kathy Barrows, Clinic Administrator, Internal Medicine Associates, said "It's changing the game here. Centricity Practice Solution 10.0 has clearly been built to optimize cost efficiency and deployment of a hybrid system and has intuitively matched our workflow to minimize our training costs."

MBM will install this system this fall to better serve our clients. Centricity 10.0 submits claims in ANSI 5010 compliant format, allowing our physicians' claims to flow through to Medicare, Blue Cross, Harvard Pilgrim, Tufts, Medicaid, and other payers without delay, as of January 1st. MBM clients need not be concerned; we are taking the necessary steps now to submit their claims in compliant format on January 1st.



For practices that are considering adopting an Electronic Medical Records (EMR) system soon, the new version 10.0 offers true EMR/Practice Management (scheduling and billing) integration that helps ensure that one set of patient information flows throughout the practice, reducing medical errors and driving down operating costs.

MBM Team Spotlight: Nancy Moglia



Nancy Moglia

Nancy Moglia is MBM's Client Services Manager, and she oversees all of the services for our physician ambulance clients. Nancy joined our team more than 10 years ago as a billing specialist in the Ambulance Department. Her hard work, perseverance, leadership, and service to MBM and our clients led to her promotion. We appreciate Nancy's deft touch with difficult physician credentialing issues and the supervision of the complex G.E. Centricity Practice Management System. We appreciate Nancy and all that she accomplishes for MBM and for our clients.

Celebrating MBM's 21st Year in Business!

Our team has grown since its inception in 1990, and we proudly serve physicians and ambulance companies in New England and the South. We are growing again, so call us if one of your fellow specialists or referral partners might be interested in our services. We will credit your account with one month of our services for each referral that results in a client, along with our thanks!



Refer your associates to us and receive one month of credit or cash equivalent to one month's average MBM revenue from that practice.