

MBM NEWSLETTER

A newsletter for the clients and friends of Medical Billing Management

Volume 10, Number 1

www.medical-billings.com

December 2015



Merry Christmas, Happy Hanukkah, and Happy Holidays to All!!!



eClinicalWorks Lays out the Future to Enthusiastic Physicians and Managers

Opening the 2015 eClinicalWorks National Users Conference (October 7-10), keynote speaker eCW co-founder and CEO Girish Navani laid out the 2015 and 2016 enhancements for the eCW system, including version 10e, a new cloud services platform. In a stunning display of support from his 4,000 customers in the audience at the Grand Ole Opry House in Nashville, the assembled physicians, practice managers, and practice support staffers cheered loudly. 10e takes a new approach to the EMR world, incorporating population health and patient engagement (the patient portal, linked to patients' smartphones) for a unified patient/physician experience. 10e is built on HTML 5, allowing it to run on every device and platform, including the Apple Watch. This links the patient and practice via the Internet, saving time by getting more information faster, while drastically reducing office phone calls. Patients will be able to share their Fitbit fitness tracker data with physicians, book appointments, and view test results. With over 110,000 U.S. physicians on the eCW system, serving 45+ million patients, eCW is providing the next generation of EMR worldwide. Version 10i will enable hospital inpatient transactions and billing. This is another major step forward that positions eCW to compete aggressively with Epic, AthenaHealth, Cerner, and NextGen. 2016 will be a banner year for our partner eCW!



Girish Navani, left, with MBM's Curt Anderson

eClinicalWorks
"Improving Healthcare Together"

A letter from the CEO:

Teamwork success! MBM clients "Go live" on ICD-10 Oct. 1, 2015

In June, the American Medical Association called the imminent ICD-10 conversion in October a "looming disaster." The AMA continued to lobby this past summer for another delay in the ICD-10 implementation. Various state medical associations, including the largest—the Texas Medical Association—were staunch critics of the ICD-10 mandate. Robert Tennant, senior policy analyst for the Medical Group Management Association (representing 385,000 physicians), warned in the spring that some smaller physician practices' EMR systems "haven't been updated to the ASC X12 Version 5010 electronic messaging standard needed to handle the longer, more complex ICD-10 codes."



CEO Curt Anderson

Joshua Berman, director, business analytics and ICD-10 Lead for RelayHealth warned of specificity requirement problems as we moved from 14,000 codes under ICD-9 to 68,000 codes in ICD-10; "How many times do you use 'injured at the opera' (Y92.253)?" asked Berman. The specificity level was sometimes daunting. Fletcher Lance is managing director and national healthcare lead at North Highland Worldwide Consulting, and he (and many others) predicted painful delays in reimbursements: "The worst thing that can happen, which I hope doesn't happen, the smaller providers don't get prepared and their revenue cycle gets knotted up. They can't get their bills out, or they get them out and there are delays. If half [of the practices] have problems, then we've got a problem."

Medical practices were concerned, and rightfully so. Now some are reporting trouble with claims not being paid. However, at MBM, we are grateful for the teamwork of our provider clients and our staff. Our physician and ambulance clients experienced no problems after the ICD-10 "go-live" date of October 1. Teamwork conquered the dreaded ICD-10 implementation. Thank you to all our provider clients, physicians and ambulances alike.

From all of us at MBM, Merry Christmas, Happy Hanukkah, and Happy Holidays!

Dr. Chun Partners with eClinicalWorks and MBM

Dr. Byungyol (Bill) Chun, OB/GYN, founder of Women's Healthcare of Woburn, MA is a leading provider of minimally-invasive robotic surgery. He has worked in communities north of Boston for over 15 years, and has surgical privileges at Winchester Hospital and other hospitals and surgical centers throughout the greater Boston area and in southern New Hampshire. Dr. Chun volunteers his services, most recently in Guatemala in the fall of 2012. He is also the author of *Don't Give a Damn: How to Cope with the Fears, Frustrations, and Challenges of Daily Life*. Dr. Chun organized a health conference for women in May of 2015 to raise funds for Pencil & Purpose, his new organization supporting school teachers. MBM works with Dr. Chun, utilizing the eClinicalWorks system to perform billing services for his practice. Dr. Chun's comments about our work can be seen in a video at www.medical-billings.com. Click on "Testimonials."



Dr. Chun at the conference

AmbuPro EMS + BronzeStar Ambulance + MBM = a Smooth Working Partnership

BronzeStar Ambulance Service of Laredo, TX chose AmbuPro EMS as its patient care reporting software system in order to move the swiftly growing company to electronic trip documentation. Importantly, AmbuPro helps Bronze Star by automating the National Emergency Medical Services Information System (NEM-SIS) monthly reporting requirements to the Texas Department of State Health Services. The company's swift growth (one ambulance to ten ambulances, two wheelchair vans, and one courtesy van in just six years!) is due to its dedication to a positive patient experience. One patient's family member said "We will never forget your staff, professionalism, and the respect they undertook in entering our home to transport our mother to a doctor's visit...and also, thank you very much for the beautiful flowers in remembrance of our mother."

BronzeStar's excellence is due in large part to the excellence of its EMT staff.

The software development team at AmbuPro EMS understands the importance of a positive patient experience. And all of the AmbuPro developers and leadership team are themselves EMTs. That is why so many EMTs and EMS managers love the AmbuPro system; it is built by EMTs for EMTs. As the Brimfield, MA EMS director Brendan McCarthy said, "Training our employees was easy and they are very excited about using the AmbuPro EMS PCR program."



The management team at Father Bill's helped 553 homeless and at-risk veterans with shelter, housing, and services in 2014; and they also found employment for over 200 folks. This is a fine charitable organization and is truly deserving of all of the support it gets from the community.

G.E. Centricity Billing, Dr. John Boyle, and MBM: A Winning Combination



MBM's Erin Flowers manages Dr. Boyle's account

Orthopedic Surgeon Dr. John Boyle recently visited MBM to review his G.E. Centricity account and to discuss the ICD-10 conversion, which was flawless. He was prepared! A long-time patron of one of this nation's pioneer billing companies, MZI Billing, Dr. Boyle brought his billing to MBM when founder Marion Zimmerman retired. He recently said, "We are collecting at a better rate than before. MBM is doing a great job. They are easy to work with."

To see Dr. Boyle's video testimonial go to our website: www.medical-billings.com and

click on the top navigation bar's "Testimonials."

The MBM Newsletter is published regularly for the clients and friends of

MBM

Medical Billing Management

460 Boston Street, Topsfield, MA 01983 • Tel. 800-928-1315

www.medical-billings.com

Newsletter designed and produced by Sheffield Communications • 978-310-7671

Boston Minstrels Rock Father Bill's Homeless Shelter and Governor Charlie Baker's Reception

The Boston Minstrel team serves all! For instance, on Friday, October 30, the Boston Minstrels dressed in Halloween costumes and arrived at 7:00 pm at Father Bill's Homeless Shelter, which is in Quincy, MA. The shelter was rocking and the residents joined in on such numbers as the Beatles' *Ticket to Ride* as well as dozens of other energizing tunes. With 75 shelter residents, 20 Minstrel singers, two guitars, bass, drums and sax, this was a party of the first order!



Father Bill's residents and the Boston Minstrels mix it up at the microphones back in October in Quincy, MA.

And this summer the Minstrels sang the songs they sang at Father Bill's shelter for the guests at Governor Charlie Baker's reception at Maria and Ron Mastrogiovanni's gracious home in Topsfield, MA.



From left, Minstrels founder Tim McHale, Governor of Massachusetts Charlie Baker, Susanne McInerney, Dexter Anderson, and MBM's CEO, Curt Anderson

The Minstrels' musical fun cuts across a wide swath of the human condition. MBM has supported the mission of the Boston Minstrel Company for the past 10 years. Our CEO, Curt Anderson, has served as a director and is also the bass player. To contribute to Father Bill's mission, visit helpfbms.org, and to support the Boston Minstrel's weekly music program, go to their website: www.bostonminstrel.org.

Celebrating MBM's 26th Year in Business!

Our team has grown since its inception in 1990, and we are now proudly serving physicians and ambulance companies nationwide. 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.