

MBM NEWSLETTER

A newsletter for the clients and friends of Medical Billing Management

Volume 3, Number 3

www.medical-billings.com

Winter 2011-12



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



MBM Invests in Improvements for Our Clients via GE Centricity

The new year brings many changes to the medical claims payments system. MBM has invested in our claims processing system to keep our clients in step with all the changes.

First, we are strengthening our claims follow-up team, to keep the focus on collecting our clients' hard-earned reimbursements. As the ANSI 5010 changes go into effect in January 2012 (with the newly announced grace period until March 31, 2012) and the ICD-10 changes go into effect in October 2012, there will be potential disruptions to provider cash flows. Our claims follow up team will keep the pressure on insurances to pay our providers for their work.

Second, our physician billing system, G.E. Centricity, and our ambulance billing system, Tritech's SweetSoft, are being updated to accommodate ANSI 5010 changes. The upgrades to Centricity 10.0 and to SweetSoft for 2012 are necessary to file claims in the new format.

Third, the databases that contain our clients billing data, Microsoft's SQL Server, are being upgraded to SQL 2008 to enable all the new changes. The database upgrades are compatible with the newer Centricity and SweetSoft systems.

Fourth, the servers that contain the G.E. Centricity system, Dell's PowerEdge 2900 and 2950, are being replaced by the PowerEdge 410, 510 and 710 servers. These servers enable the Centricity version 10.0 to function both for our billing team and for our clients who log on to our system every day from their offices.

Fifth, we have installed a document management system to enable more of our claims processing system to become paperless for us and for our clients. The ImageSilo system is the same system utilized by Harvard University and other large institutions. The system is composed of the Kodak i1120 scanner and online databases of the scanned documents.

We have invested more than \$50,000 in these upgraded systems to enable our clients to remain in compliance with the changes imposed by ANSI 5010. We would be pleased to give you a tour of our new system upgrades. Call and schedule a visit with our team.



MBM's Centricity physicians' seminar

A letter from the CEO:

ANSI 5010 New Deadline: March 31, but the Medical Community Still Not Ready

The new federal regulation governing medical billing goes into effect in less than two months. ANSI 5010 requirements commence January 1, 2012. On November 2, CMS/Medicare announced an extended grace period from through March 31. In our opinion, this grace period should be extended by an additional three months, until July 1. Here's why: the medical claims payment system is not ready. Some claims-filing programs have been upgraded only very recently in the last few months, giving medical practices very little time to upgrade their systems. Any some claims clearinghouses will only be ready at the last minute to accommodate the new changes. And some insurances (even some state Medicaid programs!) are not ready.



CEO Curt Anderson

There is way too much at stake for medical practices nationwide. Their entire cash flows will be delayed by any snafus in the payment system. There are two main drivers for the ANSI 5010 change in the claims system: preparing for ICD-10 coming October 1, 2012, and various small cleanups in the claims form process.

Since the ICD-10 change begins next October 1, the ANSI 5010 changes could easily be implemented later, in July of 2012, and be ready for ICD-10 in October. The small cleanups like zip code (zip-plus-4) and elimination of P.O. boxes in the address lines could also be implemented in July of 2012.

This would give medical practices valuable time to test their compliance with ANSI 5010 and to prevent devastating delays in reimbursements from all payers. Even though we have taken the steps to protect our clients' reimbursements, there is no reason for the new ANSI 5010 standards to be forced on the entire medical claims payment system prematurely. If you agree, that there is too much at stake to implement these changes before the medical claims payment system is ready, then contact your representatives by email (snail mail is too slow and goes through a physical screening process because of the anthrax episodes a few years back, and phone calls provide no audit trail). Here's the address to find your Senators' and Congressman's addresses and send them emails: www.senate.gov and www.house.gov.

Every email can make a difference. Let your voice be heard!

Robert Burley Advises MBM



At this critical turning point in the medical billing business, MBM invited Robert Burleigh, at left, President of Brandywine Healthcare Services, to visit with our team this summer. Bob's background in the financial aspects of medicine is impressive. Bob co-founded and built PractiCare, which was sold to Phoenix Insurance,

served as President and CEO of AlphThought, co-founded the Healthcare Billing and Management Association, the largest association of medical billing companies in the U.S. (with 600+ members), and has testified on HIPAA in front of a Congressional subcommittee.

Bob made many detailed recommendations for MBM, which we have woven into our plans for 2012 and beyond. We are upgrading the hardware and software we use to serve our clients' billing needs. We have adopted the ImageSilo paperless document management system. And we have re-deployed our team to focus even more heavily on our clients' successes in collecting accounts receivable from insurance companies.

Thanksgiving for Homeless Veterans



MBM supports and participates in the Boston Minstrel Company, which brought a Thanksgiving songfest to the Veterans' Shelter at 17 Court Street, Boston on November 21. Pictured above are some of the 25 Minstrels and 70 veterans at the songfest.

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!

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

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www.medical-billings.com

Newsletter designed and produced by Sheffield Communications • 781.772.1975

MBM Client Spotlight: Drs. Shah and Babayan

Dr. P.C. Shah, general surgeon, and his associate Dr. Emma Babayan, internal medicine, see their patients at 365 Main Street in Winthrop, MA and at Hallmark Healthcare's Melrose-Wakefield Hospital in Melrose, MA. Dr. Shah and Dr. Babayan are very highly rated by their patients for helping them understand their conditions, for time spent with each patient, and for listening to and answering questions. The staff is also highly rated by patients for friendliness and ease of scheduling. MBM is pleased to serve these well-regarded physicians and their staff, who log on to our servers every day to schedule patients.



From left, Angela Warren, Bianca Bova, Helen Janielis, Madeleine Butters, Dr. Shah, and MBM's Nancy Moglia

MBM Team Spotlight: Sabrina Nguyen



Sabrina Nguyen

Sabrina is our Senior Account Manager and a highly accomplished accounts receivable specialist. She has focused on success for our clients for the past ten years and has helped manage our G.E. Centricity Practice Management System. As we transition our company to the new Centricity version 10.0 and to our online document management system ImageSilo, Sabrina will consistently play a leadership role in the adoption of the new technologies. Sabrina is the proud mother of 6-year old twins, son Thai and daughter Tehya, and wife of Trung, the CEO and founder of VioClean in Swampscott. We are proud of Sabrina's reliable leadership in our physician billing department.

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.