

## Quadax Prepares for ICD-10

By: Kathy Novak, Vice President, A/R Services

These days, it seems like every newsletter that hits my inbox has something to say about the transition to ICD-10-CM/PCS (International Classification of Diseases, 10<sup>th</sup> Edition, Clinical Modification/Procedure Coding System), and this newsletter is no exception. The prevalence of the topic speaks to its significance and impact throughout the healthcare industry. So many components of our applications, processes, and knowledge must be changed to adapt.

The new code sets will be required with dates of service on or after October 1, 2013. The Centers for Medicare & Medicaid Services (CMS) have begun their public education process, providing detailed comparisons of ICD-9 coding to ICD-10, structural format of the ICD-10

codes, General Equivalence Mappings (GEM) tools, and implementation planning recommendations. I encourage you to visit <http://www.cms.hhs.gov/ICD10/> to learn more about these resources.

Quadax has already taken the first steps in the ICD-10-CM/PCS implementation process. A multi-divisional/product taskforce has been formed, and several meetings have taken place. Quadax strategies are being formalized for all our software applications along with critical path tasks and deadlines. We've purchased the code files and are building and populating the new database that will house them.

Readiness to adopt ICD-10-CM/PCS requires mobilization, planning, and coordination. You can be sure that Quadax is on top of this requirement and will have solutions in place well before the compliance date.

Please watch future newsletters for updates on our progress. ♦

## Audit Control “Xtensions” Just in Time for Audit Campaigns

By: Len Stusek, EDI Services Sr. Manager, Sales

After a very long delay and a Y2K-like buildup, Recovery Audit Contractor (RAC) request letters have started to arrive in 2K10! Did you prepare—or did you wait until activity actually commenced? Quadax was busy working with our clients to install and refine our **Axis** tracking application and put together a comprehensive tool chest for our clients to use as part of their audit response strategy.

We identified that you need to save time, eliminate manual entry of data, make use of existing processes, and attack these new demands from several angles. Quadax has responded to your needs with:

**Axis** – Our Audit Tracker is a secure, hosted application that's easy to use. Axis interfaces with your network to capture documentation required for analysis and appeal preparation and becomes your centralized database or

command center for all audit activity. With Axis, you can track, workflow, and report on any audit type at any audit level. Axis gives your audit team full control.

**Human Arc interface, our partner, your partner** – Leverage Human Arc's decades of experience and expertise in denials management and appeal work as a workflow partner. The Axis software allows you to assign specific audit accounts, literally with a mouse click, to Human Arc for follow-up and appeal preparation.

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**Optional preventative edits in Xpeditor** – Whenever Xpeditor edits a current inpatient or outpatient claim, either in a batch or interactively, the optional RAC edits are performed, and any identified RAC issues are returned and displayed within Xpeditor. The RAC edits operate like any other edit within Xpeditor. Additionally, these edits are captured in reports so you can extend your education outreach and further your efforts to limit or avoid future audits!

**Xpeditor Reports** – Medicare Recoupment Report (XP5 clients) monitors and pulls audit adjustments and recoupment activity contained in the Medicare 835.

**DataXtracts** – Should you choose to use a third-party audit tracking package, you'll need to import the relevant data to that application. (This process is eliminated when you utilize our Axis software.) Quadax can provide your outgoing 837 data (exactly as it was transmitted to Medicare or any payer) either retroactively or prospectively.

If you are interested in learning more about any of our Audit Control solutions, please contact us.

We are ready! ♦



## Who is Gomez — And Why Do We Like Him?

*By: Gene Calai, Vice President and HIPAA Security Official*

**G**omez is a Web Performance Management solution that allows Quadax to monitor the performance of our Web-based applications.

Now that all Quadax applications, HARP, Xpeditor, PAS, and OnBase, are Web-based, we can use Gomez to “watch” their performance or response times. Response time is the time that it takes for a program to respond after you perform an action (click a button or link, or press enter) until it is available again for another action, such as entering information on a form. Obviously, this is very important to our users, and Gomez enables us to keep a close watch on that key performance metric.

Gomez can gather statistics about the response times for our applications in two ways: a synthetic test or actual user monitoring.

### The Synthetic Test

A synthetic test consists of a script that runs on a computer in a remote location on a set schedule. For our synthetic test, we created a test user that logs into our application, goes to a few heavily used screens, brings up a significant amount of data, and then logs out. Scripts can be configured to run from many locations within the United States and even in many different countries of the world. We configured our scripts to run on computers in California to simulate the response time for users in that area, which is geographically distant from our data center.

### Actual User Monitoring

By putting a JavaScript tag into our Web pages, Gomez can gather statistics about actual user sessions. The data collected is only statistical information about the response time in a session and contains nothing sensitive about an individual user. The data tells us how long it takes to transfer files and for Web servers to respond. This allows us to monitor an application's performance during real usage.

### Alerts

We configured Gomez to gather statistics about session response times. After establishing a baseline of acceptable response times, we set up Gomez alerts for times outside the acceptable range. Gomez alerts are e-mailed to the appropriate personnel at Quadax if response times begin to degrade, allowing us to proactively monitor response times and react quickly to any potential issues.

### Summary

By using Gomez, we have begun to learn a great deal about the response times of our applications and the many factors that have an effect on them. The ultimate goal is to provide you with exceptional response times in all our products. If you would like to learn more about this monitoring tool, visit the Gomez Web site at <http://www.gomez.com/>. ♦

## Annual Quadax Partners' Dinner

By: Cyndi Palmer, Sr. Manager, Marketing

The group of people who gathered for the Partners' dinner the evening of January 14 represents diversity in specialties and backgrounds as well as age and interests, yet Tom Kish (CEO, EDI Services) noted that we are a family of sorts, related by our life's work. For three of the Partners honored during the evening for reaching twentieth anniversaries with the company, the phrase "life's work" is especially fitting.

Account Executive Judy Verbinski, Production Manager Sandy Whitmer, and Vice President Tony Petras were each recognized, not only for reaching a milestone anniversary, but also for the myriad ways their dedication has enriched Quadax over the past two decades.

Judy, Sandy, Tony, and others have earned the designation "Partner" by performing at an exemplary level and meeting eligibility criteria that include, among other factors, years of service and contributions to the company's profitability.

One of the highlights of the Annual Partners' Dinner is the opportunity to celebrate any new members of the group; another is to honor those whose achievements over the past year were worthy of commendation.

For 2010, two new Partners were introduced: Manager Matt Andel and Manager Pam Lengel.

Matt Andel, who joined Quadax in 2000, currently serves as Manager of the Transmissions Auditing staff within EDI Services. "Serve" is a word Matt takes to heart, as he



New Partners Pam Lengel and Matt Andel

undertakes all of his tasks with the welfare of others foremost in his mind. Tony Petras (Vice President) made reference to Matt's humble diligence as he introduced him as a new Partner, noting that the adjectives that readily come to mind to describe Matt would likely embarrass him. "Then I thought about those of us, I could

name three in this room, myself included," Tony continued, "who at one time or another were called on to do the job that he does now, but we couldn't do it anywhere near as efficiently or successfully as he has, and I concluded that would [also] make him somewhat uncomfortable." Matt performs with excellence for the sake of Quadax and Quadax customers, not for the sake of applause. Nonetheless, we are pleased to applaud Matt for his accomplishments and welcome him to the Partner program.

Mary Jo Leskiw (Vice President) introduced Pam Lengel, remarking that Pam "exemplifies the contributory spirit from which the Partnership was founded" and that Pam has proven to be one who leads by example, placing client needs above all else. Pam, who serves as a Manager within A/R Services, has been a key player in



Congratulations on 20 years at Quadax! Sandy Whitmer (left), Tony Petras, and Judy Verbinski

the development of Patient Advocacy System (PAS) enhancements and Best Practice methodology that will now be applied to all clients using this system. Mary Jo noted that Pam "has proven to be an asset" in each of the departments with which Pam has been involved during her tenure with Quadax. She is supportive to her co-workers and staff members and generous with her knowledge and expertise, working hard "for the good of the company and our clients and not for personal gain," Mary Jo concluded.

The selflessness observed in Matt and Pam was likewise recognized in the three Partners who were commended for their extraordinary dedication: Tom Cronin, Brent Pagel, and Edwina Smith. In 2009, Tom and Edwina demonstrated outstanding commitment to our client, Genomic Health, Inc., prompting it to be said of Edwina that she is "the perfect example of the difference a Partner can make." Brent's diligence in managing the conversion of our transmissions protocols has reaped significant benefits for Quadax and for Quadax clients. The applause each received was well-deserved.

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## EDI State of the Department

*By: Emily Emmerich, EDI Marketing*

The 10<sup>th</sup> annual State of the Department address was held last month to highlight the year's achievements and outline the goals for the new year. EDI Services Vice President, Tony Petras, delivered the main presentation as well as annual awards, and a few selected departments within EDI Services also presented information and updates on their particular projects and goals. Members of the entire EDI Services staff, EDI Systems, officers of the company, and other invited guests always look forward to attending the annual event.

2009 was a banner year for product development, with the introduction of Denial Management Basic Reports, Denial Management Workflow, and Axis for Audit Control. With the full integration of all our product offerings into the cohesive Xpeditor Xtensions schema, we are now positioned to help our clients make exponential improvements to efficiency and cash flow.

Other important accomplishments of 2009 were noted during the meeting, including these statistics:

- Our Service team performed 2,726 on-site visits, which was an increase of 6% compared to last year.
- Over 48 million transactions were processed.

## 2009 EDI Services Employee of the Year and Unsung Heroes

*By: Emily Emmerich, EDI Marketing*

For more than five years, an outstanding EDI employee has been recognized as the EDI Employee of the Year at the annual State of the Department meeting. At the origination of the award, EDI consisted of only 25 employees. Since then, EDI has almost quadrupled in size.

During this year's meeting, Vice President Tony Petras selected Paul Popovich as the 2009 EDI Services Employee of the Year for demonstrating entrepreneurship, dedication, and initiative. Paul was hired during the summer of 2007 as a Technical Analyst on the Xpeditor Implementation Team (XIT).

He was very honored and appreciative of this award. "During my brief time here at Quadax, I've managed to be awarded our EDI division's ultimate compliment, the

- Our hardworking Transmissions team conducted 104,372 carrier transmissions.
- Among other highlights of the year were the migration of the majority of our clients from the Classic version of Xpeditor to Xpeditor Five Series; the upgrade of the secure Portal for our EDI clients, featuring discussion forums and other helpful resources; and the implementation of a newly designed, easy-to-use client invoice, accompanied by full invoice detail on the Portal.

A number of projects and goals for 2010 were also featured in the State of the Department presentation, including:

- The development of DM<sup>x</sup> Advanced Reporting, the third component of the Denial Management Product Suite.
- Enhancements to Xpeditor's tracking
- Introduction of a newly designed EOB
- Improvements to payer matching in Xpeditor in conjunction with payer lists

Quadax EDI's strong foundation helped us withstand the economic downturn; not only were jobs retained, but several positions were created. In 2009 we were pleased to hear from our clients that we exceeded expectations, that we made their jobs easier, that we helped them achieve records in financial performance. When we gather to reflect on 2010, we expect to celebrate even greater accomplishments than these! ♦

Employee of the Year. I am honored to be in a small, select group of recognized talent here in EDI."

Paul humbly attributed his success within his career to his peers. "I could not have been awarded this achievement without, and it would be a tragedy if I did not thank, fellow coworkers who have helped shape and mold my young professional career into what it has become today."

Eight other employees were also recognized at the meeting as being "Unsung Heroes." The award was established last year to honor other outstanding employees in non-management and management roles within EDI Services. The 2009 EDI "Unsung Hero" awards went to service representatives Diane Loughley, Kim Kartchner, Tracey Lee, Jo Ann Perrine, and Dave Hronek; also to Support Technician Dave Meek, Transmissions Auditor Nancy Cramer, and Marketing Coordinator Sharon Wells. ♦

## Inquiring Minds Want to Know – About HARP 3.0

By: Candace Wintering, Manager, Technical Communication

**D**evelopment of the browser-based version of our A/R management software, HARP 3.0, continues at a rapid pace. Our goal is to incorporate all the functionality of HARP 2.0, the terminal-formatted version, into the new format plus add features that are only possible in the flexible HTML environment. Current HARP clients who try our new product find they love the easy-to-use interface and are wowed by how easy it is to access detailed information with a simple click.

The Inquiry page is a good example of how the new design can increase productivity with so much data readily available. Inquiry is the name of the page that shows the complete history of a ticket as it progresses through the billing process. It is aptly named because almost anything you can inquire about a patient or ticket is right there. Much of the information is hidden until you click a link to expand a section. Customization options include choosing the fields displayed for transactions and the type of lines in the History section. Each user selects

what is important for them to see and can filter out information not pertinent to the job at hand.

One of the latest features introduced is the option to show check information from electronically posted remittances. From the remittance section, you can click an icon to open details on the check, including all payments in the remittance advice. You can also view the patient's EOB in PDF format and print or save it.

If you are a current client who is interested in seeing and learning more about this exciting new version of HARP, contact your account representative. If Quadax is not currently managing your revenue cycle, contact us for a demonstration. ♦

The screenshot displays the HARP 3.0 Inquiry page for Patient Account #7744009. At the top, there are navigation tabs: 1) Official Summary, 2) Pay by Phone, 3) Messaging, 4) Claims, 5) Updates, and 6) Printing. The patient information section includes: BRENT, ALEX; DOB: 12/05/1965; SSN: MR#; Address: 900 N LIBERTY, ANYTOWN, OH 99999; Ticket # 266514; Zero Balance. Below this is a table for Charges with columns: Date, Op, Desc, Diags, Units, Accession#, CPT, Chg Amt, Allowed, Deduct, Co. Ins, Rec Amt, Adj Amt. A sample row shows: 11/04/09, LOAD, 88300, Surg Path - Level N Gross & Micro 5160, 2.0, 009-2124, 88305, 390.00, 184.46, 0.00, 0.00, 0.00, -205.54. The History section below has columns: Date, Type, Op, Code, Description, Amt. It lists various transactions such as 'Proc 88305 released/CRS-op CRS updated 11/06/2009', 'United Healthcare Seq Phi Origin Initial Bill Media Electronic', 'QUICK MESSAGE: CLAIM ACCEPTED', 'PAYER MESSAGE: ACCEPTED', 'United Healthcare Chk 11/24/09 1027831837 Dep Dt 11/24/09 Allow 184.46', 'Due Patient Prev Bal No Ins Amt 0.00 Pat Amt 36.89 Sent Yes', and 'Patient Payment Chk 01/11/10 1895 Dep Dt 01/11/10 Allow 0.00'. Annotations on the right side of the screenshot point to various features: 'Related tasks menus' (top right), 'Click to expand details' (pointing to patient info), 'User-defined view of charge' (pointing to the charges table), 'Display options' (pointing to the history table), and 'Claim', 'Messages', 'Remittance', 'Adjustment', 'Patient statement', and 'Payment' (pointing to specific rows in the history table).

Inquiry page in HARP 3

## Quadax Employee Honored with Award

By: Tony Petras, Vice President, EDI Services

**P**rior to, and since joining Quadax in November of 2006, Susan Cunningham has been involved in the West Virginia chapter of the HFMA (Healthcare Financial Management Association), where she currently serves as Past President.

Recently, Susan was chosen by the Association as the recipient of the Lucille P. Craft Award, which is presented to "A Chapter member, other than an officer, in recognition of the member's outstanding support and participation in the activities, goals, and achievements of the Chapter."

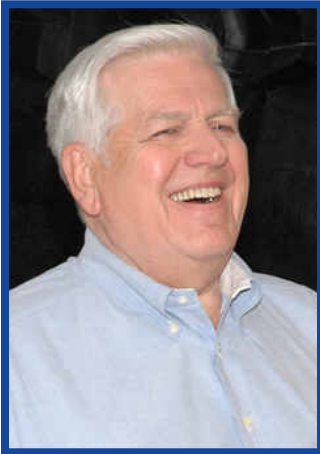
According to the Chapter's Web site, Lucille P. Craft was "instrumental in the founding of the West Virginia Chapter of the Healthcare Financial Management Association, then known as the American Association of Hospital Accountants." Mrs. Craft was one of seventeen charter members and served as President in 1954 and again in 1964. She was the recipient of the Follmer Bronze, Reeves Silver, and Muncie Gold founders merit awards, and the Founders Merit of Honor for outstanding service to the chapter, the community, and the healthcare industry.

Susan's name has been added to a list of 23 previous winners of this prestigious honor. We are pleased to be among those congratulating Susan on this achievement. ♦

## Retirements of Esteemed Quadax Colleagues

*By: John Leskiw, Cindy Mast, Jean Eddy, Sandy Whitmer, and Candace Wintering*

**Q**uadax recently said good-bye to some colleagues whose contributions to our company spanned many years.



### **Don Langsdale**

For Don Langsdale, Quadax was his second career. Before arriving at Quadax in 1999, he worked for over 20 years in education, beginning as a teacher for Elyria (Ohio) City Schools, then soon moving up to administration at Elyria High School. He retired the first time in 1998.

The following year Don joined Quadax to help with the complexities of running a multi-location company. Don was instrumental in helping Quadax sort through the logistics of operating offices in Norwalk, Youngstown, Dayton, Columbus and Buffalo, NY. In this role, he procured space, negotiated leases, located furnishings, and managed the many vendor relationships required to keep offices operational. Along with his wife Sue, Don even agreed to live in Buffalo for a couple of years to directly manage the affairs of this recently acquired business.

Returning to the Quadax corporate headquarters in 2001, Don became the facilities manager in Cleveland while retaining his logistics responsibilities for all of the branch offices. When Quadax outgrew the former headquarters in Fairview Park, Don became indispensable in organizing the move to our beautiful new site in Middleburg Heights. Prior to opening our new headquarters, Don worked over 40 days without a day off to ensure a smooth transition for our employees. In recognition of his valued contributions to corporate success, Don was made a Quadax Partner in 2008. Don is a man of many talents, but his personal qualities—dedication, intelligence, and “get it done” spirit—really set him apart.

Never a man to sit still for long, Don is staying active since retiring in December. He is pursuing a new hobby: cooking. According to his wife Sue, he is getting pretty good at it! What’s next for Don—a career as a chef? We wish him all the best in the future and miss him dearly.

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### **Shirley Kutney**

In her almost 15 years at Quadax, Shirley Kutney has earned the respect and love of her co-workers and staff. When you ask anyone to describe Shirley, the adjectives start flowing: loyal, generous, dedicated, sensitive, knowledgeable, reliable, genuine, funny. Alas, all good things must end—Shirley has retired.

When she started her career at Quadax, Shirley worked in the A/R Services insurance follow-up department. Her leadership skills were soon recognized, and she was promoted to supervisor, a position she held for over ten years. Her ability to motivate staff while being appreciative and sensitive to their needs is what made her stand out. She always remembered staff birthdays and offered heartfelt words of encouragement when needed. Besides her personal qualities, Shirley was valued for her skill in training employees, her work ethic, and her creative ideas for improving processes.

Shirley plans to enjoy this stage in her life by spending more time with her grandchildren. Her staff and co-workers will miss her ready smile and cheerful demeanor. We all wish this special person much joy in her retirement.



*Above: Shirley Kutney (left) and Rita Hutchinson  
Left: Don Langsdale*

### **Rita Hutchinson**

Rita Hutchinson was hired at Quadax in September 1995 and has held many positions during her 14 years of employment with us. Some of her many positions included working mail returned items and the Power Collector System, which was used to place outgoing phone calls to patients for the setup of payment arrangements. She was also a phone representative in our phone center, moved on to become a receipt poster, and then finally an insurance follow-up specialist. Rita always displayed enthusiasm and loyalty in every job she performed. She crossed the paths of many during her 14 years, and her friends and family here at Quadax wish Rita a happy retirement. ♦

## Quadax Reaches Out to the Community

*By: Candace Wintering, Christy Leonard, and Sharon Lloyd*

**Q**uadax not only cares deeply about service to our clients, but also about service to our communities. This past year the company sponsored an Outreach Committee, to focus our efforts on what we can do to help those in need, as well as a Wellness Committee, to focus on the health and well-being of our employees, who are key to the Quadax service. The following are some of the projects our staff is participating in to help make our communities better.



*Quadax employees showed their support for the fight against heart disease by wearing the color red on National Wear Red Day.*

### National Wear Red Day

The Quadax Wellness Committee sponsored an awareness campaign for the fight against heart disease, particularly in women whose heart attack symptoms are likely to go unrecognized. The Quadax staff joined millions across the nation in support of the effort by wearing the color red on February 5, 2010, the National Wear Red Day®. The observance provides everyone an opportunity to show their support and to unite against this silent killer.

Heart disease is the leading cause of death in both men and women in the United States, but it often can be prevented by making healthier lifestyle choices. In addition to the Wear Red day, the Quadax Wellness initiative included educational materials on heart disease distributed to employees, AED (Automated External Defibrillator) installation and training, and Lunch n' Learn seminars on heart attack prevention, warning signs, and risk factors, especially for women.

Quadax employees showed their support for the fight against heart disease by wearing the color red on National Wear Red Day.

### Laura's Home

Quadax has begun providing assistance to Laura's Home Women's Crisis Center as an ongoing community outreach program. Located in Cleveland, Laura's Home is a branch of the City Mission that has been helping women and their children facing various crises since 2003. Last year, Laura's Home provided meals and shelter to 639 women and 376 children in crisis.

Since beginning our partnership in the fall of 2009, Quadax has collected over \$1600 through various fundraisers that has been set aside to fund our main project, providing meals. Volunteers on the Quadax Outreach Committee will use this money to prepare and serve a weekend meal to the residents of Laura's Home on a quarterly basis. In addition to the meal fund, Quadax has collected over \$1300 in gift cards and monetary donations from fundraisers, including a dress-down "jeans week" and our holiday giving tree. The gift cards are reserved for special occasions and other circumstances such as job interviews, and allow the women at Laura's Home to make purchases of clothing, makeup, and other items at local retailers. Our employees also contributed enough "Hope Totes" with toiletries and other important items to fill three vans. Future fundraising events include a reserved parking spot raffle, raffles for sporting events and restaurant gift cards, and another opportunity for employees to dress-down at the office.

Quadax proudly supports Laura's Home's mission to provide security and stability to those in need.

### Beatitude House

For the past two years, Quadax's Youngstown branch has been helping those less fortunate by collecting money to give a family at the Beatitude House a Merry Christmas. The Beatitude House, a Youngstown shelter for abused women and their children, works with the women to help them improve their lives and the lives of their families. Last year, the Quadax branch office sponsored a mother and her two children; this year, they sponsored another mother and her three children. Through the staff's generosity, the families received everything on their wish lists, and even a little something extra! In addition, the staff collected food for the Mahoning Valley Rescue Mission. The Rescue Mission is a non-profit organization that houses and feeds the homeless and poor.

Office managers, Lynn Revak and Sharon Lloyd, are very proud of their staff and appreciate how they gave of themselves to make a better Christmas for others. ♦



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## RETURN SERVICE REQUESTED

*Annual Quadax Partners' Dinner, continued from page 3*

The heart of the evening was an address to the gathered Partners by John Leskiw (CEO, A/R Services). John acknowledged that we are blessed to be in a solid position in the midst of the worst economy in 25 years. The investments we have made in new product, new services, new territories, and new people have paid off; however, the future is unpredictable. In the face of uncertainty, our surest strategy for success is to focus on that which is both most important and our greatest strength: providing the very best relational service to our customers, and doing the work for which they have engaged us with the very highest standards of quality. To make Quadax synonymous with Quality, John challenged us to focus on eliminating errors, to do everything we do with excellence. John also admonished everyone present, including those with behind-the-scenes responsibilities, to strive to move beyond satisfying our customers to fostering loyalty. "Loyalty is a reward," John said; "Earn it every day."

That's our mission, and we are up for the challenge. We look forward to celebrating, when we gather for our annual meeting in 2011, how we have fulfilled this mission and contributed to our clients' success. ♦



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