

(Relay for Life, Continued from Page 3)

generating a sponsored amount of over \$1500. Not only was their final total enough to put them into second place for most money raised, the team was also honored a second time. The total raised put them into the Gold Awardees category for having between \$5,000-\$9,999.99 in total contributions. Plaques were given to the Quadax team, one of which is proudly displayed in our front lobby.

The goal for the entire relay was to raise \$70,000. This amount was surpassed even before the Relay for Life event as the American Cancer Society received over \$90,000 from the Westlake Relay for Life teams. Quadax is proud of the contributions from team members Suzi Piskur, Jenny Campobenedetto, Lauren Plasterer, and of the generosity of the entire staff to have raised such an amount. Congratulations, you all deserve a big round of applause for your efforts! ◇

Related Article:
l: www.quadax.com/newsletter/v10i2/relay.asp



Quadax Employee Hits Shot of a Lifetime

By: Benjamin Frayser, newsletter editor

Phil Conard, Director of Business Systems at Quadax, scored a hole-in-one on June 4th on the third hole of Raccoon Hill Golf Club in Kent, Ohio. Phil used a 4 Iron on the 179-yard Par 3 link to score his first ace.

“With this being my first, I was able to carry the momentum and shoot my best round of 81” he said.

www.usgolfregister.org, a website dedicated to registering and acknowledging holes-in-one estimates the odds of acing a hole in any given swing to be one in 33,000. This is truly a momentous feat. Congratulations, Phil! ◇



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More inside:

- To 'Q' You In..... 2
- Ten Computer Security Laws..... 3
- Relay for Life Fundraiser..... 3
- An Ace by Business Services' Ace..... 4

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System Uptime

By: Gene Calai, VP of Information Systems, Partner

One of our continuing goals at Quadax is to always strive for a higher level of reliability from our systems. In recent years we have made several significant investments which have helped us reach a level of availability that we have never realized in the past. Our major installments include SONET fiber optic data communications lines, Powerware UPSs and a Caterpillar Diesel Generator. We have also made adjustments in several other areas to allow us to respond quicker to other situations by using monitoring tools to keep tabs on servers and processing.

We realize that other factors, outside of Quadax's control, also affect your system uptime. For example, customers who access Quadax systems via the Internet may have issues with their ISP, Internet connectivity or internal systems at times. Perhaps the problem

is that your PC or workstation is not properly configured or needs to be rebooted. All of these factors affect uptime.

By using internal and external monitoring software, we have realized an overall hardware availability of 99.99%. This number represents the percentage of time our production hardware systems are up and running. Keep in mind that many of our systems require users to log out during backups and data processing, which are required procedures and not calculated into this percentage. Nonetheless, we are always looking for more ways to shrink the window of time it takes for backups and data processing. Since installing the SONET, UPSs, and the backup power generator, we have maintained a much higher level of uptime than at any time in the past. Yet even with these investments we are continuing to research more ways to insure that you continue to have higher availability. ◇

Prudential, WellPoint, and Health Net Settle Physician Lawsuits

By: Catherine Sicker, Compliance Officer, Partner

Three additional payers have settled national class actions brought by physicians. Similar to earlier settlements with Aetna¹ and Cigna², WellPoint, Health Net, and Prudential have avoided a protracted, expensive court fight. These agreements emerge from a massive class action suit targeting 10 large managed care payers. The physicians and state medical societies accused the health plans of interference with the patient/doctor relationship and the use of improper payment practices.

The settlements include industry improvements to physician related business practices as well as payments to physicians in accordance with terms outlined within the various agreements. The terms of the settlements will help to streamline communication between physicians and the companies, reduce administrative complexity in the claims payment systems, and help improve the quality of the health care delivery system.

(Continued on Page 2)

Changes and Updates on the Horizon

By: Tony Petras, Vice President of EDI Services, Partner

As is usual and customary in our business, change is constant. Several items on the horizon should be monitored, but care should be exercised before implementing any of these without including your Quadax support representative in the decision. Did you know...?

NPI

The National Provider Identifier (NPI) is a reality, but the inclusion of this information on a claim is still a future event. Clients need to apply for these numbers now, but you should know that mass enumeration will not begin until the fall. Once you have applied, you should inform Quadax so that we can follow up with you later as we begin to catalog these numbers into our databases.

Plans are in the works to allow the dual-submission, for a period of time, of the legacy provider number(s) and the new

(Continued on Page 2)

(Changes on the Horizon, Continued from Page 1)

number. This will undoubtedly result in changes to the CMS-1500 and UB92 screen displays. Watch your release notes for information concerning this significant event.

UB04

A new version of the venerable UB form is on the drawing board, and a staggered implementation has been determined. Quadax will be ready to accept this format in conjunction with the May, 2007 mandate for payers and clearinghouses, but please, do not change to the new format without first consulting with your support rep beforehand. Templates and mapping require that test files be provided in advance, as this is not a turnkey item, since every client is different. This needs to be a coordinated effort between you – our client – and us.

In the past, we experienced situations where clients converted to the new form, expecting that the software would recognize it, but that's not how it works. The P-Table that controls the conversion of your specific data format needs to be customized.

Policy Papers

Occasionally, confusing or conflicting information is bandied about with regard to specific details, responsibilities, modifications, and abilities as they pertain to the submission, receipt, and usefulness of data provided between and among clients, Quadax, and payers. To minimize the effect Quadax plays into these situations, we have penned several "white papers" to

(Settled Lawsuits, Continued from Page 1)

The business practice changes are expected to result in increased speed of claims payment and giving physicians and their office staffs more time to focus on providing health care to patients. The settlements also provide for funding for two separate not-for-profit foundations dedicated to improving the quality of health care in America.

The WellPoint and Health Net agreements established settlement funds that allow physicians to file for nominal compensation. Physicians who provided services during a specified time period to any individual covered by WellPoint or Health Net will be able to file a claim. Unlike the other settlements, the Prudential agreement does not contain a fund to be distributed. Additional information about all the HMO settlements is available at <http://www.ama-assn.org/ama/pub/category/12120.html> and <http://www.hmosettlements.com>. ◇

Related Articles:

- 1: <http://www.quadax.com/about/news.asp?article=245>
- 2: <http://www.quadax.com/newsletter/v09i3/cigna.asp>

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document our position and capabilities. These *Policies in Practice* documents contain valuable information and insight into items such as: Edits, Remittance, Medical Necessity, Payer Response Files, Secure FTP, and Print Files. Ask your support rep, or contact the CSC, to obtain copies.

Remittance

Recently, payers have begun to push harder for providers to get off legacy versions of the 835 remittance advice and move to the current HIPAA-compliant 835 4010A1. Additionally, with increasing regularity, payers are moving to eliminate paper versions of the remit, citing the 835 as the single-source of details regarding payments. Within the past month, a situation involving Ohio Department of Jobs and Family Services (OH Medicaid) highlighted the need for providers to adopt the latest version. The payer, running separate systems, creates the 835 3040 from one, and the 835 4010A1 from the other. When a problem occurred with the creation of the legacy version, the payer advised that, since the 3040 is not HIPAA-compliant, it was not a priority to correct and that providers would be better served by moving to 4010A1. This in the middle of most hospital's month ends, was not a welcomed alternative. To enable your organization to regularly receive and post payments electronically, we strongly encourage you to convert as quickly as possible. Your support rep will be pleased to assist in managing your transition. ◇

To "Q" you in

By: Janet Browning, Quality Assurance

New Health Professional Shortage Area (HPSA) Modifier

The two modifiers, QB and QU, currently used on claims qualifying for the HPSA bonus payments, will be deleted on January 1, 2006 and one new modifier created, AQ for HPSA. There will no longer be a distinction between physicians providing HPSA services in a rural area vs. an urban area.

NOTE: This change is date of service related. Claims with dates of service prior to January 1, 2006 must continue to use the current modifiers QB and QU. Any claims with dates of service on or after January 1, 2006 must use the modifier AQ to reflect that the physician provided service in an HPSA.

Additional information on this subject is available on the CMS website under Change Request #3935. ◇

Immutable Laws of Computer Security

By: Brian Baddour, Webmaster

Security might be this year's buzzword. Homeland security, job security, financial security, home security. At least *HIPAA* security is done, right? Not quite.

The sobering fact is that security is not a product to install once, but rather a collection of attitudes and habits to maintain. Just as you must lock the door *every* time you leave, similar habits are necessary to keep your computer safe.

Security is such a universal and underestimated issue, that Microsoft published "10 Immutable Laws of Security" for computers¹. Taken from there are some of those laws (paraphrased here) to apply to your situation:

Think twice before running or opening something you receive.

At home, you wouldn't open a mail package if it were ticking.

At your computer, don't open e-mail attachments you weren't already expecting, even if you do recognize the sender's name. If your computer pops up a security warning, read it.

Be careful of who has access to your system.

At home, you wouldn't encourage your kids to leave doors and windows ajar.

At your computer, teach your new employees good security habits. Include security in your employee termination procedures. Don't share passwords; keep your accounts secure for when once-trusted co-workers leave.

Protect your passwords.

At home, you wouldn't leave the keys under your doormat.

At your computer, don't write down your password, and leave it around your desk. Pick a good password². Put a reminder in your calendar to change passwords every three months or so.

Only let people you really trust set up your system.

At home, you wouldn't invite in someone asking to see your gas

meter, if they wore bermuda shorts and a beach hat.

At your computer, decline technical help from organizations and people who don't understand how important security is to your office. Only hire reputable Internet service providers (ISPs), billers, clearinghouses, and computer technicians.

Keep up-to-date on security threats.

At home, you wouldn't skip a news story warning of a crime spree in your neighborhood.

At your computer, educate yourself about threats. Keep your security software up-to-date too: anti-virus definitions, anti-spyware software, operating system (Microsoft Windows®) patches. Review the HIPAA security technical³, administrative⁴, and physical⁵ safeguards annually or so, to see if you're staying compliant as your office grows.

Realize that your stuff is valuable.

At home, you wouldn't leave your humble house unlocked, just because it's next door to an ironclad bank.

At your computer, don't be lax about security just because your computer doesn't have lots of credit card numbers for the taking. Hackers know personal computers, less likely secured, are easier targets. Your unsecured computer can be implicated as part of more serious crimes.

Don't expect computers to protect you by themselves.

At home, you wouldn't buy an alarm system without learning how to use it.

At your computer, technology is also not a panacea. Security is not what you use, but what you do with it. ◇

Related Articles:

- 1: <http://www.microsoft.com/technet/archive/community/columns/security/essays/10imlaws.mspx>
- 2: <http://www.quadax.com/newsletter/v10i1/password.asp>
- 3: <http://www.quadax.com/newsletter/v09i1/compliance.asp>
- 4: <http://www.quadax.com/newsletter/v08i3/compliance.asp>
- 5: <http://www.quadax.com/newsletter/v08i4/compliance.asp>

Relay for Life Team Exceeds Goal

By: Benjamin Frayser, Newsletter Editor

A Relay for Life team comprised of Quadax employees¹ took part in Westlake's Relay for Life event to benefit the American Cancer Society June 10th and 11th. The team raised a total of \$9,034.56 to help in the fight against cancer. This total placed them second out of over 50 teams that participated. To reach this extraordinary number, the Quadax team got creative in their fund raising programs. They spon-

sored and ran programs within the company such as bake sales (raising over \$600), raffles to win a front-row parking space (over \$230), casual dress-down weeks (over \$1350), and the tremendously successful Department Coin War (over \$4,280).

In total, before the team even went to walk in the Relay, they had surpassed their entire event goal of \$5,000 by raising a net amount of \$7298.56 in cash and checks.

At the relay itself, the team walked for 18 consecutive hours

(Continued on Page 4)