

PAS Appeals Enhanced

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- ◆ Letter components are stored by paragraph, so standard paragraphs can be used in many letters. If a paragraph is modified, the changes will appear in all compositions containing the paragraph, reducing the time spent on modifying letters individually.
- ◆ A PDF document containing supplemental information, such as benefits information, can be attached to a paragraph and will appear after the letter text when previewing and printing.
- ◆ Using the Paragraph Editor, merge fields can be inserted into letter text, and then specific values for a case, such as the patient's name or case balance, are automatically substituted when the letter is printed, reducing potential errors that could occur when patient and case data are manually entered into letters.

- ◆ Patient advocates can preview each letter in a selected format before merging and printing. If necessary, the letter text can be modified or information can be added when previewing the letter in Microsoft Word®.

State Maintenance

State maintenance is a new feature for storing external review agency contact information and Web sites by state, providing for easy access to state law requirements and decreasing the time spent on entering external review information.

The PAS Release Notes have details on these enhancements and other software changes. The release notes can be accessed directly from PAS or from the HARP Documentation link in the ASP Portal. ◇



21755 Brookpark Road
Cleveland, OH 44126-3200
440.777.6300

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EDI State of the Department

By Emily Hemmis, Marketing Communications Specialist

The 7th Annual Quadax EDI State of the Department address, hosted by EDI Services Vice President Tony Petras, was held last month. The employee-attended forum is a highlight of our year, addressing the department's project achievements of the previous year and defining goals for the upcoming year.

Several important and remarkable EDI Services' accomplishments of 2007 were highlighted during the presentation.

Our hardworking transmissions team made it possible for our 296% increase in transmissions which exceeded 78,000. A grand total of 1,489,317 eligibility transactions were processed. Not to be outdone, our Client Setup team added approximately 42,000 provider numbers to our client database, most of which were NPIs.

Two accomplishments particularly valuable to our clients are the result of enhancements to Tracking records on claims: links from Tracking to full detail, in Knowledge Base entries, of custom converts and custom edits; and links from Tracking directly to Payer Reports for more information about payer-rejected claims. These two innovations equip clients with important information while saving valuable time.

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NPIs for Referrals

By Candace Wintering, TechComm Services Manager

Another deadline in the NPI implementation plan is looming this spring. As of May 23, 2008, CMS will not pay for referred or ordered services unless the referring/ordering providers are identified on claims by NPI and name. It is the responsibility of the billing provider to obtain NPIs from their referring and ordering physicians prior to delivering services.

In anticipation of the burden caused by this requirement, CMS recently issued a transmittal with a temporary solution for service providers who have difficulty obtaining a referral's NPI. If multiple attempts to obtain an NPI from a reluctant referral are unsuccessful, service providers are permitted to use their own NPI and name in the ordering/referring/

attending/operating/other/service facility provider/purchased service provider fields.

The requirements pertain to both Medicare Part A and Part B claims. For further information on this topic, see MLN Matters Number MM5890 at www.cms.hhs.gov/MLN MattersArticles/downloads/MM5890.pdf.

Referral NPIs in HARP

In order to avoid claim denials or delays in claim processing, we recommend that you make it a priority to obtain NPIs from your referrals and populate them in HARP as soon as possible. Some insurers may require NPIs for referrals well before the May 23 CMS deadline. Texas Medicaid, for example, will accept only NPIs as referral identifiers as of March 2008.

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EDI State of the Department

(from page 1)

The Quadax UB Committee Meeting Primer was created last year to share information on important points covered in the UB Committee meetings. The document distributed to our clients summarizes the key topics addressed, the discussion, and the actions taken. Clients are able to select the topics that interest them and share their comments. Not only do we strive to provide information, we also value client feedback and find it key to help in our company's success.

Our browser-based Xpeditor 5.0 product was created and installed in three facilities. The Xpeditor 5 series represents the best of both worlds: the superior claim management of Xpeditor, rebuilt for use in a browser environment to maximize its capabilities. In the year to come, our goal is to discontinue new sales of "Classic" Xpeditor in favor of Xpeditor 5, and begin to move existing clients to the new version.

A number of other projects and goals projected for 2008 were also featured in the State of the Department presentation.

The Quadax EDI Service department is continually looking for ways to help our clients streamline their operations and enhance their revenue cycle management. In 2008, one of the ways we will work toward that goal is to improve COB claim processing by continually updating the payer list, improving EOB offerings and remittance scraping parameters, and providing Remittance seminars to share COB Best Practices.

Other projects that will bring real value to our EDI clients are expanding eligibility services by incorporating automated checks into the batch process, integrating FISS access into Xpeditor, and further enhancing our Quality Assurance routines.

Within Quadax EDI Services, 2007 proved to be a very successful year. Given the excitement, enthusiasm, and determination apparent during the State of the Department presentation, 2008 is sure to be even better! ◇

Migration to UNIX for HARP Standalone Clients

By Kathy Novak, Vice President, Implementation and Support

When HP announced the discontinuance of the HPE3000 line of servers running the MPE operating system, Quadax was forced to explore alternatives to the tried and true platform our HARP software had been running on for many years. After much research and testing, we determined that the UNIX/HP e9000 (HP-UX) platform would be the best solution, surpassing MPE for batch processing time and equal in reliability. We therefore made the commitment to migrate all of our clients to HP-UX. Migration was successfully completed for all in-house and Partner/ASP business by May 2007, and we are now focusing our resources on the final stages of this process—assisting our Standalone clients in migrating to the new operating platform.

In order to accomplish this, Quadax has established the following timetable to ensure that all Standalone clients wishing to migrate will have ample opportunity to plan and execute the migration with our assistance before the end-of-support date.

| | |
|-------------------|---|
| May 31, 2008 | Formal commitment to a migration schedule. Clients will receive a scheduling form in the mail shortly. After this date, we cannot guarantee choices about the migration schedule or the cost of migration assistance. Contact Gina Judson at 440.788.2152 for scheduling or questions. |
| December 31, 2009 | End of support for HARP on MPE; no new HARP releases for MPE will be issued after this date. |
| December 2010 | HP ends support for hardware running MPE. |

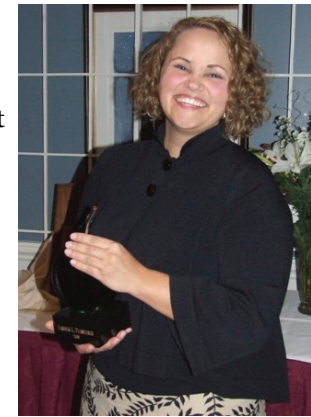
Once on our migration schedule, clients can begin the process of purchasing a new system from a third-party vendor. The support team will be available to review proposed final configurations and to answer questions.

As an alternative to purchasing a new system, Standalone clients can also consider becoming ASP/Partner clients, allowing Quadax to host their system and maintain databases on our servers. Contact Brad Daugstrup at 440.788.2113 for details. ◇

8th Annual Quadax Partner Dinner

(from page 6)

Lauren Plasterer is another valuable member of our IT staff, currently working in EDI Systems. Lauren began her career at Quadax as a Programmer/Analyst nine years ago, and has proven to be a highly sought-after resource, exceeding expectations in every role she has filled. Lauren has demonstrated excellence in project management, managing production, training young programmers, and designing elegant, efficient solutions for our clients. Because of her exceptional people-skills, we've had to "pry" her away from satisfied clients with whom she's worked through system implementation. Lauren is a tested, dependable leader, and a valuable Quadax asset.



Three Partners were given special recognition for their extraordinary contributions to the company in 2007:

- ◆ **Trevor Myer**, VP, EDI Systems, was applauded for his diligence in developing the browser-based version of Xpeditor, bringing "a new standard for excellence" to the marketplace.

- ◆ **Gene Calai**, VP, Information Systems, was commended for his hard work in cooperation with the SAS 70 audit.
- ◆ **Sue Young**, VP, HARP Production, was acclaimed for her tireless dedication to the Stanford University Medical Center Clinical Lab account.

2007 was indeed a busy and exciting year for Quadax, as Tony Petras reminded us through a multi-media presentation titled "Looking Back While Looking Forward." He highlighted, among other things, the browser-based versions of Xpeditor and HARP alongside their predecessors; changes in the industry such as the UB-04, new CMS-1500, and NPI; the accomplishment of the SAS 70 audit; and the progress toward the new corporate headquarters that we hope to occupy in the summer of 2008.

John Leskiw likewise looked forward as he issued the call to arms for the coming year, encouraging creativity, conservation, and most importantly, a continued commitment to customer service. "We are first and foremost a service company," John exhorted; "Nurture your client relationships through service."

The bottom line is, of course, that our bottom line suffers if we're not doing our best, every day, for the clients we serve. But for Quadax, success involves more than increased revenue — it involves integrity, dependability, innovation, and loyalty. These qualities define Quadax as a corporation, and characterize the 42 Quadax Partners who gathered for this year's annual event. ◇

Puzzle solution (from page 5)



8th Annual Quadax Partner Dinner

By Cyndi Palmer, Marketing/Communications Manager

You won't find a Quadax annual report published to market itself—and its shares—to current and future investors. As a privately held corporation, Quadax does not have shareholders dictating decisions designed to increase the value of company stocks. But there is a group of people at Quadax who daily make decisions, achieve goals, and set new ones, based on increasing the value of our organization to our clients. These stakeholders, Quadax Partners, care about corporate success as if it were their own, and care about the integrity of the company as if it were their own – because it is.

The Quadax Partner Program was established eight years ago to honor those individuals who had long since performed at an exemplary level. Additional Partners are inducted each year who meet the following program criteria:

- ◆ Completed at least five years of service as of the prior fiscal year's end
- ◆ Serving in a managerial/professional role
- ◆ Making significant, exceptional contributions to corporate success
- ◆ Nomination and unanimous election by the trustees

Annually, a Partners' Dinner is held, permitting new honorees to be celebrated, corporate achievements noted, and a challenge for the year ahead issued. John Leskiw, CEO, A/R Services, opened his remarks at this year's event by saying that he spends a lot of time thinking about what message to bring to this group of people, noting, "I can't imagine 45 better people to work with." Forty-two of the people he addressed are Partners, and that's a number that keeps growing as individuals are added to the program. For 2008, four new Partners were added: Don Langsdale, Len Stusek, Derrick Heindel, and Lauren Plasterer.

Don Langsdale has managed our facility, and so much more, since 2001—through all of our biggest growth years. In this role Don has been responsible for procuring space, negotiating leases, acquiring equipment and furniture, managing vendor relationships, and continually evaluating and recommending sound courses



of action to senior management. It wouldn't be possible for so many in the company to work "normal business hours" if Don were not continually putting in the extra hours on evenings and weekends to implement the moves, enhancements, tests, and repairs on which we rely. As John stated so well, Don's "dedicated management and planning enables us all to concentrate on our own daily battles."



Len Stusek joined Quadax in 2001 with a mandate to retain and grow existing clients, which was accomplished in 5 of the next 6 quarters. Len's role in EDI expanded, with special customer service assignments and then the management of the entire Ohio customer service organization. As EDI has grown, so too have our service teams; now as General Manager Len oversees an organization of three Regional Account Managers, six Service Managers, fifteen Service Representatives and two Territory Coordinators for six states. In 2004 Len assisted with the development of Quadax University, which trains EDI employees in a lengthening list of competencies. The goal for 2008 is to extend "QU" to clients, enabling them to achieve the designation of "Certified Xpeditor Biller" or "Certified Xpeditor Manager."

Derrick Heindel joined the Quadax programming staff in 2001, quickly distinguishing himself with his intelligence and enthusiasm. Mark Sprowls, Vice President—Systems, noted in his introduction of Derrick that while most new programmers require a great deal of attention and training, Derrick served as a source of knowledge to his peers from the time he began his career with us. His many contributions include two very prominent projects: the migration of HARP from HP3000 to a UNIX platform, and the current development of a browser-based version of HARP. Mark went on to say, "His value goes far beyond the work for which he gets credit. Derrick makes everyone else around him more productive. He came to us with a wealth of knowledge and has continued to build on that knowledge."



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EDI Employee of the Year

By Emily Hemmis, Marketing Communications Specialist

Since 2003, an outstanding EDI employee has been recognized at the annual EDI State of the Department meeting held in January. At this year's meeting, EDI Vice President Tony Petras selected Andrew Constantino as the 2007 EDI Services Employee of the Year.

Originally hired in 2006 as a Client Support Center Representative, Andrew was promoted in 2007 to Territory Coordinator for Ohio, Michigan, and Pennsylvania.

Tony recognized Andrew as "someone you can count on to jump in without being asked, and to handle any number of matters with diligence and accuracy – even if he is doing it for someone not on his immediate team."

Andrew was honored to receive this mark of distinction. "Being recognized as the Employee of the Year seems inconceivable," said Andrew.

Tony described Andrew as a humble yet confident employee. Andrew's modesty was evident when he said, "There are a lot of noteworthy people walking through the doors and I could have named at least a dozen people deserving such an award. I came to Quadax back in October 2006 with an ambition to succeed and work hard. If I didn't understand, I learned."

Andrew was sure to emphasize that his hard work and dedication will not end with the acceptance of his award. "This award only strengthens my commitment to support my clients and co-workers in any way possible. I hope to pass on the knowledge I've obtained to newer employees and to work to help Quadax grow even stronger." ◇



Andrew Constantino (left) accepts the EDI Employee of the Year award from Vice President of EDI Services, Tony Petras

NPIs for Referrals

(from page 1)

NPIs for referrals are stored in HARP as provider numbers in the NPI referral category. Individual NPIs can be added manually, but the easiest way to add a large volume of NPIs to HARP is to load them from a spreadsheet. The spreadsheet format should be:

- ◆ Column 1 – Referral code
- ◆ Column 2 – NPI
- ◆ Column 3 – Referral name.

The Quadax Application and Technical Support departments are ready to assist you with loading your referral NPIs into HARP. Contact your Quadax Service Consultant for further information or questions. ◇

A Quadax Achievement!

Late last year, Quadax reached a milestone when Nicole Marzano in the EDI CSC opened the 150,000th Help Desk event!

A New Data Center for Quadax

By Gene Calai, Vice President of Information Services

As many of you now know, Quadax will be moving our Fairview Park and Westlake offices to a new location in Middleburg Heights. This change has prompted us to think about the future of the Quadax data center and how we can continue to improve services for our customers.

The Quadax data center is currently located in our Fairview Park office. When we moved into our current facility in 1987 we had three HP 3000 servers. At that time, customers connected to Quadax via leased lines or dial-up modems. That move was much simpler than this move will be. Much has changed in twenty-one years. We still have a few HP 3000s around, but we also have three HP-UX servers and more than seventy Windows™ servers. In addition to servers, we have a very sophisticated fiber-optic telecommunications network, which was recently upgraded to Ethernet running MPLS (Multi-Protocol Label Switching). Our new network provides greater redundancy and bandwidth capabilities.

We have continually made investments in the Fairview Park infrastructure to provide you with higher levels of availability. For example, we have twin UPSs (Uninterruptible Power Supply) protecting the power to all servers and telecommunications equipment in our data center, and a Caterpillar diesel generator which powers the entire Fairview Park facility in case of power outages.

In order for Quadax to continue our progression towards higher levels of availability, we had a choice to make: build a new data center in Middleburg Heights or find an alternative. Building a new data center would be a large and expensive

project. Luckily Eric Wahter, our Data Communications Manager, discovered the perfect alternative—have our equipment hosted by a company that specializes in data centers. The company that we have selected is Expedient Communications (www.expedient.com), an expert at hosting and managing data centers. This allows us to leverage their expertise in areas such as fire detection and suppression, power, backup and telecommunications.

We have already located several of our test servers in an Expedient data center. We have a 20' x 20' locked cage safe inside an Expedient data center in the Cleveland area. This facility has personnel on site 24/7 with surveillance cameras and locked doors that only open for personnel with appropriate access. This facility is considered a state-of-the-art data center in which virtually all components are redundant. In fact, they have multiple fiber-optic SONET (Synchronous Optical Network) rings into this data center. One of the other key points of this implementation is that we are outsourcing our backups to Expedient. Expedient manages the backup of our servers and provides us with reporting details on all backup jobs. Although our servers will be located in Cleveland, Expedient will be backing up our data to their Pittsburgh data center. This improves our disaster recovery capabilities because our data will always be stored in two locations.

We will be moving the balance of the Quadax servers to Expedient in the next few months. This project will be completed before our personnel move to Middleburg Heights. We may have planned application outages on the weekends, and we will keep you informed of them as appropriate.

What does all of this mean for you? Your data will be hosted in a safe, world-class data center that provides you with the highest level of availability to your applications with capacity for expandability. ◇

from a patient's insurance company. Appeals can then be placed on Pending status and quickly added to a patient's case if the prior appeal is denied.

Letter Maintenance

Letter Maintenance has been enhanced to store appeal and informational letter templates for on-demand printing for individual case appeals. The following features make this new program particularly useful and efficient:

- ◆ Letters are stored directly in PAS, rather than in a local network directory, and are organized in folder directories that can be customized to clients' needs.

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Appeals Process Enhanced in Patient Advocacy System

By Katie Doerfler, Technical Writer

The newest version of the Patient Advocacy System (PAS), released on January 31, 2008, includes several major enhancements that accelerate the appeals process, providing for faster reimbursement and improved accuracy.

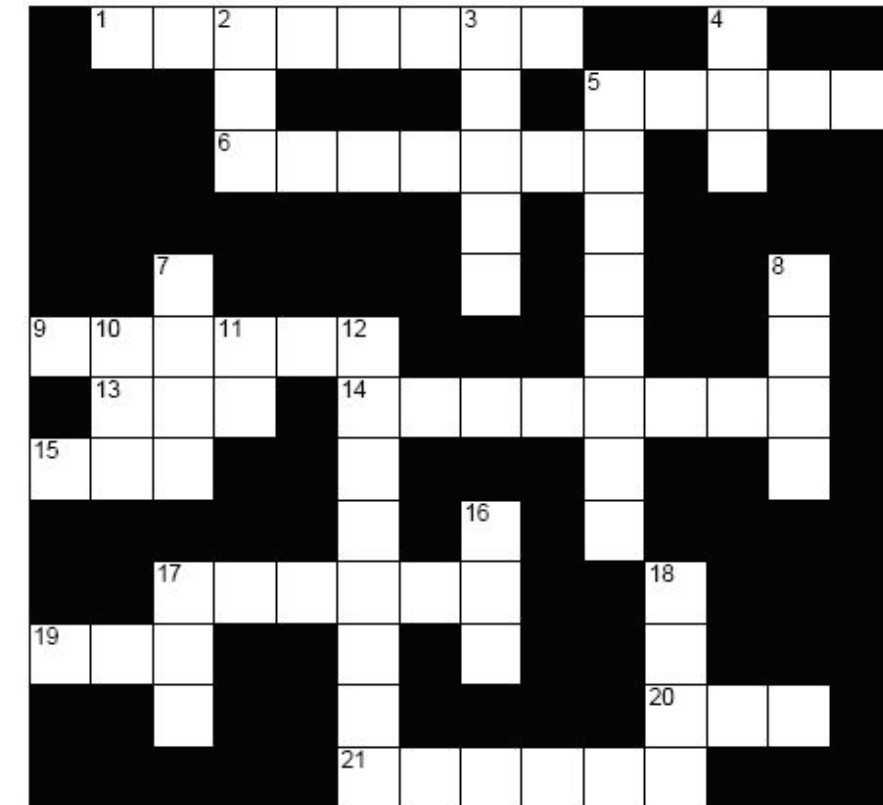
Prep Multiple Appeals

To reduce the number of calls to insurance companies and to save valuable time, patient advocates can now prepare multiple appeals when appeal requirements are initially obtained

Quadax Crossword Puzzle

By Chuck Parker, EDI Project Leader

Here's something fun to do on these dreary winter days (at least for those of us here in Ohio). All of the answers are related to medical billing and Quadax. Answers are on page 7. Good luck!



ACROSS

- The most important person to Quadax
- The governments' compliance standards
- What Quadax strives to provide the best of
- The only company you need for your business!
- What we often say in Ohio thanks to the winter weather
- Quadax products get you more of these (\$\$) with a faster turnaround
- The Quadax portal to our online systems
- Quadax processes MILLIONS of these each year (837's)
- (Tough one) Why use paper when you can use software with this capability?
- Quadax software that helps you manage hard to get reimbursed services (HINT: Patient...)
- Quadax helps you receive and post these to your system faster than a speeding bullet (and it's not Superman)

Answers found on Page 7

DOWN

- Programming compliance standard: ____ 70
- Complex rules used in claims processing
- Quadax's online claim processing software
- Where your issues are tracked and solved
- Quadax's accounts receivable software package for your practice
- EDI Standards that Quadax adheres to for processing data
- National claim form used by most hospitals
- Person whom Quadax has been helping manage their practice for over 30 years
- Quadax's flagship enterprise claim processing software
- Who ya gonna call? (when you have a Quadax issue - and it's not Ghost Busters)
- Government entity who controls the Medicare and Medicaid healthcare programs
- Who visits you at your facility even more than your relatives? Our Quadax ____