THE PULSE

PRACTICESUITE MONTHLY NEWSLETTER
JULY 2020 • ISSUE #3

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PRACTICESUITE UPDATE

By: Trey Wilson, CRO

To better serve you, our valued clients, PracticeSuite has partnered with ABILITY Clearinghouse to provide PracticeSuite users integrated access to an advanced payer validation rules engine. This integrated claim editing and payer validation process will streamline billing workflow and reduce costly errors prior to claim submission to the clearinghouse. Clean claims will get to payers more quickly, with paid claims averaging 99%. Within PracticeSuite, claims will validate against payer rules, clearinghouse edits, and custom business rule edits before leaving PracticeSuite's billing system. Users will be notified of errors/edits in real-time and have the capability to override or correct in PracticeSuite prior to the claim going out. This process:

- Ensures claim records stay the source of truth for all claims submissions (avoids having to work in two systems to manage claim changes managed outside of PracticeSuite at the clearinghouse level and causing potential gaps in data)

- Advanced tracking enables full visibility to all changes, including the details of change, when it was changed, and who changed it.

PracticeSuite's new functionality will have a comprehensive set of claim analysis rules updated automatically as CMS updates, updates from ABILITY, or custom business rules for the billing procedures created by the practice. PracticeSuite will continue to develop and integrate new tools for our clients, empowering them to reduce denials while increasing the opportunity for quicker reimbursement for the practice.
To learn more or to sign up for the pre-sale before its launch in August 2020, please contact **sales@practicesuite.com**

PARTNER UPDATE

Akos, an integrater of telehealth into workers' compensation and employee medical benefits based in Phoenix, AZ, has approached this pandemic in a great way. In response to the COVID-19 pandemic, Akos adapted quickly to become a resource for testing. Early in the testing blitz, Akos set up temporary and permanent testing sites in the Phoenix Metropolitan Area. The temporary site was operated on select dates as part of the state-wide testing initiative. Akos Urgent Care in Glendale remains a testing site and offers testing 24/7. Akos has streamlined the COVID-19 testing process to minimize contact and reduce wait time with drive-up testing. Patients are encouraged to register ahead of time online, which ensures they are moved to the front of the line upon arrival. They simply call upon arrival, and a member of our medical staff administers the test from the patient's vehicle. Additionally, for companies in the Phoenix area wishing to test employees prior to returning to work, our medical staff will go onsite and conduct testing for employees and dependents quickly and efficiently. This turnkey process allows businesses to more safely reopen.

akos
remedies in real time

According to Akos' Senior Director of Operations, Sean Walker, "Akos is proud to partner with Governor Doug Ducey and the Arizona Department of Health Services to expand COVID-19 testing sites throughout the Valley. This is such a challenging and stressful time for our community, and we're happy to ease a burden by improving access to testing. We've decreased some barriers by having a site that is available twenty-four hours a day, seven days a week, as well as by providing onsite testing to businesses so they can reopen as safely as possible and focus on getting their operations up and running."
Learn more here: care.akosmd.com/covid19 (patients)
care.akosmd.com/covid19onsite (employers).

INDUSTRY NEWS

By: Anna Monsour

How can we prepare for the next wave of COVID-19? As a resident of Texas, we were one of the first states to launch quickly into the phased approach of re-opening. However, now we are seeing COVID-19 cases rise at an unprecedented rate. While I am not here to jump on a political soapbox of whether we were or were not testing enough, the fact is: a new wave is coming.

COVID educated us – personally and professionally. So, how are we going to handle the ebbs and flows during this "new wave"?

1. Keep telemedicine tools easy to use. With PracticeSuite our implementation is quick and lean – so you can hit the ground running.
2. Flexibility. Make sure to manage your supply chain with personal protective equipment and hygiene supplies.
3. Maintain security. Ensure your systems are secure to prevent ransomware.

Next month, we will uncover ways to fight against revenue leakage to ensure your COVID-19 claims won't be denied.

PRACTICESUITE IN THE NEWS

By: Michael Sculley

PracticeSuite Partners with Updox to Maximize Clinical Communications

New within the PracticeSuite EHR is electronic fax communications from Updox. The centralized fax management capabilities are Impressive allowing you to send, receive, edit, and sign faxes from anywhere on any device. You will save up to 1200 pieces of paper a year and no toner is required. There is no equipment to buy, upgrade, or maintain, and you can easily forward faxes to specific staff or departments. And best of all, all these great features are available right within your PracticeSuite clinical desktop.

NEW PRODUCT OFFERS

By: Fareed Taghvaee

H13. KPI Dashboard Report
A new report on Key Performance Indicators (KPI) Dashboard added to Reports Central. This is a high level performance report that captures the health of the Practice and provides a bird's eye view of the billing landscape and insights into operational efficiencies or critical cash flow blockers. This report also provides a trending based on past 6 month's historical. This is only available on the Complete and Platform edition. Please contact sales to learn about how to add this feature.

PracticeSuite would like to welcome....

Rebecca Brill
Onboarding Project Manager

Hello everyone! My name is Rebecca Brill, but most people call me Becky. I grew up in Michigan, went to school in Minneapolis and ended up in Florida! I live with my family in Orlando and have only been to Disney World once in 19 years. Most of my history revolves around training clients on new software releases, with a move in the last 5 years to the healthcare industry. I am excited to be part of your team and look forward to working with all of you! I also make the best chocolate chip cookies in North America and am sure to send them to you as a bribe in the future!

Shannon Smiley
Director, Client Success

Shannon Smiley comes to us with a seasoned background in customer success. Residing in Orlando, FL, Shannon worked as a Guest Experience Manager at the Walt Disney World Resort prior to transitioning into the SaaS technical industry five years ago. Working in both startups and established companies, Shannon has successfully developed/executed internal processes while focusing on strategies for customer retention and growth. Shannon is passionate about fulfilling customer needs by cross-departmental collaboration and management while nurturing growth of valuable internal and external relationships.

Delfeena Mary
Onboarding Account Executive

Hello all, my name is Delfeena Mary, residing in Kochi-India. I hold a Masters in Medical Informatics and have overall 7 years of experience in different profiles that would be, Project Coordinator for Admin software implementation, Medical Information, LIMS Project Coordinator and Quality Assurance officer. I am passionate about Healthcare IT and super excited to be a part of the PracticeSuite family. Apart from work, I love spending time with my family, love traveling, making new friends, and baking. Looking forward to meeting and connecting with you all.

GET CONNECTED

By: Alexa Levesque

AFFILLIATE PROGRAM

Do you want to earn revenue just by referring your network to PracticeSuite? Are you a Healthcare Influencer who wants an affiliate program with ready-made solutions for monetizing your blog with our affiliate program? Whether you’re an established business or new to the healthcare industry, PracticeSuite gives you the tools and resources you need.

What’s in it for you?

- Earn an average of 7% Monthly Recurring Revenue for each Provider who signs up for a one-year subscription plan with your unique referral link
- Earn an average of 3% Monthly Recurring Revenue for each Revenue Cycle Management (RCM) referral that signs up for our services
- Constant partner support via phone, email, or live chat from a dedicated partner manager to help with partner education and opportunities to post your blogs to our base allowing for your own network growth
- Save time and money on content creation by linking to blogs, webinars, video tutorials, tools, and automated funnels developed by PracticeSuite for your audience
- Bloggers, minimize your effort and maximize revenue by using our ready-made solutions for monetizing your blog with the affiliate program.

Receive an approval response within 48 hours after you submit your application here, https://www.practicesuite.com/affiliate/

LOYALTY PROGRAM

Attention Current Clients, Join Our Loyalty Program Today for Access to Exclusive Benefits!

By signing up for our loyalty program you will:

- Enjoy all the benefits of the loyalty program membership
- Receive news updates and discounts on products and services
- Help others in the community.

Sign up here for our loyalty program to start receiving great benefits, https://www.practicesuite.com/rewards/

PM TIP OF THE MONTH

By: Arun Menon

Reset Patient Statement Count

Did you know that the system has a statement counter that keeps a count of the statements for the patient or their encounter(s). Users can either generate or exclude patients by using the statement count filter when generating patient statements. Statement count filters are widely used by customers when generating statements and helps in determining when to move a patient to either Pre-collections or to Collections status. Now and then, you may need to reset the patient statement count/remove from the statement history if a patient statement was created in error or if you need to restart statements for a patient. To reset the count and void the statement from the history, open the Patient tab and go to the Statement History tab. The statement history is listed in chronological order on this screen. Click on the ellipsis at the far right and hit on 'Void Statement' to void the statement. You will notice that the total statement count decremented from the current count.

EHR TIP OF THE MONTH

By: Vandhitha Sidharthan

PraticeSuite’s customizable CDSS (Clinical Decision Support System) offers information to clinicians to improve the quality of the care their patients receive. Real-time alerts that are patient specific set into the workflow are both precise and available at all times. Implement the customized clinical decision support rule relevant to your specialty or high clinical priority!
To implement using PracticeSuite, go to **EHR advanced-> EHR Admin->CDSS.** Either activate an existing list or add rules with Name, Description, Bibliographic citation, Rule criteria for example- Age, Diagnosis, Procedures, Prescription, Allergy etc. CDSS recommendations/alerts with patient education materials will appear while completing an examination based on the problem and other updated details. Let’s say for example, by choosing this helps clinicians to suggest evidence-based treatment options to patients. Any questions setting up rule, please contact the PracticeSuite team for assistance.