

# DR. KNOW

We won't change the way you do billing...we'll change the way you do business!

An e-newsletter created by **PLEXUS HEALTH SOLUTIONS, INC.**

## WEA ISSUES

### *NPI Crosswalk*

As of May 23, 2008, WEA has been unable to accept NPI numbers. We noticed this immediately on our electronic transmission reports. We called them and asked for an immediate fix to this problem at their end.

They advised us to send all claims on paper and they will manually input this into their system and override the errors their software is creating.

This has been done and will continue to be done until they notify us their system is fixed.

## CUTTING COSTS

### *Banking Services*

In an effort to remain cost effective for you, Plexus will begin to make client deposits only to M&I Bank accounts. Those of you who currently do not have an M&I account have been notified via letter of these intentions.

## HIPAA PRIVACY BROCHURES

### *Free Downloads*

The Office for Civil Rights (OCR) has two brochures that you can download free to distribute to your patients. They come in eight languages for your whole population.

Go to the website below to view the brochures and other handy HIPAA compliant forms.  
[www.hhs.gov/ocr/hipaa/](http://www.hhs.gov/ocr/hipaa/)

## "INCIDENT TO" BILLING

### *Changes Rescinded*

On May 30th the CMS rescinded a decision to change the guidelines for "incident to" billing. These are for services for non-physician providers.

There was little notice or education to providers. We'll keep you posted.

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You can view past issues of this newsletter on our website.

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## 4<sup>TH</sup> OF JULY

*Closed*

Plexus will be closed on Friday, July 4<sup>th</sup> to celebrate the holiday. We will re-open on Monday, July 7<sup>th</sup> at 7 a.m.

## BACKGROUND CHECKS

*Legalities in the Hiring Process*

In an article published by IOMA it was noted by the U.S. Dept. of Justice that 1 in every 32 adults has a criminal record.

What you don't know about employees can hurt you. Just one bad hire can have significant financial and legal implications.

A report from ADP Screening and Selection Services has found that 44% of applicants lied about their work histories, 41% lied about their education and 23% falsified credentials or licenses.

ResumeDoctor.com shows that 42.7% of resumes have significant inaccuracies.

Employers could face millions in potential tort liability for neglectful hiring if you do not do a background check.

A central issue is not so much where you find the information, but what you do with it once its' been found.

Investigate and find out what your responsibilities and perform due diligence.

## MEDICARE FEE REDUCTION

*Scheduled for 7-1-08*

There is a 10.6% reduction in Medicare physician fees planned (H.R. 6331). Congress and the President have been unable to stall this reducing of fees as of this date.

This is a heads up on lower reimbursement on Medicare claims with DOS of 7-1-08 and after.

## CONTINGENCY PLAN

*For Catastrophic Events*

Because of recent events in the Kenosha area where businesses have been burned to the ground, we are putting together a business contingency plan just in case such an incident happens at Plexus. We realize the need to be up and running in the shortest amount of time possible so cash flow is not interrupted.

Currently, your data is being backed up in two locations everyday. One of those locations is off site. We have made sure that all original copies of our software are protected off site along with the ability to download current applications on an immediate basis.

The only issues for us at this time would be where to set up business and getting hardware to load data & software. These remaining issues will be worked out in the very near future to complete HIPAA compliancy.

## PATIENT MESSAGING

*Upgrade to Our Software*

Plexus now has the ability to offer you automatic reminder calling to your patients. You can monitor the calling process through the Internet.

If you are interested in saving time and money, give us a call and we'll fill you in on all of the advantages of this add on product.