

# 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.**

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

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*Contents:*

Red Flag Delay.....	1
Red Flag Lawsuit.....	1
RVU Changes.....	1
ICD-10.....	1
New Staff Members.....	2
Credit Card Security.....	2
Fourth of July.....	2
Plexus Renovation.....	2

## **RED FLAG DELAY**

*Again!*

The Federal Trade Commission (FTC) has announced another delay in the enforcement of the Red Flag Rule. This rule is in regard to preventing identity theft within your practice. We'll keep you posted on the enforcement date.

## **RED FLAG LAWSUIT**

*Related Story*

The AMA, the AOA and the Medical Society of D.C. filed a lawsuit in federal court seeking to prevent the FTC from extending the identity theft regulations to physicians.

These organizations disagree with the FTC's view that doctors who do not require payment at the time of service must comply with the Red Flag Rule. They also state that considering physicians to be "creditors" is arbitrary, capricious and contrary to the law.

## **RVU CHANGES**

*Physician Fees 2010*

As reported by Frank Cohen, MPA, MBB, of the Frank Cohen Group, CMS has released an update to the RVU data set that will affect almost all medical providers in the U.S. In addition to the reduction in the conversion factor (from 36.0846 to 36.0791), every work GPCI value below 1.00 was increased to a floor factor of 1.00 and nearly every procedure code reported a change in RVU values.

Overall, when looking at the non-facility total RVU values, 4,094 code groups experienced a net reduction in RVU values and 2,364 resulted in a net increase.

## **ICD-10**

*An Update*

In an article in the *HBMA BILLING* magazine (Mar-Apr 2010) Scott Everson, President of the HBMA has said that ICD-10 will replace ICD-9 and ICD-10-PCS will replace inpatient diagnosis codes.



## **ICD-10 Con't**

Third parties that are not subject to HIPAA (i.e. W/C insurance and auto carriers) are not required to use the ICD-10 format and many have indicated that they will not convert to this method of report illnesses.

The Dept. of Health & Human Services (DHHS) anticipates that error rates will increase between six and ten percent in the six months following the ICD-10 transition. Many industry experts believe the error rate will be much worse.

ICD-10 is scheduled to become effective October 1, 2013. Since many of our clients perform services for W/C and MVA patients, we are searching for a software that will crosswalk the ICD-9 to the ICD-10 and making it available to our clients. We are hoping that this will eliminate the need for costly re-education on the new codes and provide a smooth transition with accurate and compliant billing being performed.

## **NEW STAFF MEMBERS**

*Welcome!*

Plexus would like to welcome two new staff members to our team. Dawn Shupe is a certified coder with 13 years of billing experience and Kristen Cowfer is a former employee who was with us for two years. Both are currently going through our extensive training process and will be fully functional and ready to help you with any questions in the very near future.

Dawn is temporarily at Ext. 103 and works from 7 am. To 4 p.m. and Kristen can be reached temporarily at Ext. 105, she works 8 a.m. to 4:30 p.m.

Jean has temporarily moved to Ext. 107.

Our new office hours are 6:30 a.m. to 4:30 p.m. Monday through Friday.

## **CREDIT CARD SECURITY**

*We're Covered*

As a responsible business partner of yours, Plexus has always been in compliance with the PCI-Compliance Program that protects you and your patients against credit card fraud and theft.

We have always destroyed (shredded) any credit card information that was sent or called into our office once the payment had been processed and we go through the required elements of compliance to protect this same information on our website payment portal.

Your office should also have protocols and policies in place on how to handle, store and destroy this information too. If you don't, you could be putting yourself and your practice at risk for any fines (or worse) if you are identified as the "weak link" in the security of credit card information.

## **FOURTH OF JULY**

*Celebrate Responsibly*

Since the Fourth of July is on a Sunday, Plexus will not be closed any workday for this holiday.

It's that time of year again when medical professionals take vacation time. Please let us know when your billing providers take time off so we can record this for closing purposes.

## **PLEXUS RENOVATIONS**

*Coming Soon*

In the very near future Plexus will undergo a complete renovation of our office area. During this time of construction we will relocate to the second floor of our building that has an entrance on 57<sup>th</sup> Street.

Since there is no elevator in our building we will provide curb service for those clients who drop off blue bags for data exchange. Give us a call and we'll come down and trade with you.