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Call for test files:

I need 835 Payment/Advice files, ERA's to test the new ERA import into MED. It has been difficult to obtain sample ERA's.

Data Encryption: (Policy Change)

Data files containing protected healthcare information that can be associated with a patient may be encrypted. I have heard from a few users on using file encryption. I will provide a version MED containing encrypted files on request. Users of Windows 7 and Server 2008 may be able to use the BitLocker program provided by MicroSoft. This is a total disk or directory encryption system. Windows versions greater then Window 98/ME may use the free TrueCrypt program to encrypt the entire drive or an individual directory. There may be a small charge for the encrypted version, depends or the number of requests. It is difficult to maintain two versions. Contact me if you are interested in file encryption.

The user manual, MANUAL.PDF and the Med Help Files have been updated. Instructions for using the MS Word Merge are included. You can merge basic patient information into a Microsoft Word document. A new Face Sheet has been added to the Patient Browse Screen. The face sheet shows patient name, address along with the responsible party and insurance information.

We have completed testing for the 5010 for Professional and Institutional Claims with Availity. Users filing direct to a carrier may need to use the 5010 version by 2012. We are ready now. You may download the new SETUP.EXE, dated 12/20/2011. You may contact your clearing house or carrier for testing instructions. I can provide assistance. ***It is your responsibility to test your 5010 claims.*** I have only heard a few users. I must assume that all is well. I am guessing that most users have not tested the 5010 files.

ICD10:

We will start installing the ICD10 updates in January 2012.

5010 Tips:

You need Zip +4 codes for your Office, Providers, Hospitals, Facilities, Referring Physicians. It is a good idea to use Zip+4 for Insurance Companies. Include Zip+4 codes that are known to you. Do not make up a code. All patients should have social security numbers. If you cannot obtain the SSN, do not put anything in the Patient SSN field. Billing provider address cannot be a PO Box. There can be only one NDC per claim line.

Claims Program:

The free Claims program may not be updated for 5010? I will wait to hear from current Claims program users. Send an email if you want the Claims program updated. The claims data may not be encrypted, depends on the number of users requesting updates to the free Claims program.

HL7:

We are working on adding HL7 support. We can create an interface to your EMR, Electronic Medical Record program on a case by case basis. It seems the HL7 support between EMR programs is plagued by version problems. We have created a Lab interface. Contact us for details, ronaldbparks@hotmail.com

There are training videos at www.billingmedical.com . The videos are in MP4 format you may need Quick Time or another program to view the videos. The current SETUP.EXE on the download page contains improvements in the Insurance Layout setup, this is a free upgrade. We have created a layout using Courier New 10 point pitch.

Microsoft is offering a free Anti Virus program, Microsoft Security Essentials. **You will need to exclude the data files, *.tps and maybe the entire directory for MED (usually c:\medbill). Microsoft Security Essentials is known to cause data corruption when you are using data files in a multi user environment.** Most updated anti virus programs are checking all files when they are opened. This can cause data corruption. Workstation computers should not be checking files on the network or main computer. Each anti virus program has different methods of excluding files and directories.

We are still seeing problems with backups. Make sure your backup system is working. Amazing Charts users need to use the Amazing Chart backup and copy the backup files to a removable device. Your backup media may fail. Test your backup. I will provide free assistance for backup issues.

BACKUP:

- Create a system for backing up your computer and the MED programs.
- You should have an offsite backup solution.
- Do not rely on a single backup system.
- Have multiple backup devices.
- Replace your backup media on a regular schedule.
- Test your backup. (Restore your data onto another computer.)

Off Site Backup Recommendations:

- IBACKUP, www.ibackup.com. About \$15.00 per month. Backs up at night, very fast and secure, everything in the backup job is backed up.
- CARBONITE, www.carbonite.com. \$60.00 per year. Backs up during normal usage. Everything is not backed up every day.
- Mozy, www.mozy.com, \$60.00, similar to Carbonite.
- USB external drives, Tape Drives. One time cost for the drive and extra tapes. You need to rotate your backup drives or tapes. One complete backup set must be stored off site. A fireproof safe may not provide protection. Caution your USB or Tape cartridge may fail. Replace often, save the old media.

ANTIVIRUS:

- Obtain an antivirus program.
- Keep your antivirus system up to date.
- Run scans weekly.
- You should have an antivirus program on all computers.

Microsoft Security Essentials is free and may be downloaded from Microsoft.com. **You will need to exclude the data files from virus checking.** I can recommend AVG, www.avg.com, Comodo, www.comodo.com and Avast, www.avast.com . There are many excellent antivirus programs. A good antivirus program should not slow your Computer.

SPYWARE:

All computers with internet access need spyware detection and removal software. My favorite spyware program is SpyBot, www.safer-networking.org. Many antivirus programs contain spyware detection and removal. Run spyware scans. Keep your spyware software up to date.

SUPPORT:

Email support, ronaldbparks@hotmail.com is free. Short phone call questions are currently free. You may purchase extended phone support from my web site, www.billingmedical.com/orderpage.html

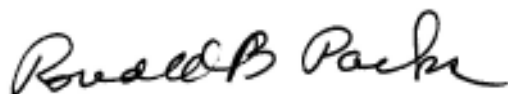
Remote Support:

We are using INSTANTVNC.EXE as our remote connection program of choice. You may download the program at www.billingmedical.com/download.html. Save INSTANTVNC.exe on your desktop. You may sign up for a free remote connection account at www.logmein.com. I can connect to your computer over the internet. There may be a small charge for remote connection support. Send an email for detailed logmein.com instructions. Read the Remote Assistance Instruction manual on my web page, www.billingmedical.com . I do not keep logins or passwords for your system. You will need to supply the correct login and passwords for logmein and gotomypc. I do not need login information for Instantvnc. Team viewer may be used, you would need to send me the login codes.

Visit my web site, www.billingmedical.com for up to date information and alerts. Send an email or call if you have questions about backup, antivirus, spyware and support.

We have relaxed the once a year free update rule. There are many on going changes for 5010. There will still be an annual update in November 2012. All users may go direct to www.billingmedical.com/download.html and download the latest setup.exe. The December 20, 2011 setup.exe is the most current version.

Thank you,



Ronald B. Parks