

The Tele Comm Times

1-800-689-8100 - www.telecommcomputersystems.com

OOPS!

It's something we have been hearing a lot lately. An unfamiliar message pops up on your computer screen, you click something, and OOPS, you now have a virus. There seem to be some particularly nasty and deceptive viruses circulating around lately, and you may be victimized by one. With a single "oops" you can invite them on to your computer and perhaps begin a nightmare that may cost you money, lost time, lost data, and compromised security. So what is the "oops"? The "oops" is usually caused by the user and can be anything from navigating to a risky website, clicking on a bogus link, or opening a malicious e-mail. And how do you prevent the "oops"? By following the rules for safe computing in a document called "Virus Prevention" listed on our website. Here's a quick list of "nevers" that will also help:

- Never open an e-mail unless you know the sender and are expecting the e-mail
- Never accept an offer to scan your system for viruses because the offer said it found viruses
- Never navigate to an unknown news or social site
- Never go to a free/shared music or movie site

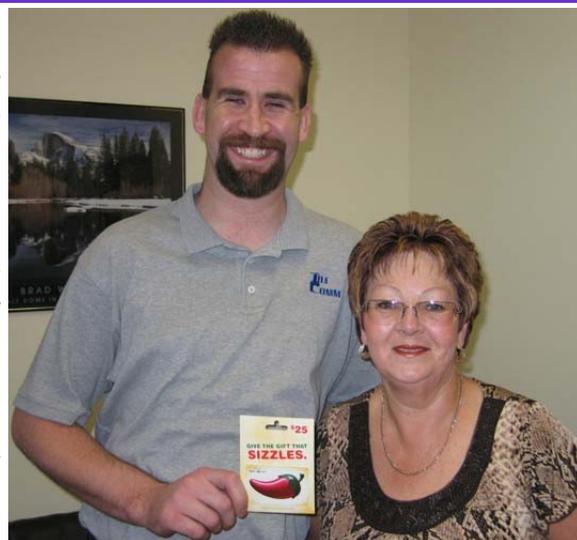
And remember, if something unwanted pops up, close it with the X in the upper right corner of the box. These pointers can help, but our "Virus Prevention" document can assist you in setting up permanent procedures in your office that will insure a virus free environment.

Maintaining the Status Quo...And More

As the economy struggles, and mention is made of cut backs in Medicare reimbursement, one of the most effective survival tools is efficiency. Operating more efficiently means performing tasks in less time with less effort. This translates to eliminating backlog, increasing cash flow, and having more time to devote to accounts receivable. This is the purpose and main focus of the **TCXMED** Practice Management and Medical Billing Software. Wasted time is eliminated by total electronic billing, payment posting, and statement generation. Wasted effort is eliminated by automatic appointment confirmation and insurance eligibility verification. And money is saved by eliminated the need for paper, insurance forms, statement forms, envelopes, stamps, and ink cartridges. Keep your profit margins by eliminating unnecessary expenses and making the most of your available time. Call Tele Comm today for an on-line or in-office demonstration of **TCXMED** and see how you can improve the efficiency of your practice management.

And the Winner is...

The March contest was solved by finding the three leprechauns and their clues on our website. The first was on the **TCXMED** page and the clue was "Corn". The second leprechaun was on the Resource Center page and the clue was "Beef and". The third was on the Demo Software page and the clue was "Cabbage". We doubt that Ellen at Dr Singh's office in Apple Valley will be using her \$25 Chili's gift card for corn beef and cabbage, but that was the dish that was cooking in the pot of gold last month. Congratulations, Ellen, and why is that guy next to you standing on a ladder?





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TCU - Tele Comm University

Have you signed up yet? We have had many happy students so far, and we will be continuing our current schedule. There are three different classes and you can sign up for any of the three as there are no prerequisites. The first is for beginning users and interested parties and covers the basics. The second is for established users and covers day to day use of the software. The third class is for advanced users and covers queries, document management, reports, and the transition to a paperless office. Classes will be held at various times throughout the month, are limited to a maximum of 8 students, and allow you to work directly with your data. All classes are free for clients with **TCXSUITE** Support. Call or email us today to register.

BEGINNING

- Patient Registration
- Case Coverage
- Insurance Management
- Charge Entry
- Claims Processing
- Appointment Scheduling

ESTABLISHED

- Claim Correction
- Payment Entry
- Statement Processing
- Shortcut keys
- Electronic Payment Posting

ADVANCED

- Understanding Reports
- Creating Queries
- Document Management
- Appointment Reminder
- Eligibility Checking
- EMR Interface

TCXMED Report Pick of the Month

The TCXMED report pick of the month is... **OCR—Outstanding Claims Review!**

This report will list all outstanding insurance claims with a balance. Running this report on a regular basis will help your office follow up on claims that have not had a payment applied or have not had the secondary insurance payment applied. This report will list the Patient's ID, Patient Name, Date of Birth, Charge ID, Insured Name, Insured ID, Number of Days the claim is outstanding, Original Submission Date, Last Submission Date, Total Charge Amount, Procedure Code Billed, Date of Service, Procedure Billed Amount, Insurance Paid Amount, Contract Write Off Amount, and Insurance Balance. This is all the information you would need to call an insurance company and inquire about payment or rejection status. The report will sort the charges by insurance company, and supply a total outstanding claim balance.

To run this report, click on Processes | Claim Management | Claims | Outstanding Claims Review [OCR]. To get a idea of everything outstanding, simply click on Process at the bottom of the screen, when the report is complete click on Preview also at the bottom of the screen. Below is a screen shot of a portion of the report.

Code	Patient Name	DOB	Charge Id	Subscriber Name	Number	C	A	Dys	Submission Dates		Total Charge Amt	Code
						m	F	Out	First	Last		
Insurance Company: (AT) AETNA PO BOX 14089 LEXINGTON KY 40512 Ph: 800-624-0756 Ext:												
19	DUNES, LUKE	02/13/1968	107	DUNES, LUKE	A222222222	P		190	09/30/09	09/30/09	\$1,000.00	99213 99000
11	HALLIWELL, CHRIS	05/14/2004	10	HALLIWELL, PIPER	BBQVHWMS	P		476	12/18/08	12/18/08	\$120.00	99212
1	HALLIWELL, PIPER	08/07/1973	1	HALLIWELL, PIPER	BBQVHWMS	S	A	421			\$70.00	99213
			87	HALLIWELL, PIPER	BBQVHWMS	P		294	06/18/09	06/18/09	\$75.00	99241
			99	HALLIWELL, PIPER	BBQVHWMS	P		227	08/24/09	08/24/09	\$200.00	99214
10	HALLIWELL, WYATT	02/02/2003	16	HALLIWELL, PIPER	BBQVHWMS	P		475	12/19/08	12/19/08	\$120.00	99212
Totals: (AT) AETNA											\$1,585.00	

April Contest

Spring has sprung, flowers are blooming, bunnies are hopping, and somewhere on our website there is an Easter egg for you. It seems that our Mascot has been struck by Cupids arrow. All you have to do to win the contest is identify the object of the Mascot's affection, which the Mascot seems to be hiding in more than one piece and more than one place. Now remember, our Mascot is not exactly "warm blooded", so the object may not be either. This months contest is more difficult to solve, but the payoff will be worth it. Three lucky winners will receive AMAZON.COM gift cards worth \$25 each. In consideration for all, it will be one guess per individual and one winner per office. If you are having trouble finding the Mascot, try clicking the refresh button in you browser on each page. Happy clicking!