



The Tele Comm Times

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



Have Lunch with a Friend...For Free!

Tele Comm will be holding special Luncheon Seminars in April. Sessions and lunch start at 11:00AM and end at 1:00PM. The seminars will be in our classroom at our office in Riverside. The topic is "Getting the Most Out of Your Billing". We will have a guest speaker that will talk about billing techniques, and we will be showing some of the special billing features in **TCXMED**. What is required for admission??? Simply bring yourself and a friend from another Doctor's office that is not a Tele Comm client. Lunch for both of you will consist of hot and cold entrees and cheesecake from the Cheesecake Factory for dessert.

Computer Viruses

We have recently received several calls from offices who have been victims of computer viruses. Here are some frequently asked Q&As:

- **How did I get this virus?** Chances are, you asked for it. Viruses are usually invited onto your computer by someone clicking on something. It may be a "Special Offer", it may be a bogus e-mail, a bogus "Anit-Virus Notification", or it may be a link to a dangerous website.
- **How can I get rid of the virus?** Tele Comm has software tools that are successful sometimes in removing viruses. However, depending on the virus and how deeply nested it is in your system, it may take a complete electronic "scrub" and reinstall to remove the virus. This is a process that is performed at our office and may take several days.
- **How can I protect against getting another virus?** The absolute best protection is careful computer usage. Although anti-virus programs can help, they need to be constantly updated, may dramatically slow down your computer, and may not protect you from all viruses, especially if you have invited the virus on your system.

For more information, see the "Virus Protection" document on the "Resource Center" page of our website. Also, consider getting Managed Services from Tele Comm.

Another Mascot Contest Winner!

Congratulations to Misty from Dr Choe's office in Hemet. Misty not only found the Mascot, but also correctly identified the medical instrument the Mascot is holding as a retractor. The Mascot appeared at the bottom of the **TCXMED** "Program Request" page. Good news for Misty, bad news for Ed, seen here giving away yet another \$20. Poor Ed...that was his last \$20.



EMR Update

Be sure to check the "Stimulus" page on our website for updates on EMR and the 2009 Stimulus. We are currently providing links to official websites, such as CMS, that explain the "Meaningful Use" requirement to participate in the \$44,000.00 or more in Stimulus money for Physicians.





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TCU - Tele Comm University - More U for You

In addition to the BEGINNING, ESTABLISHED, and ADVANCED classes we are offering on the **TCXMED** software, we are now offering an INTRODUCTION class. This class is specifically geared to potential clients who do not have the **TCXMED** software yet, but are considering it. At this class the **TCXMED** software is demonstrated and covered from end to end. The setting is very informal and questions are covered in detail. Attendees of these classes may also have an opportunity of working with their own data, and this will give a true representation of what the **TCXMED** will do for their office.

INTRODUCTION	BEGINNING	ESTABLISHED	ADVANCED
System Overview Program Functionality Data Conversion Billing process Follow Up Tools Reports and Queries	Patient Registration Case Coverage Insurance Management Charge Entry Claims Processing Appointment Scheduling	Claim Correction Payment Entry Statement Processing Shortcut keys ERA Payment Posting Daily/Monthly Reports	Understanding Reports Creating Queries Document Management Appointment Reminder Eligibility Checking EMR/EHR Interface

Getting the Most From **TCXMED**

Did you know that patient insurance eligibility can be automatically checked by **TCXMED** and the results can be displayed in the appointment book? Did you know that you can bill all insurance companies electronically with **TCXMED**? That means no more CMS forms, no ink cartridges, and no stamps. Did you also know that payments from all insurance companies can be received into **TCXMED** electronically and posted automatically into the patient accounts? That means no more paper EOB's and no more manual payment posting. And that's not all! To find out more, sign up for one of our **TCU** classes and learn how you can get the most out of **TCXMED**.

Tax Season is Upon Us

Many of you may be receiving calls from your patients requesting a list of payments made though the year of 2009. The **TCXMED** program has a report that is perfect for this request. To print this report follow these steps, Click on **Reports | Ledger | Accounting Transaction Histories [ATH]** | select from summary or detailed report format | enter a beginning date of 01/01/2009 thru 12/31/2009 | Under the **Ledger Data** tab, enter the patient or responsible parties account number | Click on **Preview**.

The Leprechaun's Pot of Gold

When the gold is removed from the "Pot of Gold", what good is the pot? This months contest is all about finding a use for the empty pot. There are three clues on our website. Each clue is next to a leprechaun. You have to find each clue and then use them to determine how the pot is being used. It might be soup or it might be stew...actually it is neither of these but it is something. When you figure it out, email the answer to tcu@telecommcomputersystems.com and if you are one of the first four to answer correctly you will win a \$25 gift card to a Chili's restaurant!

