

2016 NEW YEAR UPDATE

Sammy Systems



ICS Software, Ltd.
Serving the Medical community since 1986

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WISHING YOU AND YOURS A VERY
HAPPY AND HEALTHY HOLIDAY
SEASON!

We are here to support you and your practice in all you do.

Our goal is to provide you with the best service and support as we possibly can.

If you do not believe we are meeting our goal, please let us know!

Click on any topic below to go directly to it in this document.

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SAMMY SUPPORT AND TRAINING

SAMMYNITE

We will be hosting a free SammyNite in January 2016 at the SAM Conference in Orlando.

When: Thursday, January 14, 2016 from 6-10PM

Where: Hilton Orlando, 6001 Destination Parkway, Orlando, FL 32819

Coffee, tea, cookies, brownies and granola bars will be served.

Please sign up for this SammyNite on the home page of our website, www.ICSSoftware.net. Your colleagues who do not yet have Sammy are welcome to join as well. Please share our website link with them and have them sign up separately.

We hope to see you there!

MEDICARE FEE INFORMATION

The 2016 Medicare fees are available to download on or after January 1st. We will notify you via the yellow bar when they are available for you to download and if any other action needs to be taken. **Click [here](#) to view our FAQ with instructions on how to download your fees.**

We always recommend increasing your fees by 10% when you download them in case the fees are increased throughout the year. (*Your usual and customary fees must be higher than the Medicare approved fee*).

Collect the deductibles following the methods we have taught you, making sure to indicate the deductible amount on Medicare claims. If you collect deductibles, send your claims out that day.

For those of you who are Non Par, you MUST follow Medicare's rules.

Interested in updating ALL of your fees? View our FAQ on [how to globally change your fees](#) in Sammy.

ELIGIBILITY RESET

When you start Sammy for the FIRST time this year, Sammy will AUTOMATICALLY scan your patient records and reset the deductible data so you are ready to start checking the eligibility status for 2016. We encourage you to check eligibility for each patient when they come in for care as many people will be changing their insurance from what they had to what they believe they have. Some patients will have very large deductibles. Unless you know this, you may not have another opportunity to collect the charges for this visit. This applies to all primary insurances that can be checked.



It is important to remember that if you process a claim e... Sammy includes practice management features to assist in this area. Check your settings in system setup under "MCR Elig Preferences".

All Sammy programs offer eligibility checking. If you do not yet have this valuable feature, send an email to our [finance department](#) and ask to be contacted to add it to your system. *The cost is small compared to what you stand to lose.*

The batch eligibility checking feature for Medicare claims, as in previous years is inoperative for the first week of the New Year.

This is because Medicare does not always reset the deductible for all patients timely and we do not want to provide invalid results to you. If you collect Medicare deductible money, read the instructions in the next section regarding how to make sure those claims go out.

Total Amount:	0.00
Amt on Form:	20.00
Amt for A/R:	0.00

DEDUCTIBLE INFORMATION

The 2016 deductible is \$166.00 (\$19 higher than last year)

When you collect deductibles from patients, enter the \$ in the billing screen in the “Amount on form” box.

Claims you have on hold from 2015 MUST be released manually. For those of you who have our eligibility feature, Sammy WILL NOT release these claims automatically.

To release claims on hold, go to the future listing in Sammy. Mark the claims to release as “SENDNOW”. Here is a helpful article from our FAQ that explains [how the Medicare eligibility system works](#).

There is a deadline for filing a Medicare claim. Medicare claims must be filed no later than 12 months after the date when the services were provided.

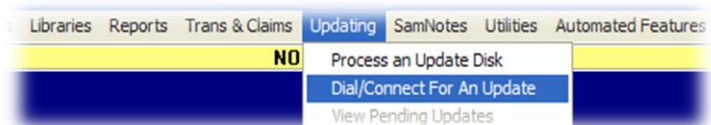
- Ex. For a service provided on November 25, 2014, Medicare must receive the claim no later than November 24, 2015.
- Ex. For a service provided on January 25, 2015, Medicare must receive the claim no later than January 26, 2015.

Know the lingo: The doctor receives an EOB (Explanation of Benefits). A Patient receives a MSN (Medicare Summary Notice).

UPDATING CCI, NPI AND PECOS DIRECTORIES

Updated CCI (if you subscribe) and NPI Directories have been placed on the BBS. To get the updates, please do the following:

1. Click on “Updating”.
2. Click “Dial Connect for an update”.
3. Double click on the appropriate updates you would like to download



for. (CCI and Policy Updates, one or more of the NPI State Directory updates and the Z556 for PECOS). Remember, you can get more than one state for the NPI directories if you need to.

If you download a state by mistake or if you want to remove a state from your system, first search for a doctor and click “search state listings”. Then, right click on the state you wish to delete when the yellow choice box appears.

BILL FROM NOTE

Ask, and you shall receive. Our bill from note option is now available for SammyEHR users who have the latest version of SamNotes.

- Built in super macros for common visits with tools to create claims automatically from the note including ICD-10 and CPT codes, modifiers and diagnosis pointers
- Multiple chief complaint macros for more complicated visits

MEANINGFUL USE NEED TO KNOW

HOW TO ATTEST

You can attest via the CMS attestation system between January 4, 2016 and February 29, 2016.

Due to the high volume of attestations that need to be done, we updated our attestation checklist to allow an electronic signature to help streamline the process.

If you would like our assistance with the attestation process, please visit the FAQ titled [“Can Sammy help me with my Meaningful Use attestation?”](#)

When you are ready to attest, go into your measure calculator and run it for each provider. (Make sure to verify the stage and date range). If you run the measure calculator on or after December 31st and have the most up to date version ([Measure Calculator Update: Measurebot v 6.1.1.202](#)), the program will prompt you to run your CQMs (*for the entire 2015 calendar year*) and guide you through the process.

ATTEST ON YOUR OWN?

If you attest on your own, remember to enter the date you attested into the Measure Calculator Support Center. (The support center is a menu option on the upper left of the measure calculator). You will be prompted to put in the attesting provider’s Sammy username and password to set the date. (*The Measure Calculator will not display the correct dates when you run it unless this is done per provider*).

HARDSHIP EXEMPTION

There is news of a blanket hardship exemption for Meaningful Use for 2015 to avoid the penalty. (Applying for the exemption will not get you the bonus). If you were unable to meet Meaningful Use in 2015, this may be something to look into. Here is a link to the press release published by [Healthcare IT News](#) on December 22, 2015.

RISK ANALYSIS - ANNUAL

“Conduct or review a security risk analysis in accordance with the requirements under 45 CFR 164.308(a)(1), including addressing the encryption/security of data stored in CEHRT in accordance with requirements under 45 CFR 164.312 (a)(2)(iv) and 45 CFR 164.306(d)(3), and implement security

updates as necessary and correct identified security deficiencies as part of the provider's risk management process for EPs.”

Commonly referred to as your HIPAA Security Manual, the result of the processes performed as required above must be fully DOCUMENTED. Should you be audited and pass on everything else, it would be a shame not to be able to produce this risk assessment.

More information is available at: http://www.cms.gov/Regulations-and-Guidance/Legislation/EHRIncentivePrograms/downloads/Stage2_EPCore_9_ProtectElectronicHealthInfo.pdf

MU INFORMATION AND TRAINING FOR 2016

We will have webinars in early 2016 to let you know what you need to do for Meaningful Use. Until then, continue what you did in 2015.

As always, you can count on our assistance and guidance throughout your Meaningful Use experience.

The information entered into the ARRA One Screen should ALWAYS match the intake forms with the patient's signature on it.

NY PROVIDERS: MANDATORY E-PRESCRIBING EFFECTIVE MARCH 27, 2016

View the notice from the [NY Department of Health](#).

In addition to requiring electronic prescribing for non-controlled substances, you will also be required to **E-PRESCRIBE ALL CONTROLLED SUBSTANCES**.

Contact our [finance department](#) to initiate the process to set you up if you meet one of the following criterion:

- You are a NY Provider and not yet using an e-Prescribing solution
- You are a NY Provider already e-Prescribing and need to add on the ability to electronically prescribe controlled substances

To add on controlled substances to the e-Prescribing program, there is a one-time setup that needs to be done. Each time you go to electronically send a controlled substance, you will be required to complete a 2 step authentication. There is a small learning curve and we will of course help you through the process.

The cost of e-Prescribing without adding on controlled substances is \$59 per month per provider.

The cost to add on controlled substances is a onetime \$150 setup fee plus \$80 per year per provider.

Click [here](#) to access our FAQ with information on how to send controlled substances electronically with Sammy.

PQRS INFORMATION

Due to the fact that 9 measures were required for 2015, the easiest and safest method to report is via a qualified CMS registry. To make sure we did not leave you in a lurch, we became one last year.

If you have SammyEHR and used the automatic method to track your PQRS measures, the new PQRS upload system (*to be released early January*) will simply upload the data we need to report on your behalf. All numerators have been recorded in Sammy.

If you have any of the Sammy programs and used the manual method to track your PQRS measures, the new PQRS upload system will upload the required denominator information from Sammy and the numerator information you recorded manually.

We will announce the availability of the PQRS upload program as soon as it is available along with instructions on how to use it. If you plan on using us as your registry and have not yet created an account, please visit www.pqrsregistry.com and click on "Create account" on the upper right of the website.

The cost to use our registry for Sammy providers is \$400 per provider. This is 20% less than what we charge users of other systems. For those with more than 10 providers in the practice, the price drops to \$300 per provider.

There is more helpful information about PQRS in our FAQ. [Read it here.](#)

AUTOPOST CARRIERS

Click [here](#) to view our page in the FAQ that includes the list of companies you can Autopost with Sammy.

(You can access this information from Sammy by clicking on the FAQ button on the upper right of the main Sammy screen. Type "Autopost" into the search bar and you will see the article near the top).



METHODS OF NOTIFICATION AND COMMUNICATION

YOU, OUR CURRENT CLIENTS ARE OUR PRIMARY GOAL!

The healthcare industry is ever changing and we all have to change with it. Our primary goal at ICS is to support YOU, our current Sammy users to the best of our ability. Our support and training departments care about you and are being trained daily to stay on top of the industry changes and updates to Sammy so they can help you to the best of their ability.



TRAINING WEBINARS

We use the [Educational Webinars page](#) to provide a place for you to sign up for topics you are interested in learning about. The availability of these webinars is usually announced via the yellow bar. We encourage you to visit this page often. Please [send your suggestions](#) on topics you would like to learn about to our training department and we would be happy to rotate your recommended topics into our lunchtime webinars!

FAST CHAT

We are going to reinstate the live chat on our website and will be integrating it to Sammy. This will allow you to contact us during regular support hours simply by clicking on “Live Chat with Sammy”. We will announce the availability of this in early 2016.

FREQUENTLY ASKED QUESTIONS



The information included in our FAQ is updated constantly. Please use it as a resource before you attempt to contact us. The easiest way to find what you are looking for is to type a keyword into the search box and glance through the articles that appear. If you cannot find what you are looking for, you will then have an option at the bottom of the screen to “contact support”. If you need immediate assistance, of course give us a call.

YELLOW BAR MESSAGES

The yellow bar message that appears on the main Sammy screen is our way of communicating an important message with you. It should be read whenever it appears. It often resolves an issue without the need for a call, fax or email message or will provide information on a widespread issue that we are aware of and working to resolve.

BLASTS

From time to time you may receive a printout from us in addition to the R Update when you run your morning index. We use it to provide you with automatic signup sheets to SammyNites or webinars.

RELEASE NOTES

The release notes we provide when you receive updates are very informative and contain the information you need to know. Reading them may save you a phone call and a lot of time when you are trying to figure something out, or find out if your issue has been resolved.

INTRODUCING ACH PAYMENTS FOR SUPPORT

We are introducing an ACH payment option in 2016 instead of credit cards for you to pay your support bills. This will be mandated for all new clients who are coming onto Sammy as well as existing clients who are paying us monthly.

We will offer this beginning in January 2016 and plan on mandating it by early 2017. Our preferred payment methods will be check or ACH debit. Exceptions will be made as needed.

DAILY DO'S REMINDER

DAILY DO'S - MORNING INDEX

The morning index should be run each and every day you use Sammy. It performs many functions that if not run, will cause your Sammy system to not perform properly.

Some functions of the morning index include:

- retrieving eligibility results

- updating the morning news with new and relevant information
- organize Sammy so it performs as efficiently as possible
- puts previous day's appointments to be visible in the appointment calendar
- downloads the latest program updates to your system

END OF DAY REPORT (DAY SHEET)

The Day Sheet is a log of items billed, posted, corrected, etc. throughout the day. Use it to keep an eye on what is going on in your system. This report must be finalized daily and may not be changed.

BACKUP

Backing up your system is not just something that is good to do; it is also a HIPAA requirement. You MUST back up daily to ensure that your patient's e-PHI (electronic protected health information) is protected and will be available for the next visit in case of an emergency. Remember to always keep your backup in a safe place and have a separate backup media for each day of the week that you treat patients.

We offer an offsite backup service to provide you with peace of mind and to help you satisfy requirements. Not only do we back up all of your Sammy data automatically each night, but we also verify the integrity of the backup to make sure your data was backed up in its entirety. [Click to view more information about our offsite backup services](#) on our FAQ.

How much does it cost?

- \$85 per month: We will back up your dataset (and database, if you have SammyEHR). YOU backup your notes and filing cabinet on your own, OR
- \$99 per month: We will back up your dataset (and database if you have SammyEHR) AND your notes. YOU backup your filing cabinet on your own.
- \$166.25 per month (or more if your filing cabinet is bigger than usual): We backup everything – your dataset, database, filing cabinet and SamNotes.

Contact our [finance department](#) to get the ball rolling.

ACCOUNTING LEDGER REPORT (AGING)

This is the most important report in your Sammy system. It displays all open items for patients and insurance companies. Run this at least once per month to ensure you are receiving the maximum reimbursement, and to ensure that your claims are going out as you expect them to.

FYI: There is also an option to run the report to show all claims that have never been sent out of your system. This is a helpful tool for timely filing.

TECHNICAL SUPPORT

CHIMERA – RANSOMWARE

There is a new type of ransomware called Chimera. It threatens to publish your data on the internet if the ransom is not paid. This of course is not ideal when your patient's PHI (protected health information – HIPAA violation) is concerned.

To make sure you are protected:

- Antivirus should be up to date
- Do not open any attachments you do not know the source of
- Do not click on any links you do not know the source of
- BE SMART
- BE AWARE

WINDOWS 8 AND 10

SammyEHR is now compatible with Windows 8 and Windows 10. In order to make your system compatible an ICS Software technician will need to perform a complete reinstallation of your SammyEHR environment. This means every computer in your office running a new version of Windows or not will need to be updated. Over the next several weeks ICS Software will be contacting clients to schedule their upgrade. While performing the upgrade no one can use SammyEHR until every station has been upgraded.

If you must purchase a computer with Windows 8 or Windows 10 today, please keep in mind that in order to use that PC with SammyEHR you will need to upgrade your entire office to the compatible SammyEHR version.

Microsoft is offering a free upgrade to Windows 10 for Windows 7 machines until July 29, 2016, however, computers running Windows 7 will be supported by Microsoft and ICS Software until January 2020. There is no immediate need to upgrade your working computers to Windows 10. If you do decide to upgrade to Windows 10, please be aware that this upgrade may fail and require the computer to be reloaded by an IT person and it may break compatibility with devices such as printers, scanners, and cameras.

PROTECTING YOUR PATIENT HEALTH INFORMATION

There are many types of threats that can affect the integrity of your workstations or server. As your practices store patient information on your computers it is especially important to ensure you are taking every precaution possible to protect your data from hackers and malware. Malware can range from mildly harmful such as sending emails to everyone in your contact list to business destroying such as ransomware which can encrypt your data making it unusable.

You can reduce your exposure to malware by doing the following:

1. Never open emails with attachments from people you do not recognize or expect. Sometimes emails may appear to be from trusted sources. It is good practice to not open emails with the following attachments, .exe, .vbs, .bat, .com, .scr, or .pif.
2. Ensure your systems have all of their latest Windows Updates and your anti-virus software is up to date.

3. Restrict non-work related web browsing. You can accomplish this by subscribing to content filtering for your SonicWall router. This will allow your office to block certain websites or categories of websites such as social media.
4. Make nightly backups of your SammyData (and database if you use EHR). Backing up is extremely important. If your data is corrupted by malware and you have nightly backups, you can have the previous night's data restored. If you do not back up your system you will not be able to restore the data and will have lost everything entered into SammyEHR.
5. Do not use versions of windows that are no longer supported by Microsoft (XP, for example)

HIPAA SERVER ENCRYPTION

"A covered entity must, in accordance with §164.306... Implement a mechanism to encrypt and decrypt electronic protected health information." (45 CFR § 164.312(a)(2)(iv))"

Data at rest needs to be encrypted as well. This includes data stored on disk drives, backup tapes, or servers since they can be accessed from remote locations and in the physical location if not properly locked/secured.



What does this mean for you? All of your data needs to be encrypted when resting. Resting is the time that you are not using the data – at night, weekends, holidays, etc. If you think the cloud is any safer, think again! In ANY case, YOU, the keeper of the data, are ultimately responsible. Aside from a small cost to encrypt your EXISTING server properly, if your server is stolen and you have a backup, your liability would be minimal. If it's not encrypted and it gets stolen, that's going to be a big problem. If your server is old, let's get you a new one that comes encrypted already. If you have PHI on your local computers, that needs to be addressed as well by encrypting your hard drive.

If you have not yet done so, we recommend that you get your servers encrypted ASAP. Need help? E-mail your request to our [technical support department](#).

ADDITIONAL SERVICES AND FEATURES FROM ICS

Contact sales@ICSSoftware.net if you would like additional information about the products below:

- Electronic Statements
- Automated Appointment Reminders (ClientTell)
- DICOM Interface (ultrasound/digital x-rays)
- Lab Interfaces
- Offsite Backup Services
- CCI (Correct coding initiative)
- Insurance Eligibility
- E-Prescribing
- E-Prescribing controlled substances
- SamNotes
- Automatic Posting (SimpleSam add-on)
- Fingerprint Reader
- Card Scanner
- Topaz Electronic Signature Pad

ONLINE INTAKE FORMS FOR SAMMYEHR CLIENTS

With the addition of this feature, your new patients will be able to click on the Portal link on your website and be taken to the same Patient Portal you are now using. They will see a new option that allows for new patients to complete the New Patient Intake Forms securely, online. They will enter their name, address, phone number, cell phone number, insurance, referring doctors, medical history, etc. in almost the same manner as the paper intake forms they now complete in/for your office.

Upon completion, their portal account will be setup and a secure message will be sent to the practice.

When the patient is marked "here" in Sammy, your office will be able to import the information. You will see the information the patient completed online. Upon your approval, Sammy will set up a new chart for the patient. The history and other information will automatically be entered into SamNotes. Additionally, a copy of the intake form the patient completed online will be added to the filing cabinet for future reference. Before the doctor sees the patient, one click in SamNotes will show everything to the doctor for review.

How much does it cost?

The cost is \$60 per provider. For those of you who do not have a website, we can arrange for you to have a web page presence for a onetime fee of \$249 (covers 5 years). This way you can direct patients to your website to click on the link so you can use this helpful feature.

PATIENT CHECK IN KIOSK

Utilizing the latest secure tablet technology, the KIOSK will enable patients to check themselves in at your office.

- Patients will identify themselves by entering either their PIN, name or by swiping any credit card.
- They will verify their demographic information, insurance, pay a balance, enter their email, set up their portal account [MU], send a secure message [MU] and answer PQRS questions such as Flu, Pneumonia, Fall Screening and others.

ADDITIONAL TRAINING



It is extremely important for your new employees to receive the proper training from the start.

Often times your seasoned employees who are trusted to train your new staff do not realize or see the importance in imparting certain information that your new employee(s) may need to succeed and work as **efficiently** as possible. If you have a new employee who needs training, we can tailor a package **specifically based on your needs**.

Internet Training: \$100 per 1 hour session

On Site Training: \$500 per 3 hour session (*available only if you are within a 1 hour drive of our office*)

CONSULTING SERVICES

In order to get the best experience out of using the Sammy Software we will shortly be offering consulting services. These services will consist of workflow analysis of your office and best practice recommendations on how to utilize the Sammy systems to make your office more efficient.

We are also going to be offering a “health of your system” analysis to guide you in the right direction on fixing a large AR, a huge insurance library etc. We are looking for your input in other services to offer. Please send in your requests to training@icsssoftware.net. We anticipate these services to be available starting sometime in March 2016.

Don't want to pay for annual software support? Refer a client to us! For each provider you refer to us who purchases SammyEHR, you will receive a \$1,500 credit towards software support.

Thank you as always for your continued support.

Please contact support@ICSSoftware.net with any questions.

Disclaimer

It is our pleasure to interpret all of the rules, requirements, due dates, etc. having to do with Meaningful Use, PQRS and HIPAA. However, you should know that it is your responsibility to know and understand all of the rules, requirements, due dates, etc. Most of this information is on SammyUniversity.com and in the FAQ (help.icsssoftware.net) and taking information strictly based on verbal communication is not recommended.