THE PULSE

PRACTICESUITE MONTHLY NEWSLETTER
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PRACTICESUITE UPDATE

By: Trey Wilson, CRO

As many practices continue to provide telehealth services for non-essential office visits and e-consults, some practices are preparing for a soft opening to manage a backlog of patient visits postponed due to COVID-19. It remains to be seen if this dramatic shift from in-person to telemedicine is temporary, or if the ramifications of the COVID-19 outbreak will have a lasting impact on how various types of care are delivered. As we are seeing a restart for many of the practices we proudly serve, the restart or soft opening of your practice will require an operational plan outlining various financial, operational, staffing, and telehealth services. The planning of how your practice will manage your patients continued anxiety and expectations are critical to the success of your plan, as patients will continue to want to be seen from home, only wanting to come into the office if necessary. Physicians and administrators of practices nationwide are dealing with high levels of demands from patients, all while trying to decide how to provide optimal care. Your practice will need to begin establishing a new direction, take the time and steps necessary to create the right environment for the practice, physicians, patients, staff, and other stakeholders. Here are a few areas for your consideration:

- Pick a day, reopen in phases, and plan for a 'soft opening' to see if everything is in place. Establish a routine and make sure you have a backup person for that job should they be absent.

- Consider a step-wise approach to reopening so that the practice may quickly identify and address any practical challenges presented. Identify what visits can be done via telehealth. Begin with a few in-person visits a day, working on a modified schedule. Direct administrative staff who do not need to be physically present in the office to stay at home and work remotely, such as billing staff.

- Contact your medical liability insurance carrier. Federal and state governments have issued protections from liability related to COVID-19. Make sure the staff knows COVID-19 symptoms and stays home if they exhibit them. Rearrange workspaces to provide distance between employees and consider dedicated workstations and patient rooms so fewer people touch the same equipment.

- Implement a tele-triage program Depending on a patient's medical needs and health status, a patient contacting the office to make an in-person appointment may need to be re-directed to the practice's HIPAA-compliant telemedicine platform, a COVID-19 testing site or to a hospital. Utilize a tele-triage program to ensure that patients seeking appointments are put on the right path by discussing the patient's condition and symptoms Patients seeking an in-person appointment may be better served by being redirected to a hospital or COVID-19 testing site.

With the financial pressure on providers to reopen to generate revenue, keep in mind it is not all or nothing, but creating a plan that will work for the practice and patients. The fundamental shift will be defined and refined over time. As new opportunities and initiatives develop, providers will do what they do best, care for their patients. We at PracticeSuite are here to support you, your patients, our clients, and partners.

INDUSTRY NEWS

By: Anna Monsour

Summer, already?
As we close quarter 2 of 2020, our country has pivoted into a "new normal". Can I eat at a restaurant? Possibly. Can I go swimming? Maybe. Can I see my doctor? Absolutely.

As PracticeSuite rolled out telehealth, we saw roughly 2,000 telehealth visits in our PracticeSuite platform. As we have leveraged telehealth, we continue momentum to communicate with patients without risk of exposure for you or your practice staff. Using our preferred partner, Relatient, you can broadcast information or targeted messages on specific dates. This also includes reminders and messages on timely information. Again, extending the reach outside the brick and mortar walls of your practice as we adjust to the new normal.

For further information:
https://www.practicesuite.com/patient-centered-engagement/

NEW PRODUCT OFFERS

By: Deepesh Damodaran

Using Usio, a payment solution provider, PracticeSuite offers epayments within the PracticeSuite platform at any touch point. Types of payments that are accepted are credit cards (Visa, Mastercard, Discover, and Amex), as well as ACH payments, portal only – no physical checks. For payment processing and pricing, there are no statement fees, transaction fees, batch fees, mid-qualified fees, and non-qualified fees. Learn more here.

PracticeSuite would also like to bring your attention a new feature, patient appointment reminders. PracticeSuite clients now have a full suite of patient engagement solutions to reduce no-shows, improve patient intake, increase outreach and communication, and improve patient satisfaction. Read more here.

PRACTICESUITE IN THE NEWS

By: Michael Sculley

PracticeSuite Selects Relatient To Power Patient Engagement & Appointment Reminders

"Newer patient engagement solutions are creating huge productivity, revenue, and patient satisfaction gains for practices and Relatient clearly leads the category. It has the highest customer-rated patient engagement platform, and we're excited to make it part of our Practice Management solution," cites Trey Wilson, Chief Revenue Officer of PracticeSuite. "PracticeSuite clients now have a full suite of patient engagement solutions to reduce no-shows, improve patient intake, increase outreach and communication, and improve patient satisfaction."
Read more here.

PARTNER UPDATE

By: Anna Monsour

To answer a calling to deliver quality credentialing and coding services deeply needed by our physicians, PracticeSuite is pleased to announce we have entered into a strategic partnership with AIMA. The PracticeSuite-AIMA partnership is a powerful combination dedicated to help physicians practice profitably with specialized services by understanding the complexities of revenue cycle management with deep consulting expertise to complement each other through their expansive technology platform.
Read more here: bit.ly/2WsIMjs

Ahlers and Associates was formed in 1979 by Joe Ahlers to assist small and medium sized retailers with their accounting practices. Based in Waco, Texas, Ahlers and Associates provides consulting, training, web-reporting across the United States. A pioneer in Title X data collection and reporting, Ahlers is the largest processor of Title X records nationwide. Ahlers is here to take the stress out of data collection and billing so you can focus on your mission: Helping Your Patients.
To learn more: https://ahlerssoftware.com/services/

GET CONNECTED

By: Alexa Levesque

AFFILLIATE PROGRAM

Do you want to earn revenue just by referring your network to PracticeSuite? Are you a Healthcare Influencer who wants an affiliate program with ready-made solutions for monetizing your blog with our affiliate program? Whether you're an established business or new to the healthcare industry, PracticeSuite gives you the tools and resources you need.

What's in it for you?

- Earn an average of 7% Monthly Recurring Revenue for each Provider who signs up for a one-year subscription plan with your unique referral link
- Earn an average of 3% Monthly Recurring Revenue for each Revenue Cycle Management (RCM) referral that signs up for our services
- Constant partner support via phone, email, or live chat from a dedicated partner manager to help with partner education and opportunities to post your blogs to our base allowing for your own network growth
- Save time and money on content creation by linking to blogs, webinars, video tutorials, tools, and automated funnels developed by PracticeSuite for your audience
- Bloggers, minimize your effort and maximize revenue by using our ready-made solutions for monetizing your blog with the affiliate program.

Receive an approval response within 48 hours after you submit your application here, https://www.practicesuite.com/affiliate/

LOYALTY PROGRAM

Attention Current Clients, Join Our Loyalty Program Today for Access to Exclusive Benefits!

By signing up for our loyalty program you will:

- Enjoy all the benefits of the loyalty program membership
- Receive news updates and discounts on products and services
- Help others in the community.

Sign up here for our loyalty program to start receiving great benefits, https://www.practicesuite.com/rewards/

PM TIP OF THE MONTH

By: Arun Menon

PracticeSuite provides users the ability to add flexible payer specific edi rules that apply exclusively to electronic claims. These rules are available to all and run behind the scenes and kick in post claims batching and electronic file generation and do not require any user intervention once they are added.

The electronic rules can be added from Advanced Setup--> Billing Options and by clicking on the Configure link to open the EMC Receiver setup screen. The required rule is added in the "Claim Rule Expression" field. An available list of both Professional and Institutional payer id based rules and the setup format can be seen by clicking on the "?" next to the field.

An example where an edi rule can be used is when a Practice bills using multiple tax ids and if for a specific payer requires the bills to go out with a tax id, the following rule can be added - <PAYERID>:TAXID<TAXID>. Replace the tags with the payer id and the exact tax id. For example, if this rule needs to be added for a payer named - ABCD insurance having the electronic payer id - "97531" and tax id - "123456789", here is exact rule – "97531:TAXID:123456789" (disregard the quotes). Users can also have the rule applied to multiple payer id by separating each payer id with a "~" symbol. If you have additional questions or need support to setup a rule, please contact our Support team for assistance.

EHR TIP OF THE MONTH

By: Vandhitha Sidharthan

PracticeSuite's Kiosk/Portal integrates with PracticeSuite EHR, allowing patient information filled by patient to be readily available from the EHR once provider initiates charting. Through Kiosk & portal , patients can fill in their demographics, Intake forms -family and social history, insurance data, consent forms when they walk into the clinic or at home. All forms can be customized based on Clinic workflow. Customize and make it fit for your practice!!! Paperless workflow.