

- ARRA Stimulus Act
- Client Survey
- PPO Deductibles
- Red Flag Deadline

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The Time To Act Is Now!

In February 2009, Congress passed the 2009 ARRA Stimulus Bill which provides significant financial incentive for physician adoption and utilization of certified electronic health records (EHR) under the section known as HITECH.

These incentives are available to those already using EHR as well as those who will now adopt EHR. This can make a significant positive financial impact on your practice. Quick action will be necessary to ensure the highest level of incentive. The funding is front-loaded - \$30,000 comes in

the first two years. A total of \$44,000 in incentive bonuses for adoption and meaningful use of certified EHR technology can be received from 2011-2015.



CHMB offers Allscripts Enterprise EHR on an affordable monthly-subscription basis, allowing you to bypass up-front software and hardware acquisition costs. You simply access the sys-

tems through the Internet. CHMB hosts the EHR remotely, at a specialized, secure HIPAA-compliant Tier 3 data center. Highly trained implementation team will work with you every step of the way including training practice staff in maximizing the EHR's potential.

The Time Is Now To Take Action - CHMB is ready to help you take full advantage of this fantastic opportunity.

Call today to arrange for your FREE Practice Readiness Assessment.

The Results Are In!

CHMB conducted a survey to find out how satisfied our clients are with our service. The clients received an electronic invitation to participate in the survey. Clients were asked to rate their satisfaction on nineteen different attributes, such as Accessible, Accountable, Expertise, Helpful, etc. The satisfaction levels were excellent,

very good, good, okay, and needs improvement. We had a tremendous response and appreciate your feedback.

We received an overwhelming positive response from all respondents. Many comments were kind words of gratitude for their CHMB account manager working on

their behalf. In fourteen categories - 80% of respondents rated CHMB good to excellent; and in the areas which were rated 75% satisfaction level, we have already taken steps to improve our service levels.

Consistent and timely

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CHMB was named in the
MGMA's
U.S. Revenue
Cycle Management Com-
panies
annual directory.

MGMA Connexion
March 2009

Persistence

"Energy and
persistence
conquer all
things."

Benjamin Franklin

Responding to Results

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communication between physician practices and account managers is top priority for the company.

We have put in place specific initiatives within senior leadership to ensure managers and clients alike are kept updated on external issues impacting payments and provide current industry trends relating to community practices and spe-

cialties.

Marilyn Shayegan, Director of Reimbursement is bringing her twenty-five years of practice management and medical billing expertise into play as coach and mentor for account managers. Managers will be instructed on the inner workings of keeping AR stable along with anticipating potential issues before they transpire.

CHMB: 360° Service



Our Commitment to You.

PPO Deductibles Double

The median deductible required by employers for individual coverage in PPO health plans jumped to \$1,000 in 2008, up from \$500 last year, according to the *National Survey of Employer-Sponsored Health Plans*, conducted annually by Mercer, the leading global provider of consulting, outsourcing and investment services.

As the economy recovers,

further deductible increases are likely for



2009. The impact this will have on AR and reimbursement rates is still

unclear when comparing the current year to historical figures, as the PPO deductible continues to change rapidly.

This continuing consumer trend underscores the importance of an effective benefit eligibility process and time of service collections effort.

For more information, visit :

<http://www.mercer.com/summary.htm?idContent=1328445>

Red Flag Alert

The Federal Trade Commission (FTC) has issued a series of measures to help protect consumers (including patients) from identity theft.

Physicians are subject to these "red flag rules" if they render medical services to a patient without taking full payment at TOS, or maintain a financial ("covered") account for

the patient. Nearly 99% of physicians meet this criteria. FTC's Red Flag Rule takes effect May 1, 2009.

All Physicians must implement a program of policies and procedures to:

- Identify relevant red flags and incorporate them into the program.
- Detect red flags in patient accounts.

- Respond appropriately to any red flags detected in patient accounts.

- Ensure the program is updated periodically to reflect changes in risks to patients, and the safety and soundness of the physician from identity theft.

Program templates are available for purchase, visit:
www.iepg.com/products/redflag.htm