



Technology Solutions Update

2nd Quarter 2005

Compliance: A Key Focus for Billing Office Solutions

MMIC Technology Solutions' BOS staff recently completed annual compliance training that included a review of policies and processes that are followed when handling customers' billing. The MMIC Group legal and Technology Solutions' management staff conducted the training.

"The goal of the compliance training is to make sure everyone is up to date with BOS policies and procedures to ensure that we process information for clients accurately, efficiently and consistently," said Steve Heimel, Technology Solutions business development manager."

The BOS compliance program sets expectations for employees emphasizing ethical and responsible

business conduct. It also stresses the importance of complying with all federal and state laws that apply to business office and data processing services.

BOS' billing office processes and policies in place are based on guidelines developed by the Office of the Inspector General (OIG). These guidelines provide specific elements that billing companies should consider when developing and implementing compliance programs, including policies to combat fraud and encourage openness between billing companies and their customers.

Clinics Use the Internet to Meet Patient Needs

By the end of 2004, an estimated seven million people were getting health or medical information online, according to a recent report by *The Pew Internet & American Life Project*, which studies the social impact of the Internet. More than 38 percent, or one third, of Internet users in the study said that the Internet has improved the way they take care of their health.

Many clinics are tapping into this new health care environment, where patients are active participants in their health care, to increase efficiency and extend patient outreach and customer service via the Internet.

MMIC Technology Solutions has worked with several clients to help develop Web sites that streamline interactions with other health care providers and to provide consumer services using the Internet. Technology Solutions helped a Minnesota urology clinic save time and money by creating interactive forms available through its Web site. The forms supplemented patient registration packets previously mailed to patients. Hospitals and other referring providers can also visit the Web site to fill out an online referral form using a secure system. The clinic then

accesses the submitted forms through an online administrative tool specially designed for its employees. This system eliminates the need for paper and makes it easy for the clinic to track registrations and referrals.



Technology Solutions recently helped another Minnesota client to add secure online prescription refill requests and appointment registration to its clinic's Web site. Patients can now request appointments, which are routed to the scheduling desk, and refills, which are sent to the clinic's nursing staff.

By adding online features, clinics can provide patients that have Internet access with additional communications options and a source for accurate information while reducing the clinic's reliance on inefficient paper-based systems.

Upcoming Technology Solutions Events

July 18–19

Minnesota Rural Health Conference
Duluth, Minn.

August 3–5

Minnesota Medical Group Management Association
Brainerd, Minn.

August 31–September 2

South Dakota Medical Group Management Association
Chamberlain, S.D.

September 15–16

Iowa Medical Group Management Association
Okoboji, Iowa

September 15–16

Minnesota Medical Association Annual Meeting
Minneapolis, Minn.



MMIC Technology Solutions Partners with A.D.A.M. Inc.

MMIC Technology Solutions recently partnered with A.D.A.M. Inc., a health information solutions company, to expand Web site capabilities. The new relationship broadens MMIC Technology Solutions' Web site design and network services group's capabilities to include providing medical content to enhance and draw traffic to clinic Web sites. This

service allows MMIC clinic clients to publish specialty-specific information that describes a wide variety of medical conditions including: diseases, injuries, nutrition information, poison profiles, special topics, surgeries, symptoms, and medical tests including illustrations and definitions for medical terms linked within the articles.



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