Deerfield Beach IntelliDose Implementation

The IntelliDose team has gone through its Deerfield Beach implementation! On Monday, May 7th, 2007, the UMCET team traveled to Deerfield Beach to implement Physician Order Entry and Nursing Documentation for the CTU clinic. Prior to this, the Deerfield Beach nurses had limited access to the application. They had the ability to view, print, and LAN Fax orders to the pharmacist. Additionally, the only physicians using IntelliDose in Deerfield Beach, had been the UM Sylvester Comprehensive Cancer Center Hematologist/Oncologists who had already gone through the UMCET IntelliDose Order Entry implementation phase in Miami.

The Deerfield Beach CTU operates Monday through Friday from 8:00 am to 6:30 pm. The operation involves a total of 7 clinical users: 4 Nurses, 1 Pharmacist and 2 Physicians. The CTU operation consists of 6 chairs and 2 fast track units. In addition, there is an average of 12 patients daily and this number is rapidly increasing each month.

As part of the full application implementation process, the UMCET team provided several refreshers for Nursing Documentation; one full nursing training session; and as much assistance as possible with the order entry process for the physicians. UMCET’s goal was to accomplish all the training needed without disrupting the clinic’s primary function, taking care of patients. Besides training, the UMCET team focused on process workflow. One process review outcome was to officially replace the LAN Fax for a very efficient alternative of printing directly to the pharmacy. The clinic’s layout made this process viable. Overall, the 2 day implementation went through seamlessly without any issues. The IntelliDose Order Entry and Nursing Documentation Phased in rollout is now completed for all Hematology/Oncology Physicians who have patients in UM/Sylvester and Deerfield Beach. The UMCET team would like to thank the CTU Director, Karen Sinclair and all of the CTU nurses for all of their cooperation in the Deerfield Beach IntelliDose implementation. Special thanks to Dr. Glick and Dr. Savage for their time and dedication to the new system.

The UMCET team is happy to say that the University of Miami Miller School of Medicine has implemented its first computerized physician order entry system. This is the beginning of a new era!!!
Elizabeth Rockowitz, Executive Director of UMCET
Recipient of CIO Award

Elizabeth Rockowitz, Executive Director of Clinical Enterprise Technologies at the University of Miami Miller School of Medicine receives 2007 Ones to Watch Award from IDG’s CIO Magazine and CIO Executive Council. In addition she also won the CIO 2007 Standout Award for Team Building.

University of Miami Clinical Enterprise Technologies proudly announces Elizabeth Rockowitz, Executive Director of CET, is a recipient of the 2007 CIO Ones to Watch awards from IDG’s CIO magazine and CIO Executive Council. This prestigious honor is bestowed upon 25 rising stars in information technology (IT) who bring leadership, innovation and value to their organization and are primed to become future CIOs. Elizabeth accepted her award at the CIO Ones to Watch awards ceremony held on April 30th, 2007 at The Hyatt Huntington Beach in Huntington Beach, California. In addition to receiving the 2007 Ones to Watch Award, Elizabeth was singled out as a Standout Winner for her amazing team building skills. “Today’s CIOs have pioneered our information based economy. The leadership requirements for tomorrow’s CIOs will be even more demanding. This award recognizes those who have what it takes to make that leap,” says Abbie Lundberg, CIO editor in chief. All Ones to Watch honorees must be nominated or endorsed by a CIO. Nominations were submitted in October and November 2006 and reviewed by a judging panel of 31 leading CIOs. For more information go to:

“Creating a path for the team and supporting the group with a clear vision of the end goal is the first step for a leader”
Elizabeth Rockowitz
Executive Director of UMCET

The PACS in the Operating Room project continues to move forward. The purpose of this project is to install computers and monitors in the Operating Room suites at SCCC and ABLEH to facilitate the viewing of soft-copy diagnostic images in the Operating Room Suites. The PACS in the OR Task Force, which consists of SCCC and ABLEH Surgeons and Administrators, has made the final selection for computers, high-resolution monitors, and mounting equipment. The equipment is on order and is starting to arrive. Improvements to the Operating Room suites’ infrastructure, including the installation of additional electrical outlets and network drops, are already underway. Once all equipment arrives, the installation schedule will be finalized. Training will be provided for all Operating Room staff that requires the ability to access diagnostic images in PACS from the ORs. Delivery of PACS in the ORs is expected for early to mid-summer.

The UMCET BIMS team has been working together with the office of Patient Financial Services and the Central Business Office in a pilot project with Bank of America and Healthlogic. The objective of this project is to convert the current manual process of the lockbox payments into an electronic form. Once this goal is achieved the PFS and CBO office will receive electronic files of payments and images. The payments and images will then interface with the GE/IDX payment and scanning functionality that is available within the system.

Bank of America is currently working in creating the files for all Self Pay payments and Healthlogic for the insurance payments and images for the practice and both hospitals, UMHC/SCCC and ABLEH.

We are in the mist of testing and battling the challenges. Stay tune for more information…

PACS in the Operating Room

Bank of America / Healthlogic

The UMCH BIMS team has been working together with the office of Patient Financial Services and the Central Business Office in a pilot project with Bank of America and Healthlogic. The objective of this project is to convert the current manual process of the lockbox payments into an electronic form. Once this goal is achieved the PFS and CBO office will receive electronic files of payments and images. The payments and images will then interface with the GE/IDX payment and scanning functionality that is available within the system.

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Elizabeth Rockowitz, Executive Director of UMCET
Recipient of CIO Award
UMCET’s Healthcare Management Engineering group has a new member–Klaus Loewy. Klaus has a BS in Industrial Engineering and MS in Mathematics. He comes to the University of Miami with a passion and desire to make a difference for patients and staff by improving processes and workflows with the implementation of new business and clinical systems. Klaus spends some of his free time as an adjunct professor at Broward Community College in the Department of Mathematics. Please join us in welcoming Klaus Loewy!

Marta Lopez has recently joined the UMCET’s Business Information Management Systems team to support our compliance program. Marta comes with many years of medical coding and billing experience. Her primary responsibility will be to support our new compliance software, MDAudit, which is designed to assist in medical auditing. In addition, she will be assisting in the support of TES and Claims Manager. Please join us in welcoming Marta Lopez!

Leah Bamford recently joined UMCET’s PMO office with over 15 years in the Managed Health Care Health arena working as the Software Support Manager for software developer, FACTS Services, Inc., implementing systems, managing staff, training and consulting for various payer organizations throughout the country and the Caribbean. Leah’s most recent experience was as a Project Manager for an Electronic HealthCare Records vendor where she was responsible for managing projects, implementing, installing, training and taking live physician offices and Ambulatory Surgery Centers throughout the country on Electronic Medical Records Software. Leah’s strong knowledge of the healthcare industry, her experience working with healthcare providers, experience as a vendor and working with VARs, coupled with her ability to adapt to the needs and demands of the industry makes Leah a valuable asset to our team. Leah has a B.A. in Business Management from ECKERD College, St. Petersburg, FL. Her hobbies include international travel, reading, working out, scuba diving and is also a volunteer for MARS (Marine Animal Rescue Society). Please join us in welcoming Leah Bamford!

Prior to joining UMCET, Alberto Garcia, or as we like to call him “Al”, was at National Council on Compensation Insurance (NCCI), the oldest and largest provider of workers compensation and employee injury data and statistics in the nation. Some of his responsibilities included IT Auditing, evaluating, documenting and making process improvement recommendations on Operations and IT processes. He also held various management positions at Pricewaterhouse Coopers, AmeriFirst Bank, Chase Manhattan Bank International, Coopers & Lybrand, Palm Springs General Hospital, Professional Automated Services and Ryder Systems. His professional background includes developing and maintaining client relationships while providing project management and IT support, service delivery improvements, program office management, mission critical systems implementation, business continuity and disaster recovery planning, IT Audit, change management and quality assurance in the financial, healthcare and professional services industries, both domestic and international. Al is an MBA-MHA UM graduate. Please join us in welcoming Al Garcia to the UMCET Project Management office!

Ana Camacho comes to UMCET’s Project Management Office with over 19 years of experience at the UM Miller School of Medicine. Her career began in 1988 with the Department of Medicine managing the GI Division until 1996 when she left to work with the Chief of Plastic Surgery to manage the Cleft Lip/ Palate and Craniofacial Clinic. In 1997, she sought the opportunity to be the Practice Manager of General Medicine, and in 2003 transferred to Bascom Palmer of the Palm Beaches as the Practice Manager. Ana’s accomplishments include the founding of a support group, “ESsteam”, to assist families with children born with craniofacial anomaly; the single most significant accomplishment was Chapter 627.64193 of the Florida Statutes that mandates that all health insurance carriers in the state of Florida cover all medical conditions associated with a cleft. She was instrumental in the roll out of the CaneCare pilot project and the successful implementation in the General Medicine practice, and the significant growth and success of the Bascom Palmer Eye Institute at PGA. Ana has a B.A. in Health Care Administration. She strives for the highest standards on honesty, ethics, integrity and loyalty. Ana is a “hands on” achiever who takes pride in being the patient’s advocate. Please join us in welcoming Ana Camacho!
In last month’s Newsletter I ranted about how much more versatile the E-Commerce Receipts Edits & EOBs Activity is to EZ-Print and the alternatives it provides. Some have requested some elaboration, so I figured this month’s Newsletter would be a good format for explaining a few tips on using this activity.

First, I would like to define the Action Codes I have found to provide the most functionality. Once you have entered the Functions and Activities listed above you are prompted for an “Exchange”. At the Exchange prompt type “E” and hit the Enter key for a list of options. The list will consist of ECOMMERCE REMITS, both Live and some “in the works” or Inactive:

Valid options today are:

3) ECOM-UHC UNITED HEALTHCARE
6) ECOMMERCE MEDICAID IDX 4010
7) ECOMMERCE MEDICARE IDX 4010

Once you have selected the Exchange you are researching, the main Action Codes you should focus on are:

E – Edits
N – Not-Posted
C – Chk Summary
P – Padj
X – Expand

Once in the chosen Exchange, you will see a list of runs for that Exchange (see figure 1 below).

(Figure 1)

Action Codes:
E – Edits and N – Not-Posted allow you to do both, filter and Sort. Filtering is the most important, because when using either of these, one must filter by Option 2 – Division, as a bare minimum, and answer “Y” to the “Do you wish to filter? NO=>Y” in order to only see your Department’s data. In addition, it is important select “1 – Include” so that you are prompted for the Division, which you want to include.

eCommerce Edit & EOB Report - NOT POSTED

Do you wish to sort? YES=>
Select up to five Parameters
Sort Parameter 1:

Do you wish to filter? NO=>Y

Specify Parameters to Filter Individual Claims:

Filter Parameter: 2 (DIV - Division)

Filter Parameters:
DIV - Division
0-Exclude or 1-Include: 1
Division: MEDI

Below are the lists of Sorting and Filtering Parameters:

Do you wish to sort? YES=>
Select up to five Parameters
Sort Parameter 1: ?

Filter Parameter: ?
1. NAM - Name
2. EDT - Edit Reasons
3. PAY - Payment Amount
4. PCN - Patient Control Number
5. CHK - Check Number
6. POS - Posted
7. CER - Certificate Number
8. CHG - Charge Amount
9. ICN - Payer Control Number
10. DIV - Division
11. BIA - Billing Area
12. LOC - Location
13. PRV - Provider
14. FSC - Financial Class
15. CNT - Edit Count

Specify Parameters to Filter Individual Claims:

Filter Parameter: ?
1. EDT - Edit Reason
2. DIV - Division
3. BIA - Billing Area
4. LOC - Location
5. PRV - Provider
6. FSC - Financial Class
7. STA - Claim Status
8. PCN - Patient Control Number
9. ICN - Payer Control Number
10. NAM - Patient Name
11. CHG - Claim Charge
12. PAY - Claim Payment
13. PTR - Patient Resp
14. FWD - Clm Info Forwarded

Filter Parameter:
Action Codes:
C – Chk Summary provides summary totals, late fees and interest data for all checks or payments in the entire run. It is a brief report, yet fully encompassing, of all checks without filtering capabilities within the selected run.

P – Padj provides offset data (take backs).

X – Expand with this action code you are not required to select a run. Once an Exchange has been selected, all runs for that Exchange, sorted by Run/ Run Date, and by Check Number appear on the screen and you can scroll through every run ever posted for that Exchange. This functionality allows users to scan through all the Check/EFT #s and look for Checks, by Check #, which may be missing, etc.

The eCommerce Receipts Edits & EOBs Activity is an extremely versatile tool. We urge you to use this very effective tool and experiment with it as much as possible. Remember that when experimenting with different Sorting and Filtering Parameters it is always best to print any reports to your screen first, by making sure no device is specified in order to examine the results of your custom EOB Reports.

Enjoy! Joe
UMCET Policy for Obtaining and Terminating Information System Privileges

Procedure for Obtaining Information System Privileges

1. Employee must complete required training session for requested access. Call 305-243-3665 for a calendar of classes.
2. The employee’s Manager / Supervisor must obtain an access form from http://www6.miami.edu/forms/. The form must be completed, signed and dated.
3. The Manager / Supervisor must then obtain the department administrator’s signature on the access form. Fax the form to the UMCET Security Administrator at 305-243-7355.

Procedure for Terminating Information System Privileges

1. Department Manager / Supervisor must notify UMCET of the employee separation
2. The Manager / Supervisor will send an email to IDXUPRE@med.miami.edu with the name, date, and time of employee’s departure.
3. The UMCET security Administrator will deactivate the user account of the affected employee. The Department Manager / Supervisor will be notified when the account is deactivated.

If you have any questions or concerns, please contact the UMCET Security Administrator at 305-243-7339.

EDI Eligibility Update

We are pleased to announce that the eagerly anticipated EDI Eligibility Verification Module for GE Centricity Business (IDX) went “live” May 1, 2007 with the Central Insurance Verification Department as the pilot. On May 1 the CIV department went “live” with the 10 major payors listed below; 48 FSCs in total.

- Aetna
- Avmed
- BC/BS
- Cigna
- JMH Healthplan
- Medicaid
- Medicare
- Neighborhood Health Partnership
- Medicare
- United Healthcare

This module will allow users to check patient eligibility from all of our major payors real-time, directly from BAR, SCHED and VM/HPA. The information received for patients is filed directly into their account and stored for up to one year. EDI Eligibility will help in making the insurance verification process for our patients more efficient and streamlined.

Although, Central Insurance Verification is the only department “live”, everyone using the GE Centricity Business (IDX) is affected. In addition to the existing FSC follow up questions now appearing in the Registration module, additional Follow up questions prefixed with Eligibility are displayed. These Eligibility FSC Follow up questions will be view only.

Keep in mind that your existing FSC Follow up questions will still need to be updated and populated as you normally do. EDI Eligibility will be rolled out to the departments as the Advanced Web 3.0 rolls out.

The EDI Eligibility Team is still currently testing and fine-tuning the system “post-live” for each of the insurance payors. If you have any questions please call the UMCET Help Desk at 305-243-7339.
Trainer’s Corner

Deleting Batches – ‘Out of Order Deletion’ Error Message

Anytime you receive an ‘Out of Order Deletion’ error message when attempting to delete a batch, you must contact the UMCET Help Desk. If our office is not notified when this happens and the batch is left untreated, the error prevents us from closing the month on time. In order to fix the problem, we have to submit a critical case to GE and this delays our month end closing process. The next time you see the error message below, please call the UMCET Help Desk immediately at 305-243-7339.

She is a great cook.
She loves to read.
She bakes beautiful and delicious cakes.
Thanksgiving is her favorite holiday.
Prior to joining UMCET, she worked in Neurology.

Do you know who this baby girl is?
If so, send an email to UMCETTRAINING@MED.MIAMI.EDU, in the subject line please type “Baby Face Challenge” and be sure to include your contact information. A prize is awarded to the first person who guesses correctly. You will also be featured in our next edition. GOOD LUCK!

May 2007
UMCET’S
Baby Face Challenge

Last Month’s Baby Face Challenge
Oscar Perez,
last edition’s Baby Face Challenge

Help Desk: 305-243-7339
Phone: 305-243-7339
Fax: 305-243-7355
Report Request / Dictionary Updates
Email IDX Updates / Request: IDXUPRE@MED.MIAMI.EDU