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On Another Note...

Ulrich Medical Billing: specialists achieve 99% clean claims

Ninety-nine percent of the claims [Ulrich Medical Billing](#) specialists Christy Scott and Teresa Kenney submitted to Gateway EDI were **ERROR FREE**.

Both Ms. Scott and Ms. Kenney achieved Gateway EDI's Gold Standard of Revenue Cycle for Medical Practices.

Gateway studies those practices that have achieved "99% clean claims" status, and they identified sound strategies and methods that have helped produce the best outcomes for these practices.

Reaching the Gold Standard produces the following value:

- faster access to revenue
- better realization to gross revenue
- less cost associated with collection of revenue (i.e., decreased overhead), and
- patient satisfaction levels increase with fewer questions and complaints about the administrative portion of their visit.

Overall, Ulrich Medical has a 98% clean

Briefing

Trending Topics with Sandra Ulrich, President



As more providers go digital with medical records, the size and frequency of data breaches are alarming privacy advocates and public health officials.

While breaches sometimes don't involve EHRs in a traditional sense, the introduction of new technologies brings added responsibilities. More healthcare providers are entrusting their patient data to third parties, meaning the scope of patient data security extends beyond practices' four walls.

On Sunday, July 28, 2013 Oregon Health and Science University announced in a [press release](#) that information for more than 3,000 patients was put at risk when medical students stored the data on a weakly protected cloud computing system. The potential data breach is the third reported occurrence at the university in less than a year, and the fifth since 2008.

Some have argued that moving to a cloud-based (hosted) solution for storing medical records increases the risk of a medical records data breach.

With that in mind, you might ask if using a cloud-based system is right for you.

Two of the greatest benefits to engage with a cloud service provider (CSP) include:

- **Cost:** Many providers move to the cloud for the initial savings in up-front hardware and I.T. costs.
- **Access:** Providers, staff and patients are able to easily access information through an internet connection.

CSPs would argue that their security systems are continuously updated and maintained, which prevents hackers from gaining unauthorized access to patient medical records. In contrast, CSPs would also argue that providers that choose to maintain their data on in-house servers may be more careless in their efforts to guard against threats and security, relying instead on the physical security of locked doors to prevent access to the in-house computers. Although in-house computers are stored behind locked doors, an internet connection with poor security measures in place can be a "back door" into the patient medical records.

Of course, in-house servers can be made just as secure from unauthorized access as hosted servers. And with in-house servers, the provider has the added security of limiting physical access to the servers by simply controlling who can come into the facility.

claims submission rate. Our billing experts regularly apply timely and aggressive collection efforts to claims. Ulrich Medical generates higher and more consistent collections.

Ulrich Medical names new Client Services Supervisor



Ulrich Medical is proud to welcome **Matt Rudolph** as the Client Services Supervisor. Mr. Rudolph brings over 14 years of training, project management, customer service and process improvement experience to the Ulrich Medical Team.

Within his role, Mr. Rudolph will develop new strategies and policies that will optimize the experience for all training clients.

"I chose Ulrich Medical because I wanted to work with a company that believed in their product, as well as their staff" said Mr. Rudolph.

For ten years, he was a Learning Strategies Coordinator/Value Stream Leader at LYNX Services. While in the United States Air Force, Mr. Rudolph trained new recruits on nuclear weapons.

He obtained an Associates of Science, Business Administration degree from Mid-Continent University.

Ulrich Medical to attend the 2013 eHealth Summit

Ulrich Medical will attend the [2013 Kentucky eHealth Summit: Working Together For a Healthier Kentucky!](#) The conference is on Sept. 16-17 at the Sloan Convention Center, located in Bowling Green, KY.

The conference is an opportunity to help Kentucky advance health information technology (HIT) and the electronic exchange of health information to better coordinate care of patients, deliver care more efficiently and improve patient healthcare.

Panel discussions and workshops will address the following topics:

- Consumers & HIT
- Meaningful Use Problem Solving
- Health IT Education & Workforce Development, and

For Team Chart Concept (TCC) users and also the services of Ulrich Medical Billing, both options of data storage are supported. TCC can be hosted in a cloud-based solution, or can be maintained on an in-house server in the medical facility.

Given the above concerns over preventing unauthorized access, it's also important to consider that personnel authorized to access data are typically responsible for most breaches. The security risk can include both providers' employees and CSP employees.

Once data leaves your control, you simply have no way to protect it. While maintaining servers in-house may appear more expensive; long-term it is typically the same or less than a cloud based solution. In my opinion, in-house servers offer providers the most control ensuring that patients' PHI is protected in accordance with HIPAA.

You may also want to do an internal HIPAA audit, reviewing: physical security, administrative protections and electronic transmissions.

If you have questions or concerns with the security of your medical records, please contact us at 270-744-0404. We are here to help you make the best decisions for your practice.

To the health of you & your practice,

Sandra Ulrich
President

Ways to eliminate high call volumes



Has your office experienced an increased amount of calls? If so, you aren't alone. Since 2008, call volume to practices has increased from 25 percent to 50 percent, according to Mary Pat Whaley, president of consultancy Manage my Practice.

Due to the growth of patients' out-of-pocket expense, "People are really trying to avoid going to the doctor," Whaley [told The Wall Street Journal \(WSJ\)](#). Most callers are seeking diagnosis or other free medical advice.

This trend may tax the resources of some practices in the following ways:

- **Finances:** Patient phone calls are generally unreimbursed by insurance, and can cost practices \$15 to \$20 each. According to [The WSJ article](#), Surescripts, which makes electronic prescription software, estimates prescription renewal calls alone cost \$10,000 a year.
- **Customer service:** The Affordable Care Act is pushing more health systems to [tie physician payments to quality and patient satisfaction scores](#)--and phone service represents a key element of how patients evaluate doctors and practices.
- **Malpractice liability:** Telephone triage errors are a leading cause of medical malpractice settlements, doctors told [The WSJ](#), adding that many practices still keep track of phone calls using Post-it notes.

Here are some simple ways that TCC helps to reduce call volume:

- **Finances:** Instead of calling the doctor's office, patients call their pharmacy for refills. TCC's e-prescribe solution helps eliminate the refill calls altogether. Refill requests are electronically routed through the patient's pharmacy to the practice, allowing the practice to respond electronically.
- **Customer Service:** With TCC, your staff can easily access the entire patient chart, providing quick and excellent service.
- **Malpractice Liability:** TCC enables your staff to document and

- HIE Privacy & Security.

Continuing medical education for physicians is also available through the joint sponsorship of the University of Kentucky College of Medicine and Kentucky Cabinet for Health and Family services. For more information, visit <http://www.ccentral.com/live/6648/agenda>.



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- track phone calls, protecting you and your staff.
- Billing and account questions: As your partner, Ulrich Medical Billing fields all phone calls regarding billing issues and questions, allowing your staff to focus on patients' medical needs.

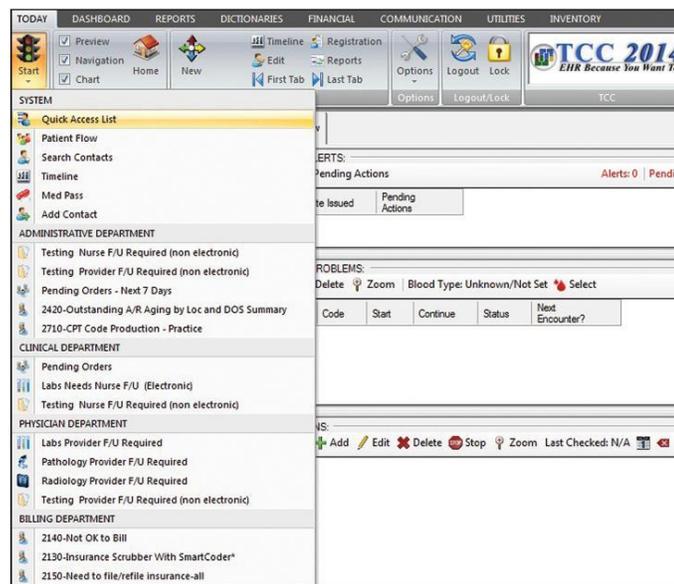
You're only a phone call away from an Ulrich Medical customer service rep. Call us at 866-885-1150.

Highlighting TCC 2014: Integrated Workflow

With TCC 2014, you have the ability to organize all workflow routines by department for rapid access from the 'Start' button on the 'Today' ribbon. No need to waste time digging through layers of menus and dialogue boxes to find what you need to do. It's all right there on the 'Start' button.

With TCC 2014 integrated workflow is as easy as 1, 2, 3:

1. Select your workflow routine from the 'Start' button.
2. Highlight the patient of interest in the navigation pane on the left.
3. Open the patient's chart on the right and for a quick review or update.



[TCC 2014](#) is as powerful as it is easy to use. It is also fully backward compatible with TCC 5 and requires no data migration to upgrade.

To view more screenshots, you can also visit ulrichmedicalconcepts.com.

Kentucky expands Medicaid program

Kentucky is the 21st state to expand Medicaid. In a [statement](#), Gov. Steve Beshear said with the expansion, Kentucky will almost cut the state's uninsured population in half.

According to a study by the University of Louisville and Price Waterhouse Coopers, enlarging Medicaid could possibly add 17,000 jobs and more than \$15.6 billion to the state's economy in the next six years.

Gov. Beshear [claims](#), "We have now done the exhaustive research -

and our conclusion matched what most other states have found: by expanding Medicaid, Kentucky will come out ahead in terms of both health outcomes and finances. In fact, if we don't expand Medicaid, we will lose money."

According to Gov. Beshear's [statement](#), by broadening Medicaid, nearly 308,000 of the 640,000 uninsured Kentuckians will qualify for healthcare coverage.

"If these numbers hold, providers that accept Medicaid patients are going to see a large increase in visits," said Sandra Ulrich, president of Ulrich Medical. "Our TCC clients are strategically positioned to meet this demand. By taking advantage of the user defined records, templates and e-Rx features, practices are able to streamline workflow."

"With our latest product, TCC 2014, Ulrich Medical will continue our mission to provide our clients with a solution that meets their individual workflow needs," said Ms. Ulrich.

Ulrich Medical Concepts Inc | 270-744-0404 | sulrich@ulrichmedicalconcepts.com | <http://www.ulrichmedicalconcepts.com>
1640 McCracken Blvd
Paducah, KY 42001