

USSSI DIRECTIONS



UNIVERSAL

SOFTWARE SOLUTIONS, INC.

News to Owners, Officers, and Managers

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News: HDMS Update Information on User Forums

Previously update installation files were delivered through an FTP solution and version release notes were posted on our website. These have both now been moved to our USSSI User Forum. This transition will allow us to post updates and their respective release notes faster and universally for all users of the forum.

If you are unfamiliar with the USSSI User Forums, please follow the link below and register as a user (look for "**Register**" in upper right hand side of the page). Please note that due to the nature of the information available on the forum, all users must be verified and confirmed before the information will become visible to that user. This process should be completed within 24 hours of registration pending any conflicts with email or user name.

<http://www.universalss.com/forum>

In addition to access to the release notes, the forum also includes the following:

- Important News and Announcements
- User-To-User Discussions
- Software Enhancement Discussions
- Steering Committee Updates and Information
- System Knowledge Base / Best Practices
- And much more....

Upcoming Events

MAMES

Omaha, NE

March 28 - 30 2012

Medtrade Spring

Las Vegas, NV

April 10 - 12 2012

Booth #427

IAMES

Tinley Park, IL

April 18 - 19 2012

MHHA

Traverse City, MI

May 23 - 24 2012

News: Medtrade Fall 2011 Recap

Medtrade 2011 brought a glimmer of hope after two disappointing years of below average turnout. The volume of participants improved significantly and the number of interested buyers exceeded our expectations. An interesting aspect of the show was the amount of start-up companies that stopped by our booth. With a lackluster economy and the 2nd round of Competitive Bidding looming over the industry it is amazing that entrepreneurs are still attracted to the HME industry.

It was great to see our current clients, industry friends and partners that came by the booth. Medtrade continues to be the most relevant show for the HME industry on a national scale. We look forward to seeing everyone in Las Vegas for Medtrade Spring 2012.



News: USSI Welcomes Kelli Pierce to it's Support Staff

Kelli Pierce joins Universal Software Solutions with over 10 years of Customer Service experience as well as 8 years of software product support. Kelli came to Universal Software from a managed care software company based in Tucson, AZ where, as part of a team, she provided first line support to payers in a variety of ways, ranging from training/use of the product and new implementations, to addressing system deficiencies and general technical questions.

News: 2012 Medicare Allowable .CSV Import File Available

On our website we have posted .CSV import files for the 2012 Medicare fee schedules. After logging in, you can find these under "Fee Schedules" in the Support Main Menu.

News: Industry Related Deadline Reminders

- **CEDI Trading Partner ID Recertification** Due: **1/01/2012**
 - CEDI requires your Trading Partner ID ("Submitter ID" in EDI Host Table) to be recertified annually as part of their security initiative. You can find this form at www.ngscedi.com under EDI Enrollment; this form only needs to be completed once per year, for each Trading Partner ID.

If you have not completed this by 1/01/12, contact ngs.cedihelpdesk@wellpoint.com
- **5010 Transaction Implementation** Target: **1/01/2012**
 - The testing and transition deadlines for each EDI Host/Payer nationwide have varied. If you have not fully switched to 5010 by this target date, please discuss with your management team to determine if you have a current implementation plan underway.
- **CEDI System Upgrade** When: **1Q 2012**
 - CEDI published recently that their front end system is being upgraded during the first quarter of 2012, and in doing so the password for your Trading Partner ID will be changed. When you receive notice of this from CEDI, please call either Ability or Zirmed (whomever you send

Steering Committee

Posted on the User Forums are some questions and ideas for the next meeting. Please review and comment at your earliest convenience.

Thank You,

Christopher Dobiesz
President, CEO

Medicare claims through) and give them your new Trading Partner ID. *You will not need to call USSI about this; it is the EDI Host that handles your Medicare claims that will need the updated password.*

Sneak Peak: **NEW** System Enhancement and Review Process

In January we will be unveiling our new process for system enhancements to HDMS. This newly redesigned process will be more transparent than ever, allowing operators to view all of their outstanding enhancement tickets and statuses. This new process defines a specific sequence of steps taken in the review and determination process at our office, as we seek to improve our applications so they continue to meet and exceed the needs of our customers. Keep an eye out for more details this month in both emails and posted on our Forums!

Product Spotlight: **NEW** HealthCall Direct™

We are excited to announce **HealthCall Direct™**, a new integration available between USS and HealthCall, LLC. HealthCall, LLC is a leading provider of medical communication between healthcare providers and their patients.

HealthCall Direct™ will complement HDMS by simplifying the reorder process and increasing compliance reporting. This integration will eliminate the need for direct contact by your staff in the re-supply ordering process as work order tickets will be automatically created in HDMS from the information gathered by HealthCall. These orders will be seamlessly integrated with your delivery workflow and in the case of VendorLink; the need for **any** manual work is eliminated until the point of billing.

HealthCall Direct™ also performs compliance checkups on all of your patients and will provide notes automatically into HDMS, again with no work needed by your staff.

If you are interested in learning more about **HealthCall Direct™**, please contact our Sales Department at (810) 653-5000.

Product Spotlight: HDMS System Safe

What are your plans in the event of a server crash? What about a natural disaster that prevents the use of your building and the workstations within?



We have recently finished development of **HDMS System Safe**. This disaster recovery system gives you peace of mind knowing that your data is secure. **HDMS System Safe** features multiple product options from our "Silver" level which provides a nightly backup on a secure remote server, to our "Diamond" level which features Constant SQL Database Replication and a remote server that is always available with HDMS installed and ready for use. The Diamond offering allows for zero system downtime. As long as your operators have access to a computer with internet, they will be able to remote into the server and function as if they were in the office.

With **HDMS System Safe**, you will quickly and confidently put your business back on its feet with minimum down time. Choose **HDMS System Safe** and eliminate your risk of loss.

If you are interested in learning more, below is a link with additional details on all four levels of service.

www.universalss.com/uss/Newsletter/HDMS_System_Safe.pdf

Best Practices: Submitting Support Tickets

USSI strives to provide the highest quality of customer service while working to minimize the turnaround time on its support tickets. To help improve the turnaround time on your support issues, please consider following the best practices highlighted in the document provided in the link below. Supplying us with this vital information on the day the ticket is created will help to eliminate some of the time spent with correspondence to gather this information. We appreciate your time and assistance with this matter.

http://www.universalss.com/uss/Newsletter/reporting_issues.pdf

Best Practices: Minimize Quantity On Hand with Bin Locations & ReOrder Levels

Do you often find Quantity On Hand (QOH) below ideal levels? Have you tried establishing ReOrder Levels on each of your products?

In the Product and Services table, you can set Minimum and Maximum QOH amounts along with their corresponding Minimum ReOrder Quantity amount. When utilized with the Auto-Generate Purchase Orders function, purchase orders will be created for products which have fallen below their minimum levels. By constantly having reorders placed for frequently sold products, you will greatly reduce the chances of a product shortage and potentially be able to keep a lower QOH.

If you are interested in learning more about this function, please contact our support department at (810) 653-5000.

USS Classroom: HDMS Document History

Whenever you print documents, certificates, letters or statements for an account, HDMS records what you printed and when. You can view this history for any given account.

View print history for the following documents:

- Capped Rental Letters
- Private Statements
- Assignment of Benefit (AOB)
- Advanced Beneficiary Notice (ABN)
- Medicare Supplier Standards
- Payer Collection Letters

- HIPAA Documents
- Equipment Ownership Certificate
- Patient Collection Letters

Go to “Accounts”, then down to “Other Documents, Letters and Certificates” and select “Document History”. Enter your Patient name or account number to view the print history for that account. Select a document to see the date it was printed, the printing operator and a brief history note.

Did you miss the last newsletter publication? You can find it [here](#).

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