



# USSI DIRECTIONS



News to Owners, Officers, and Managers

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## News: **NEW** Redesigned USS Website

Universal Software has a new look on the web. You can still find us on the same URL address: [www.universalss.com](http://www.universalss.com). Our new website has been completely rebuilt from the ground up with a new look and feel with a compliment of new features.

One of these features that we are most excited about is our new Blog. On this Blog you will find articles on a variety of topics like the latest industry changes, FAQs, best practices, and much more. Content will continue to be added regularly, so be sure to check in often! From our Blog page, you can also submit a blog posting to Universal with news on your company, industry news or other relevant information. In addition to the blog, you will also find the latest information on our product offerings as well as continued access to our client support database.

Universal has partnered with Brian Town and his team at [Michigan Creative Marketing](#), to re-launch our new website, and make us easier to find on the web.

## Upcoming Events

### HME Summit

September 8 - 10  
Four Seasons Hotel  
St. Louis, MO

### KMESA 2013 Fall

September 16 - 18  
The Clarion Hotel  
Lexington, KY

### Medtrade Fall

October 14 - 17  
Booth #972  
Orlando, FL

## "Facebook-Like" User Forums

We encourage everyone to create an account and interact with our User Forum

## News: Follow USS on Facebook and Twitter

For those of our HDMS users who are communicating via Social Media, you can now find us on Twitter and Facebook.

Our Facebook link is <http://www.facebook.com/UniversalSoftwareSolutionsInc>. Please like us on Facebook.

Our Twitter Handle is #UniversalHDMS, follow us on Twitter for product information and industry news!

## Product Spotlight: **NEW** HDMS Mobile Reports



Now available is the latest addition to our HDMS Mobile suite, *HDMS Mobile Reports*. This new reporting interface brings the power of our HDMS Reporting Foundation in an easy to use web based solution for any computer or smart device, such as an iPad™, phone or tablet PC, connected through the internet.

The utilization of the HDMS Reporting Foundation means that reporting data is stored statically in simple database tables, ready for use by the reports. This allows for minimal processing time to generate reports, giving you powerful reports with a click of a button or a tap of a finger. Additionally by having a web based product, there is the added flexibility in that reports can also be run outside the office on any mobile device from anywhere in a safe and secured manner.

Select from a library of existing reports that have been already been created or have us design and build specific reports that are dedicated to the data analysis you are seeking.

For more information and a demonstration of HDMS Mobile Reports, please contact our sales department at 810.653.5000 or email one of our sales representatives below.

Phil Deschaine ([pdeschaine@universalss.com](mailto:pdeschaine@universalss.com))

Tim Morgan ([tmorgan@universalss.com](mailto:tmorgan@universalss.com))

## News: Customer Testimonials - A Big Thank You

Many thanks to our friends at Airway Oxygen, Carelinc, and Pulmonary Home Care for taking time to record customer testimonials. You can see them on our re-designed website [here](#) or on YouTube under our new [Universal Software Solutions Channel](#)

Thank you Steve Slater, Melisa Tomaszewski, and Kevin Post at Airway, Derek Damstra and Cindy Folk at Carelinc, and Brad Preston at Pulmonary Home Care for speaking on camera about their experiences with HDMS and Universal Software.

Interact with our User Forum. Find answers to FAQs, Best Practices, HDMS and industry discussions, upcoming software enhancements, system updates and much more!

## Getting Started On USSI User Forums

## News: CMS Face to Face Requirement

Effective July 1 2013, CMS is requiring as a condition of payment for specified covered items of DME, a face-to-face evaluation between the patient and physician. This encounter must be documented and communicated to the DME provider. This face-to-face encounter must occur within six months prior to the order and applies to new DME orders only.



Click [here](#) for additional Face-to-Face information from the CMS website.

Beginning in HDMS version 3.7 (due for release in June, 2013) Face-to-Face communications can be tracked using the HDMS Compliance Module. Using this module with selected Payers and Billing Codes, record of face-to-face documentation can be entered into HDMS. If no Face-to-Face record is entered for an account that has rented or purchased an item requiring Face-to-Face docs the resulting claim will remain unbillable and will display on the Unbilled Revenue Report. This will ensure the Face-to-Face documentation is on file before billing claims that require it.

The HDMS Compliance module is not only used for Face-to-Face tracking but is also a great tool for other Compliance tracking such as Initial Patient Assessments, Home Safety Inspections and Care Plans.

Click [here](#) to see the Key Features of the HDMS Compliance Module. Please contact USS Sales at 810.653.5000 or email your sales representative for additional information and pricing.

Phil Deschaine ([pdeschaine@universalss.com](mailto:pdeschaine@universalss.com))

Tim Morgan ([tmorgan@universalss.com](mailto:tmorgan@universalss.com))

## News: Medicare 2% Sequestration

Medicare has started to deduct an additional 2% from the amount that they are paying providers for DME, effective dates of service April 1, 2013 and forward. They are **NOT** reducing the Allowable by 2%, in fact they are deducting it from a portion of their payment.

**Example:** A Provider charges \$110.00 for an Item, Medicare allowable is \$100.00 then HDMS will Mac off the \$10.00 down to the allowable, leaving \$100.00 owed on the claim. Normally Medicare would pay the provider \$80.00 and send \$20.00 to the secondary/patient. With Sequestration they will be sending the \$20.00 on, but only paying the provider \$78.40, leaving a balance of \$1.60, that HDMS is leaving on the claim.

We have made the necessary program enhancement to HDMS to resolve this situation and have been included in the release of version 3.6.3. If you have recently updated to versions 3.6.1 or 3.6.2, you should take immediate steps to apply the 3.6.3 patch, as the absence of the Sequester Modification will result in additional manual cash posting work.

## News: Chris Sydow Joins USS Support

Chris Sydow joins with USS Support Team after almost 15 years working for a family owned DME/Pharmacy in Traverse City, Michigan. Chris has been using HDMS for over 8 years as a Driver, CSR, Inventory Specialist, A/R Agent and Billing Assistant. He will be playing an active role in the support department as well as in our training department in the coming months; and hopes to share his wealth of experience in knowledge with both new and existing clients. Welcome Chris!

## News: Tamara Johnson Joins USS Support

Tamara Johnson joins the USS Support Team with a wealth of medical billing experience. She is accredited with over 16 years of medical billing and has also taught medical billing as an educator for 3 years before joining USS. She will be playing an active role in support and in our training department. Welcome Tamara!

## News: Theresa DeRoche, CPhT Joins QA Team

Theresa DeRoche, *CPhT* joins our Quality Assurance team with over 24 years of retail Pharmacy experience. She will be playing an active role in supporting and continuing development of the HDMS Pharmacy and Home IV companion module. Welcome Theresa!

## News: Importing CBA Data (v3.5 or greater)

To import CBA area data into HDMS, you must follow the instructions below. This information is also contained in the online HDMS Manual for your reference. If you have any questions, please contact our Support Department through email at [support@universalss.com](mailto:support@universalss.com) or by calling 810-653-5000 option #1

**Step One:** Click the link below to download the CBA Data to import into HDMS. Please note that you **MUST** have HDMS version 3.5 or higher to import this CBA Data into HDMS.

[Download Round 1 and Round 2 CBA Data](#)

**Step Two:** Click on the link below for instructions on using the CBA Table in HDMS and how to import the CBA Data.

[CBA usage manual](#)

## News: 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.

[Reporting Issues Document](#)

Did you miss a newsletter publication? You can find them [here](#).

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