



2009 AR-EXPRESS USER CONFERENCE

*October 11 and 12, 2009
Hampton Inn & Suites
Atlanta Downtown, Georgia*

AN INVITATION

Did you already explore all the attractions Atlanta has to offer? Besides the **Georgia Aquarium**, the **Coca Cola Center** and the **Children's Museum**, you can enjoy performances at the **FOX Theater** or you can visit the well known **HIGH Museum of Modern Art** Atlanta, built by the world famous architects Richard Meier and Renzo Piano. We invite you to join us in Atlanta in October and promise you will get an equally exceptional conference experience.

Join our two day **AR-Express user conference on Sunday & Monday, October 11th and 12th**. The conference will be held at the Hampton Inn & Suites Hotel on the day before the opening of the Medtrade Fall Show, which is being held at the Georgia World Congress Center from October 13-15. Take advantage of both events and save time and money by combining them.

INTRODUCTION

As you can see on the schedule we have created a diversified compact program for you. Our goal was to cover the topics requested from last year's user conference, things they came up with during the year, and of course, news, updates and announcements.

As a result of the survey from our last year's conference we scheduled 3 hours to cover Report Manager. We will have 3 hours for beginners and in a parallel seminar, 3 hours for advanced users. These 2 separate seminars will give us the opportunity to go into your specific training needs. The report manager seminars are **hands on sessions**. Therefore it is necessary that you **bring your own laptop**. Please don't forget to bring your **laptop power cable**. We will provide you with a demo disc of AR-Express so you can follow along and practice.

Also take advantage of the **\$100 savings** by registering early. The discount will **expire on August 31st**.

MONDAY, OCTOBER 12 2009

- 7:00 am – 8:00 am Registration Desk Open/Continental Breakfast*
- 8:00 am – 9:00 am** **5. Session: Denial Management with At-a-Glance Graphics To Display Denial Status** Edward
Denial descriptions
Organized by Item, Reason, Patient
Pie Chart displays
- 9:00 am – 9:30 am** **6. Session: Reasons for Denial Tracking** Chris Williams
Techniques and methods
- 9:30 am – 9:45 am** **7. Session: HotKeys-The Charge Entry Time Saver** Cindi
Enter several charge lines all at once
- 9:45 am – 10:30 am** **8. Session: The Steps Process Keeps Track of Documentation** Edward
What Steps need to be finished before billing?
Attach documents to Steps
Report on uncompleted Steps
- 10:30 am – 11:00 am Morning Coffee Break*
- 11:00 am – 12:30 pm** **9. Session: Take Back Control of your AR** Andrea Stark
Strategies and how to avoid AR Pitfalls
- 12:30 pm – 13:30 pm Networking Luncheon*
- 13:30 pm – 14:15 pm** **10. Session: Advisory Committee** Andy Ingram
Glance back – look forward
- 14:15 pm – 14:40 pm** **11. Session: Filter Reports with Condition Expression** Cindi
Find the exact info you are looking for
Add multiple conditions to an expression
- 14:40pm – 15:00 pm** **12. Session: Dashboard** Edward
Monitor Key Performance Indicators (KPI)
Management reports
- 15:00 pm – 15:30 pm Afternoon Coffee Break*
- 15:30 pm – 16:00 pm** **13. Session: KeyScan - a Keyboard and Scanner all in One Unit** Cindi/Edward
Time Saver; Convenient

- 16:00 pm – 16:30 pm** **14. Session: Electronic Storing and Organizing of Documents with EZScan** **Cindi**
View documents from within AR-Express
Store documents outside of AR-Express
- 16:30 pm – 17:30 pm** **15. Session: How to use Inventory Control, Assets & Purchase Orders** **Edward**
How much product do you have in stock?
What serial number does a patient have?
Use Purchase Orders and automatically update item counts.

SESSION DESCRIPTIONS

1. Session: Report Manager For Beginners

Do you want to move a field on a report? Do you want your logo on your forms? Sometimes the standard report in the system just doesn't include the fields you want to see. AR-Express features numerous reports and the capability of filtering them to show just the info you are looking for but every organization is different and you may want to customize your reports. This session will show the use of Report Manager to adjust the location of fields on the template, add words to an existing report or add your logo

2. Session: Report Manager For Advanced Users

Once you have mastered the Report Manager basics, you might be ready to write your own special report. During this intense session you will learn how to set up a new report, add variable fields, and make the new report work from within the AR-Express program. Time for hands-on practice will be allotted.

3. Session: Login Security Protects Access to your Data

System security is a requirement of accreditation. You will hear a review of basic Security setup and learn about Menu Level Security. Learn how to add a new user or automatically prompt your users to change their password. You will see how AR-Express allows you to define several Menu Permission Groups so users only see the menu options that they are authorized to access. You will be introduced to Activity Tracking, which records the time each menu is accessed, and to Audit Trail, which records field changes. There will be an open discussion about Control Level Security.

4. Session: Electronic Secondary Claims

Paperless claims for secondary insurances are known as 837COB. The AR-Express system is now able to produce electronic claims (837) for coinsurances, even Medicare Secondary Payor (MSP). It works very much like primary insurance electronic claims and only requires a little setup. Learn how easy this can be and get rid of the paper.

5. Session: Denial Management -- At-a-Glance Graphics to Display Denial Status

Of course, the best denial management is prevention, but everybody gets them. The NEW DIABCO Denials Management System is now implemented in AR-Express and gives you a very visual tool to see denial reasons for any given date range. You get displays of counts, percentages, dollar amounts, and the denial descriptions, and it allows grouping by procedure, item or patient. Individual denial status codes can be selected, giving you complete working control of resending, redeterminations, reconsiderations and appealed claims. You will be introduced to POWEReob, a service that will convert a paper EOB (remittance) into an 835 (ERN) file. If you currently post electronic payments from Medicare you know how much of a time saver this can be. Imagine being able to post all your paper remittances just as quickly.

6. Session: Reasons for Denial Tracking

Chris Williams will be speaking on the reasons for denial tracking such as compliance, accreditation, and most important – cash flow!! He will also be highlighting and exploring the various techniques i.e. manual, electronic and combo-methodologies to fulfill this mission critical task. Attendees will learn WHY this function is important, and HOW they can make it happen – effortlessly!!

7. Session: HotKeys – The Charge Entry Time Saver

Improving efficiency is vital to success in today's market. Entering several lines to a work order with the touch of a button is one way AR-Express can help you. Setup is easy. You'll never forget to include all items in a "kit". You will learn how to set up the most frequently used combinations of items, enter the work order (or charge) and edit the quantity.

8. Session: The Steps Process Keeps Track of Documentation

Managing all the required paperwork before an item can be billed is a real nightmare. It seems like different documents are needed for every different item. We can help. The Steps process will help you keep track of each of these documents and their progress towards completion. You will learn how to define each Step, attach them to Inventory Categories and run reports to manage Uncompleted Steps.

9. Session: Take Back Control of Your AR

During this presentation, DMEPOS consultant Andrea Stark will discuss strategies to increase cash-flow and overcome the challenges of dealing with AR. Providers will learn how to avoid common, costly AR pitfalls and how to utilize technology to revitalize their accounts receivables. This presentation will provide the tools you need to utilize time more efficiently and take back control of your AR.

10. Session: Advisory Committee

The Advisory Committee was founded at the 2007 AR-Express user conference in Orlando. As of now, there are approximately 20 members who contribute to the group. The goal of the Advisory Committee is to provide feedback to DIABCO on how well the program works, "glitches" we encounter and ways users feel the program could be changed to help providers. It is not our intention to criticize or complain, but to work with DIABCO to provide a program with which more DME providers would benefit. The feedback from the Advisory Committee is

highly valuable to DIABCO. It is a strong win-win situation for both sides and DIABCO takes the requests and advice from the committee very seriously. Andy Ingram

11. Session: Filter Reports with Condition Expression

AR-Express features several standard reports but sometimes it's too much information. Learn how to filter reports to show only the data you are interested in. You will learn how to compose a filter with a single or multiple conditions, save expressions you use frequently, alter a saved expression, and edit the Header.

12. Session: Dashboard

“You can't manage what you don't measure”

Decreased reimbursement combined with rising insurance and overhead costs have created a challenging market for healthcare providers. Many are discovering traditional profit generation opportunities are dwindling or no longer exist. Chances are your company has begun taking a closer look at many day-to-day operations in the hope of squeezing out more revenue while still maintaining quality patient care. Simply put, a dashboard measures and compares the performance of your specific business processes. Monitoring and measuring key performance indicators (KPI) provides a clear picture of which processes are profitable, and those that are not. In the process of analyzing this data, best practices and successful strategies are defined. dashboardMD works with your AR-Express system to provide all types of Business Intelligence and management reports.

13. Session: KeyScan – a Keyboard and Scanner all in One Unit

You will be introduced to KeyScan, a key board which includes the smallest scanner you can imagine. The handiest scanner ever invented. Now, when you scan your documents you can easily attach them to your billing software patient information. Everything is super easy to use. There is no button you haven't seen before. Together with our AR-Express medical billing software system and EZ-Scan, our document scanning, storage and retrieval software you can upgrade your workflow as it was never before possible.

14. Session: Electronic Storing and Organizing of Documents with EZScan

You will see improved work time in your office if information is available to everyone right in AR-Express. Signed documents can be viewed or reprinted at the touch of a button. If your office currently receives faxes as computer images you can learn how to convert them and attach to patient files without printing them. EZScan can help your company reduce expenses for paper, toner, and work time. Learn how to store and manage document images and make strides towards a paperless office.

15. Session: How to use Inventory Control, Assets & Purchase Orders

Inventory control is a requirement for accreditation and is built into your powerful AR-Express system. During this session you will learn how to keep count of items at multiple locations, report assets that need maintenance, calculate asset depreciation. When you need to re-order, you can take advantage of the Purchase Order feature which will automatically update your inventory counts when shipments are received. You can even special order an item for a patient and produce the work order when the item is received without re-entering the information. Learn how to assign default vendors to items and be introduced to Electronic Purchase Orders.

Our Guest Speakers



About our guest speaker ANDREA STARK

Andrea Stark is a Medicare consultant and reimbursement specialist for medical equipment suppliers and pharmacies. She founded MiraVista LLC after working for the Region C DMERC, and now provides consulting and education services throughout the country. She also operates a medical equipment billing company, ClaraVista LLC for outsourced DME billing. Stark can be reached via e-mail: andrea@miravistallc.com.



About our guest speaker Chris Williams

Chris Williams is a Sales Manager for RemitDATA, Inc. and has been with RemitDATA since 2008 actively pursuing and educating the market on the value of RemitDATA. He is responsible for maintaining partnerships and growing the RemitDATA family within the HME/DME market. Chris works closely with RemitDATA's Consultants, State Association Groups and Participating Vendors in the education of RemitDATA's web-based reimbursement services.



AR-EXPRESS CONFERENCE REGISTRATION FORM

October 11 and 12, 2009

Hampton Inn & Suites, Atlanta Downtown, Georgia (404) 589-1111

Return this form with your payment to: DIABCO – Healthcare Software Solutions, 660 Linton Blvd., Ste 207A, Delray Beach, FL 33444.

Please complete and submit a separate Registration Form for **EACH** Attendee.

First Name _____ Last Name _____

Last Name _____

Title _____

Company Name _____

Address _____

City _____ State _____ Zip _____

Phone Number (____) _____ Fax (____) _____

E-mail Address _____

Website _____

Conference Registration

<i>Description</i>	<i>On or before August 31</i>	<i>after August 31</i>	<i>Total Amount</i>
First AR-Express User	\$ 499	\$ 599	\$ _____
Every additional User	\$ 399	\$ 499	\$ _____

Payment Information

Please make check payable to: Healthcare Software Solutions LLC.

___ Visa ___ MasterCard ___ American Express

Credit card # _____ Exp. Date _____

Authorized Signature (required) _____ Date _____

Cancellation Policy: Full refund, less \$ 50 processing fee, will be granted only if a written cancellation is received by DIABCO – Healthcare Software Solutions by Monday, August 31, 2009. No refund will be made for no-shows.

HOTEL INFORMATION

Hampton Inn & Suites

Atlanta Downtown
161 Spring Street, NW
Atlanta, GA 30303
404-589-1111 Phone
404-589-9094 Fax
www.hamptonssuitesatlanta.com

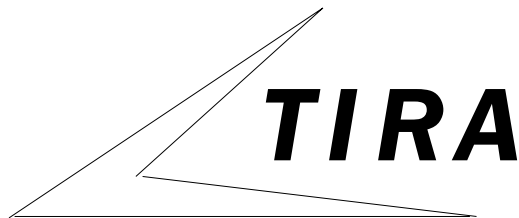
BOOK YOUR HOTEL AT THE HAMPTON INN & SUITES

The Hampton Inn & Suites is located in the center of downtown Atlanta across from the Marriot Downtown Hotel and the Westin Hotel. The Hampton Inn and Suites will reserve rooms for you at a **special DIABCO Group Block rate of \$159.00** per night **until September 1st**. The **group code is DCO**. Please contact **James Merriett at 404-604-3766** or email to JMerriett@cooperhotels.com as soon as possible to make sure you get a room.

Other Hotel Reservation Options

Attached you will find a hotel list that enables you to pick a hotel of your choice. The list is provided by TIRA INTERNATIONAL and offers you special discounts. You can also use these discounts for your Medtrade reservations as well. Contact person is **Evelyn Bertrand**; phone **905-607-1515**, fax 905-607-3888, www.evelyn@tirainternational.com. Evelyn will help you with all your needs.

Omni Downtown	US \$ 249.00	(requires \$ 30.00 deposit)
Country Inn & Suites Downtown	US \$ 129.00	(requires \$ 30.00 deposit)
Sheraton Atlanta (limited)	US \$ 159-179.00	(requires \$ 30.00 deposit)
Red Roof Inn	US \$ 99.00	(requires \$ 30.00 deposit)
Hyatt Regency Downtown (4 blocks)	US \$ 219.00	(requires \$ 40.00 deposit)
Super 8 Downtown Atlanta	US \$ 89.00	(requires \$ 40.00 deposit)
Renaissance Atlanta	US \$ 169.00	
Hilton Downtown	US \$ 167.00	(requires \$ 40.00 deposit)
Quality Hotel Downtown	US \$ 109.00	(requires \$ 30.00 deposit)
Residence Inn by Marriott (suite)	US \$ 181.00	(requires \$ 30.00 deposit)
Castleberry Inn Downtown	US \$ 99.00	(requires \$ 30.00 deposit)
Stratford Inn Midtown	US \$ 69.00	(requires \$ 30.00 deposit)



TIRA Hotel Reservation Form

CONTACT NAME _____

COMPANY NAME: _____

**CREDIT CARD: _____ Exp _____ Sec. Code _____

CARDHOLDER.NAME: _____

CARDHOLDER ADDRESS REQUIRED _____

PHONE: _____ Ext. _____ FAX: _____

E-MAIL: _____

HOTEL SELECTION 1st: _____ Rate: _____

2nd: _____ Rate: _____

3rd: _____ Rate: _____

Occupant Name	Check-In	Check-Out	King	Doubles	Smoking	# of rooms

SPECIAL REQUIREMENTS/REQUESTS:

**This form is to indicate preference only and submission does not guarantee confirmation.
 Notification of confirmed details will be faxed/emailed by Tira within 3 business days of receipt.
 Please send via fax or email to: Fax:(908) 509 0750 \ (877) 607 5422 or reservation@grouptira.com**