

Block & Biggs Roadshow Back by Popular Demand!

Tips & Tricks to Improve Efficiency, Finances, & Quality of Patient Care - Overall Provider & Patient Experience

■ For copy of presentation go to:

www.BlockAndNation.com/BlockAndBiggs



Who Are We?

- Bradley M. Block, M.D., FAAFP
 - Family Physician in independently owned, 4 physician Family Medicine group in Oviedo, Florida
 - eCW User for 18 years
- William “Reddy” Biggs, M.D., FACE, ECNU
 - Endocrinologist in independently owned, 51 provider Internal Medicine Multi-Specialty group in Amarillo, Texas
 - eCW User for 16 years
 - Board Certified in Clinical Informatics
 - CPT reviewer for AMA
- Spoken together at NUC since 2008



Why Were We Asked to Speak?

- Together we have 34 years of total eCW experience
- We've been using eCW longer than approx. 80,000 facilities & approx. 150,00 physicians
- Provide improvement ideas to eCW
- **“eClini-Geeks”** on the eCW Web User's Forum for assisting users w/ expert eCW advice
 - Dr Block – written over 1,600 posts
 - Dr Biggs – written over 3,100 posts & is a Forum Moderator
- Both in leadership roles in very successful ACO's
- No Financial Incentives for anything we present



Goal of Our Talk – Provide Beneficial Ideas You Can Implement Using Tools Available Through eCW

- Increase Efficiency of Providers & Staff
- Improve Documentation of Care
- Enrich Quality of Patient Care & Experience
- Enhance Patient Engagement & Satisfaction
- Boost Income



Overview of Our Presentation

- Full Hour of Tips, Tricks & Examples
 - Mostly for Medical Providers but includes Front Office & Billing
- **LOTS** of new material (based on V11.52.305.66_33)
- Make Note of 3-5 Things Presented
- Question & Answer Session at the End
 - We'll stay after as long as it takes
 - Make notes so you don't forget!



Today's Theme: The "BEST OF 2022" TIPS & TRICKS



Medical Office of the Past





Medical Office of the Future



Tips For An Optimal eCW User Experience

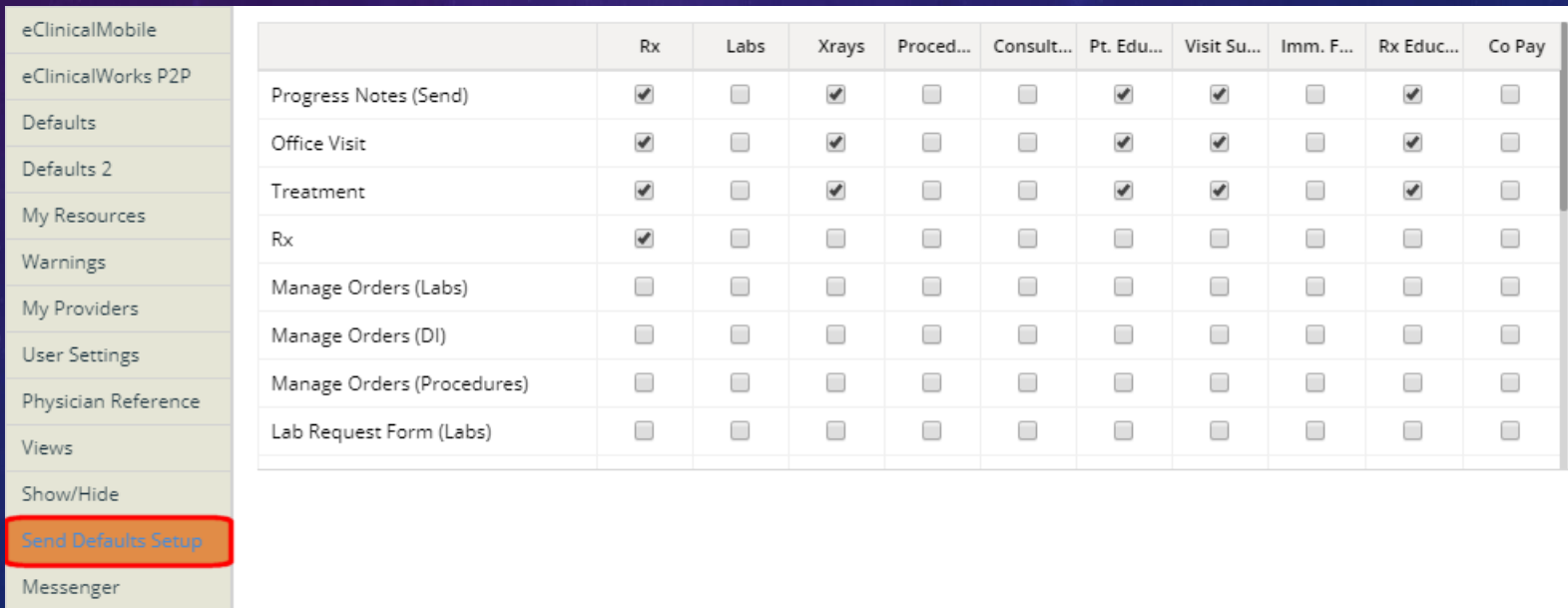


- Optimize User Experience through eCW Settings
- Proceed Along the Patient Flow from Check-In Process Through Actual Visit & Patient Care Activities
- HCC Coding
- Very Valuable Billing Strategy



Hate Having Too Many Items in Your “Send” Screens - Customize Default Settings

- Control which items appear automatically in the “Send” screens for Visit notes & TX screens – ie - Scripts, Testing Orders, Patient Education, etc
- Go to Menu>File>Settings>My Settings>Send Defaults Setup: use check boxes to make changes



The screenshot shows the eClinicalWorks mobile application settings menu. The 'Send Defaults Setup' option is highlighted with a red box. The main content area displays a table of settings for various items, with checkboxes for each category.

	Rx	Labs	Xrays	Proced...	Consult...	Pt. Edu...	Visit Su...	Imm. F...	Rx Educ...	Co Pay
Progress Notes (Send)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Office Visit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Treatment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Rx	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Orders (Labs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Orders (DI)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manage Orders (Procedures)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lab Request Form (Labs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Tired of Things Printing On The Wrong Printer!!

Common Send DEMO, Patient M Jun 6, 1906 (116 yo F) Acc No. 70248

Rx New Rx

Supervising Provider ☆

Patient Pharmacy

Provider DEA# Send NADEAN

BB2892722 [Practitioner]

Certificate to Prescribe No.

State Controlled Rx No.

Requested Fill Message Types

Mode C,S Rx Pharmacy

CVS, 8315 RED
32765
407-977-561

Common Send Default

Close Common Send automatically when Progress Status Closes

2nd Click Printer Settings Button

Printer Settings

1st Click Settings Gear to Pop Open Common Send Default Screen

Printer Settings

Type	Default Printer	Printer Name
Lab		HP LaserJet Professional P1606dn
DI	✓	HP LaserJet Professional P1606dn
Procedure	✓	HP LaserJet Professional P1606dn
Immunization	✓	HP LaserJet Professional P1606dn
RxEducation	✓	HP LaserJet Professional P1606dn
Rx	✓	HP LaserJet Professional P1606dn
Visit Summary	✓	HP LaserJet Professional P1606dn
Progress Note	✓	HP LaserJet Professional P1606dn

Print Preview

Map Printer - Lab

Printer Name: HP LaserJet Professional P1606dn

Page Source: <<Default>>

Page Size: <<Default>>

Orientation: Portrait

Color: Gray

Margin: Left 0 Right 0

Use Default Printer

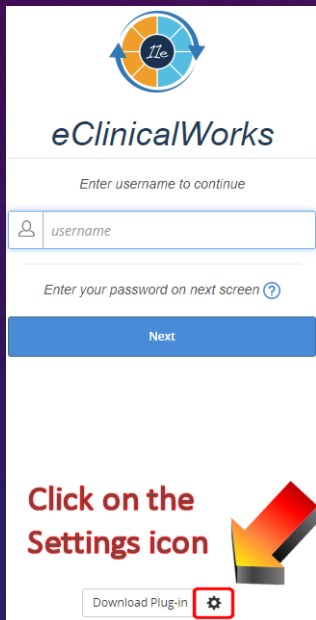
To make changes, please uncheck Use Default Printer Option

Each Type of Document Has Own Unique Settings

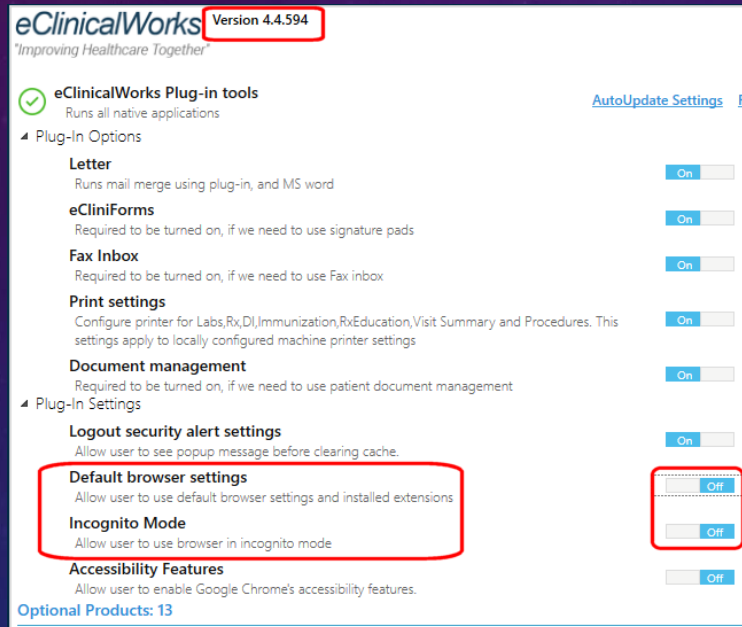
Orientation	Color	Margin(L,R,T,B)	
Portrait	Gray	0,0,0,0	<input type="text"/>
Portrait	Color	0,0,0,0	<input type="text"/>
Portrait	Color	0,0,0,0	<input type="text"/>
Portrait	Color	0,0,0,0	<input type="text"/>
Portrait	Color	0,0,0,0	<input type="text"/>
Portrait	Gray	0,0,0,0	<input type="text"/>
Portrait	Color	0,0,0,0	<input type="text"/>
Portrait	Color	0,0,0,0	<input type="text"/>

Use Edit Pen Icon to Pop Open Map Settings for each Type of Document

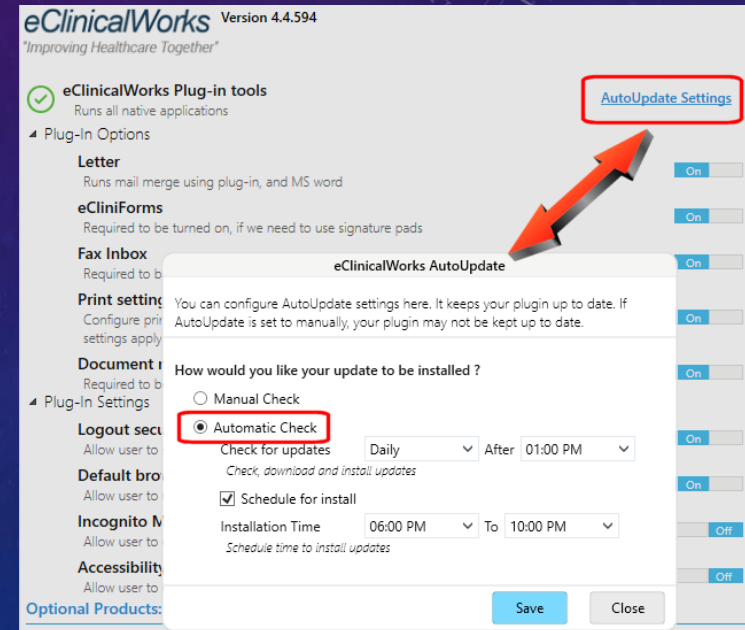
Run 11e Free of Slow Downs Triggered by Chrome Browser & Keep Version Up to Date



The login screen for eClinicalWorks features the company logo at the top. Below it, there is a text input field for the username and a 'Next' button. A 'Download Plug-in' button with a gear icon is located at the bottom left. A red box highlights the gear icon, and a red arrow points from it towards the settings page.



The settings page for eClinicalWorks Version 4.4.594 shows various configuration options. A red box highlights the version number '4.4.594'. Another red box highlights the 'Default browser settings' section, which includes 'Incognito Mode' and 'Accessibility Features'. A red box also highlights the 'Off' toggle for 'Default browser settings'.

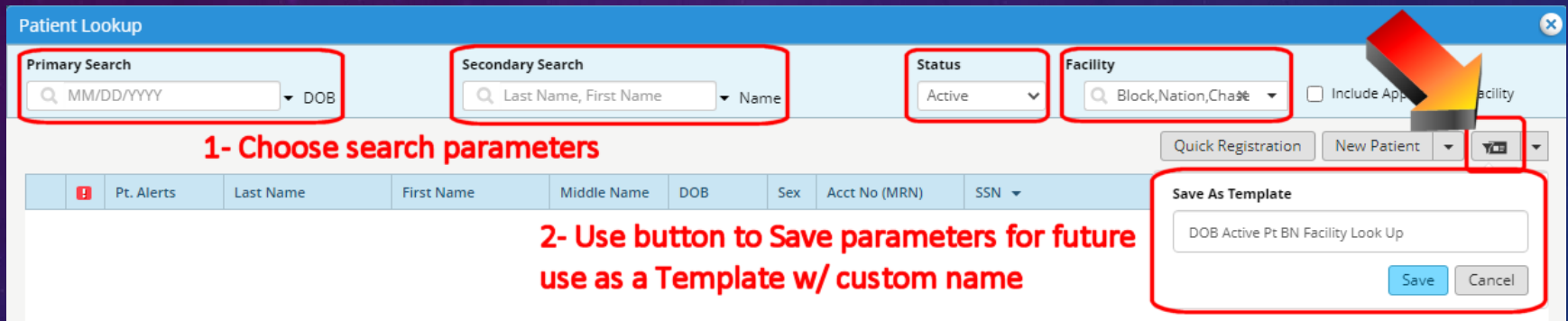


The 'eClinicalWorks AutoUpdate' dialog box is shown over the settings page. A red box highlights the 'AutoUpdate Settings' link in the top right corner of the settings page. A red arrow points from this link to the dialog box. The dialog box has a title bar and a close button. It contains a 'Manual Check' radio button and a selected 'Automatic Check' radio button. Below these are dropdown menus for 'Check for updates' (set to 'Daily') and 'After' (set to '01:00 PM'). There is also a checked 'Schedule for install' option and a section for 'Installation Time' with dropdowns for '06:00 PM' and '10:00 PM'. 'Save' and 'Close' buttons are at the bottom.



Don't Let Someone Else Tell You How to Look Up Your Patients


- Create Templates & Save Default search parameters for to CUSTOMIZE your Patient Lookup screen
- Template is ONLY way to include Inactive patients in the chrome Patient Lookup (EXE needs Item Key change for practice)



Patient Lookup

Primary Search: MM/DD/YYYY (DOB) | Secondary Search: Last Name, First Name (Name) | Status: Active | Facility: Block, Nation, Chase

1- Choose search parameters

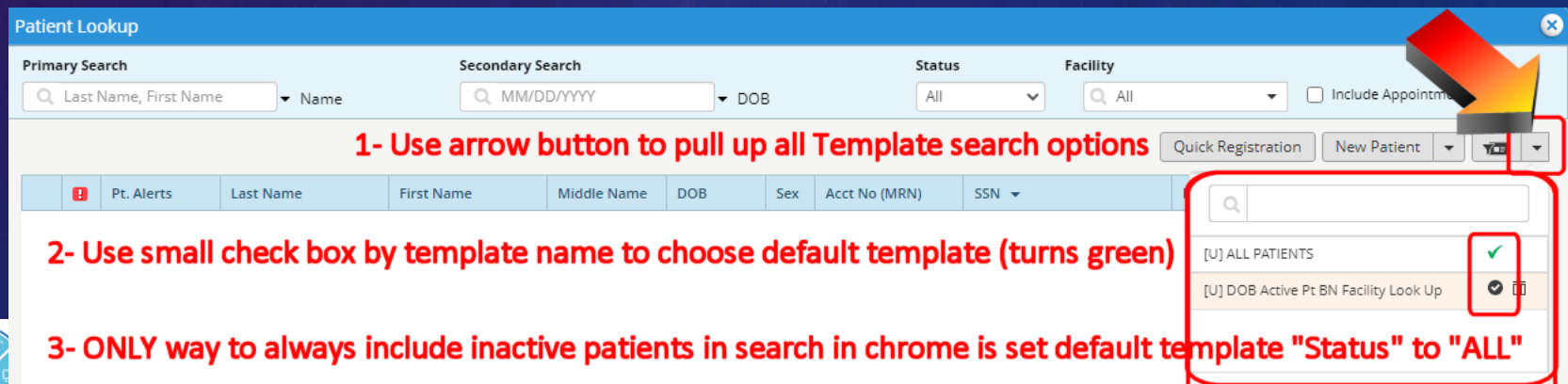
Buttons: Quick Registration, New Patient, 

2- Use button to Save parameters for future use as a Template w/ custom name

Save As Template

DOB Active Pt BN Facility Look Up


Save Cancel




Patient Lookup

Primary Search: Last Name, First Name (Name) | Secondary Search: MM/DD/YYYY (DOB) | Status: All | Facility: All

1- Use arrow button to pull up all Template search options

Buttons: Quick Registration, New Patient, 

2- Use small check box by template name to choose default template (turns green)

[U] ALL PATIENTS 

[U] DOB Active Pt BN Facility Look Up

3- ONLY way to always include inactive patients in search in chrome is set default template "Status" to "ALL"



Another Way to Look Up Patients – Searchable Customized Demographic Data

Patient Information DEMO, Patient M Jun 6, 1906 (116 yo F) Acc No. 70248

Additional Information **Demographics Additional Information Screen**

Don't Send Statements Inactive Exclude From Collections

Street Address (if different then mailing address)

Address Line 1: 4270 ALOMA AVE
 Address Line 2: Suite # 194
 City: WINTER PARK County: [dropdown]
 State: FL Zip: 32792

Employer Address

Name: BLOCK AND NATION
 Address Line 1: 1234 ALOMA
 Address Line 2: [empty]
 City: Winter Park
 State: FL Zip: 32792

Structured

Name	Value	Notes
<input type="checkbox"/> 2016 PATIENT F...	12/20/2015	x
<input type="checkbox"/> OMR-ACO Resear...		x
<input type="checkbox"/> Immunization D...		x
<input type="checkbox"/> Multiple Birth ...		x
<input type="checkbox"/> Loves eCW Port...	Yes	x

Structured & Customized Patient Lookup Settings

Use Custom Button to Add New Structured Options

Patient Lookup

Primary Search: Last Name, First Name Secondary Search: MRN

Search Results:

- Sex
- SSN
- Acct No (MRN)
- Phone (C/H/W)
- Guarantor Name
- Guarantor Phone
- Subscriber No
- External MRN
- Previous Name
- S 2016 PATIENT FORMS D...**
- S Loves eCW Portal**

Configure Structured Data

Customize Structured Text

Modify Structured Data

Name: Loves eCW Portal

Type: Boolean

Trigger: Mandatory

Default: [dropdown]

NEED TO MAKE "SEARCHABLE"

Is Searchable

Buttons: Add, Reorder, OK, Cancel







Ideas to Improve User Efficiency & Experience



Improve Patient Engagement with Portal & Healow & Messenger

Welcome to the Block, Nation, Chase & Smolen Patient Portal



The Patient Portal provides you with convenient 24 x 7 access from the comfort and privacy of your own home or office. Please remember that the Patient Portal is not intended for non-urgent medical issues. For urgent issues call us at 407-678-6888.


-  **View your health record** →
Login to see your reports
-  **Book an appointment** >
Connect with a doctor in minutes
-  **Join a Televisit** >
Join a booked consultation
-  **Pay your bill** >
View and settle your statements


**Easy Access Using Cell Phone.
No Need to Call Office for Password Reset**

Login to view your health record

User Credentials Using Mobile Phone

 Ima 

 Having-Fun

 mm/dd/yyyy

Submit



Patient Questionnaires On Steroids

- Item Key change enables Portal & Healow CHECK-IN to Link **MULTIPLE** Questionnaires to a single Visit Type & by Provider & Facility
- Also allows Portal, Healow CHECK-IN, & Kiosk to Share ALL Questionnaires & Consent Forms
- No Need to create separate Questionnaires or Consent Forms anymore!

healow CHECK-IN Settings

Questionnaire Visit Mapping ADD/EDIT **Same Exact Appearance As Portal Questionnaire Settings**

Visit Type Questionnaire Mapping

1. Provider: Block, Bradley M

2. Facility: Block, Nation, Chase, Smolen F **Map Questionnaires by Multiple Parameters**

3. Visit Type: OWORK-IN (WORK-IN)

4. Please select Questionnaire to map with selected Visit Type

Questionnaire

test

Kiosk

PHQ-9 Patient Health Questionnaire

URI testing **Link As Many Questionnaires As Desired to Each Visit Type**

Diabetic Visits

Med Refill Needed

Opioid Visits

Med and Influenza Vax update

Meds-InfluenzaVax-Mammo Updates

No. of Result: 10 Total Counts: 9 Prev Page 1 of 1 Next Save Mapping

Patient Portal Settings

Spanish Portal Settings

General Settings

Feature Settings

Menu Settings

Message Setting

Facility Accessibility Options

Questionnaire Visit Mapping + Create New Mapping **Final Choices Carry Over to Portal & Vice Versa**

Visit Type Questionnaire Mapping

Search: Visit type or Questionnaire Provider: All Facility: All

Visit Types	Questionnaire	Provider	Facility
OWORK-IN(WORK-IN)	Med and Influenza Vax update, Med Refill Needed, URI testing	Block Bradley	302 Block, Nation, Chase, Smolen Family Medicine



Healow CHECK-IN Tip #1 - Update Routine Appt Reminder Text

- Edit & Optimize “Appointment SMS/TEXT template” in Messenger Configuration screen
 - Suggestions for Appt Reminder text message the day prior to appt:
 - “Even though labeled as a “Check-In” process, PLEASE TELL US WHEN YOU ARRIVE FOR YOUR APPOINTMENT.”
 - “PLEASE CLICK LINK BELOW TO CONFIRM OR CANCEL appointment and to verify & update your personal information.”
 - Some information screens require scrolling to bottom to click “Next” button.
- FACE MASKS are required at our office.

Patient: You have an appointment with Dr Bradley Block on Tuesday Tue 9/27 at 8:00. PLEASE CLICK LINK BELOW TO CONFIRM OR CANCEL appointment and to verify & update your personal information. Even though labeled as a "Check-In" process, PLEASE TELL US WHEN YOU ARRIVE FOR YOUR APPOINTMENT. Some information screens require scrolling to bottom to click "Next" button. Thanks, and see you soon. FACE MASKS are required at our office. <https://msg.fm/7cbfa51ac91a448487dd4c05c853b988> Reply STOP to opt out

**Block, Nation, Chase, Smolen
Family Medicine**

English ↕

Hello BRADLEY,
CHECK-IN to your appointment

Patient's Date of Birth

/ /

Start CHECK-IN



Healow CHECK-IN Tip #2 - Update Same Day Appt Reminder Text

- Edit & Optimize “Same Day Appt SMS/TEXT Template” in Messenger Same Day Appt Configuration section
- Suggestions for Same Day Appt Reminder text:
 - “Please click link below to verify & update your personal information if not already done in past 24 hours.”
 - “We have a new option to tell us “I Have Arrived”, BUT since this is very new, PLEASE TELL US PERSONALLY THAT YOU HAVE ARRIVED (or else we might not know this).
- Some information screens require scrolling to bottom to click "Next" button.

BRADLEY : You have an appointment today at 3:00PM with Dr Bradley Block. FACE MASKS are required in our office. Please click link below to verify & update your personal information if not already done in past 24 hours. We have a new option to tell us "I Have Arrived", BUT since this is very new, PLEASE TELL US PERSONALLY THAT YOU HAVE ARRIVED (or else we might not know this). Some information screens require scrolling to bottom to click "Next" button. Thank you!
<https://msg.fm/38a774bdd27a452eb4242645bf57dc80> Reply STOP to opt out

Block, Nation, Chase, Smolen Fami..

English

✓ Check-in Complete

Friday,
September 30, 7:30 PM EST Add to

Bradley Block, M.D.
Block, Nation, Chase, Smolen Family Medicine
2441 W SR 426, STE 2011,
OVIEDO, FL - 32765-4515

Contact us at :
[407-678-6888](tel:407-678-6888)

We know you are here and will connect with you shortly.



Healow CHECK-IN Tip #3 - Avoid Arrival Status Headaches

- If using “I Have Arrived” option - Create separate “Arrived” visit status in eCW
- Distinguish between fully vetted check-in patients vs self check-ins w/ incomplete check-in tasks
- Instead of default “ARR”, we created a “SELF ARR” (self check-in) visit status (in darker green)

Block,Nation,Chase,Smolen Fami..

English

Friday,
September 30, 7:30 PM EST

Bradley Block, M.D.
Block,Nation,Chase,Smolen Family Medicine
2441 W SR 426, STE 2011,
OVIEDO, FL - 32765-4515

Contact us at :
[407-678-6888](tel:407-678-6888)

Begin CHECK-IN

Let us know when you've arrived at our office or parking lot.

I have arrived

Check In/Out	Billing Data	View Orders	eClniForms	Send TV Message	Messenger	Hub	View P...	Lock Progress Note	
		VISIT TYPE	APPT TIME	PATIENT NAME	P/R	REASON	SEX	AGE	VISIT STATUS
<input type="checkbox"/>	<input checked="" type="checkbox"/>	15 MINS	07:30 PM	Demo, Patient M, (Spiderman)	BMB	Lab Follow Up	F	116 Y	SELF ARR
<input type="checkbox"/>	<input checked="" type="checkbox"/>	ER/HOSP	07:45 PM	Demo, Patient M, (Spiderman)	BMB	GI issues	F	116 Y	ARR

Super HELPFUL Televisit Feature – Instant Access for Patients W/O Needing Portal Passwords or Long Lead Times for Appts

- Make sure all staff know about using 12 digit HealowTV codes so patients can instantly connect for TV's using the Patient Portal "Join A Televisit" link or Healow TV Virtual Waiting Room webpage (<https://healow.com/apps/tv/code>) (our website has link) or Send text message w/ link (not in EXE)

Visits < 09/25/2022 > ASK EVA ?

Provider: Block M.D.,Bradley M

Facility: All

Buttons: Billing, Orders, eClniForms, Send TV Message, Hub, View Progress Notes

VISIT TYPE	APPT TIME	PATIENT NAME	P/R	REASON	SEX	AGE
TV-15MINS	12:30 PM	Demo, Patie	BMB	Lab Follow Up	F	116 Y

healowTV Code : M2W-M6C-O0E-0ER

Hi Patient, Your Televisit with Bradley Block is on 10/02 at 2:00 AM EST Click 15 mins before <https://msg.fm/268c0779965d4dc2b8d2d75a27998f82> Msg&Data rates may apply. Reply STOP to opt-out

healow Agent

Today's Encounters

TeleVisit Appointments

DEMO, Patient M 116 yrs EXE

Lab Follow Up 12:30 PM

healowTV code : M2W - M6C - O0E - 0ER

Instantly Text (or verbally tell) 12 Digit HealowTV Code to Patient

Patient Portal “Join A Televisit” Link & Healow TV Virtual Waiting Room Webpages Can Use 12 Digit Connection Code

Welcome to the Block, Nation, Chase & Smolen Patient Portal

ice Portal provides you with convenient 24 x 7 access from the comfort and privacy of your own home or office. Please remember that the Po
non-urgent medical issues. For urgent issues call us at 407-678-6888.

View your health record
Login to see your reports

Book an appointment
Connect with a doctor in minutes

Join a Televisit
Join a booked consultation

**Patients Get Into TV Without
Needing a Portal Password**

Join a Televisit

Please enter the 12 digit code given to you by your provider to start the visit.

eCW NC OCT 22!

Next

healow TV
Health and Online Wellness

healow Virtual Waiting Room

Please enter the healowTV code given to you by your provider to start the visit.


TV-15MINS 12:30 PM Demo, Patient M.

healowTV Code : M2W-M6C-O0E-0ER

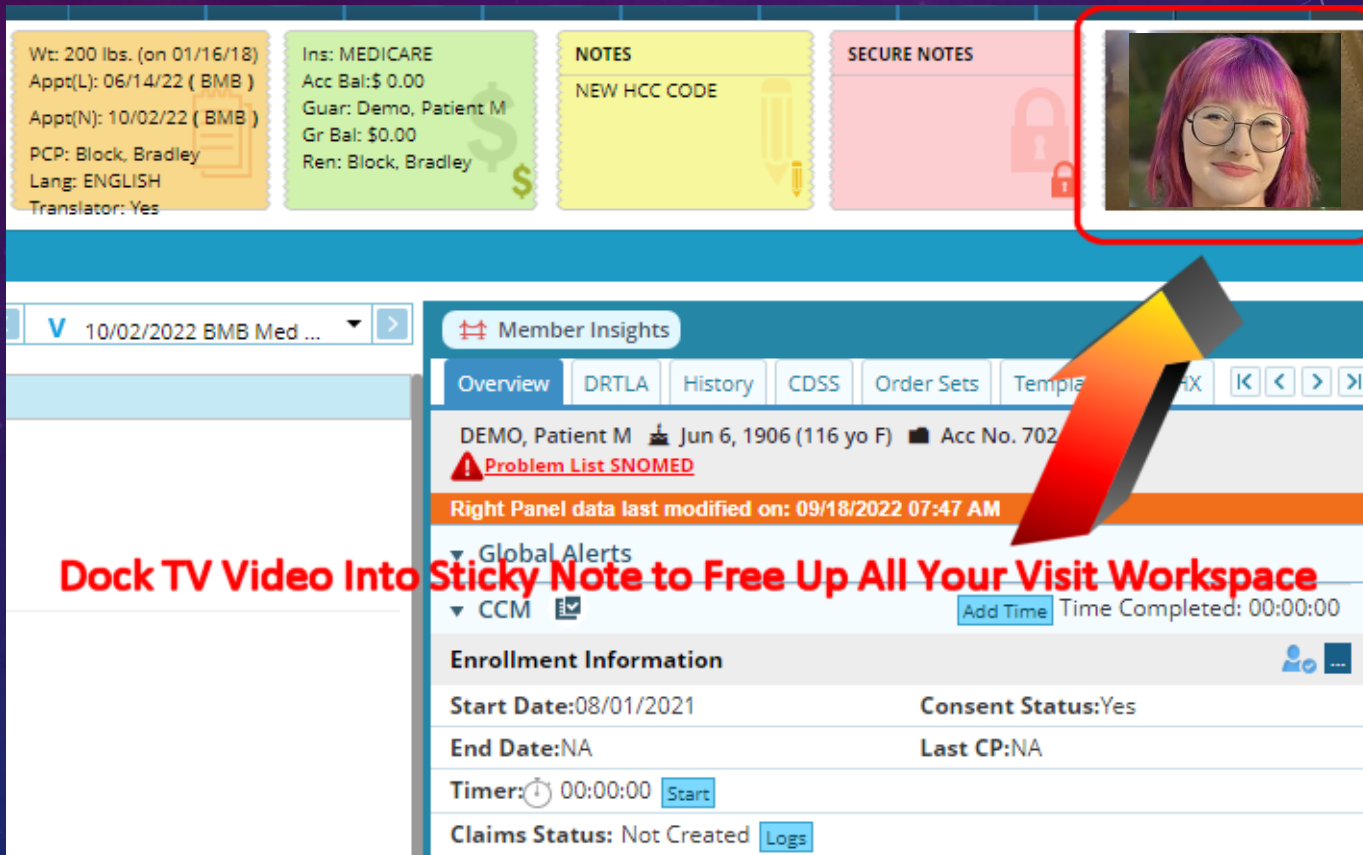
12 Digit Code Can Include
0's & O's Which Are Common
Cause of Codes NOT working

ECW - NC - OCT - 22!

NEXT



Super HELPFUL Televisit For EXE Users - Use Chrome for Televisits!



Wt: 200 lbs. (on 01/16/18)
Appt(L): 06/14/22 (BMB)
Appt(N): 10/02/22 (BMB)
PCP: Block, Bradley
Lang: ENGLISH
Translator: Yes

Ins: MEDICARE
Acc Bal:\$ 0.00
Guar: Demo, Patient M
Gr Bal: \$0.00
Ren: Block, Bradley

NOTES
NEW HCC CODE

SECURE NOTES

10/02/2022 BMB Med ...

Member Insights

Overview DRTLA History CDSS Order Sets Template

DEMO, Patient M Jun 6, 1906 (116 yo F) Acc No. 702

Problem List SNOMED

Right Panel data last modified on: 09/18/2022 07:47 AM

Global Alerts

CCM [Add Time](#) Time Completed: 00:00:00

Enrollment Information

Start Date:08/01/2021 Consent Status:Yes

End Date:NA Last CP:NA

Timer: 00:00:00 [Start](#)

Claims Status: Not Created [Logs](#)

Dock TV Video Into Sticky Note to Free Up All Your Visit Workspace



Orange Carets Are Better Than Ever Now For Documenting Notes

- Carets can now carry forward notes as far back as 50 visits
- Clean Up the list – Sort by provider (&/or facility & specialty)
- Use “Merge” Option to Mix & Match multiple dates into single note & to Avoid deleting existing notes
- In A/P Section need to use Patient Specific Templates to carry forward from > 4 visits ago (for now)

HPI App: (08/25/2022 04:00 pm)

Encounters Facility All Specialty All Block, Bradley M All Providers

Date	Time	Event	Notes	Provider	Specialty
08/18/2022	0WORK-IN	Fell off ladder tc		Smolen, Susan G	Family Medicine
05/13/2022	PE 50yo	ANN PE		Block, Bradley M	Family Medicine
12/27/2021	45 MINS	follow up		Block, Bradley M	Family Medicine
10/15/2021	30 MINS	LAB F/U RG		Block, Bradley M	Family Medicine
07/26/2021	30 MINS	LAB F/U		Block, Bradley M	Family Medicine
07/26/2021	LAB-COVID	COVID		Block, Bradley M	Family Medicine
06/15/2021	PE 50yo	ANN PE		Block, Bradley M	Family Medicine
12/22/2020	NURSE	labs&NurseAWV		Block, Bradley M	Family Medicine
12/01/2020	NURSE	bp check		Block, Bradley M	Family Medicine
11/17/2020	NURSE	NurseBPchk		Block, Bradley M	Family Medicine
11/10/2020	NURSE	B/P CHECK RG		Block, Bradley M	Family Medicine
10/15/2020	NURSE	FLU SHOT & B/P CHECK		Block, Bradley M	Family Medicine
07/31/2020	30 MINS	f/u on labs tc		Block, Bradley M	Family Medicine
06/19/2020	PE 50yo	PE		Block, Bradley M	Family Medicine
06/19/2020	zR	CARDIO DEVICE SCREEN/RAND		Block, Bradley M	Family Medicine
02/11/2020		ANN PE		Block, Bradley M	Family Medicine
12/19/2019		AWV		Block, Bradley M	Family Medicine

No. of Results 50 PLEASE REVIEW ALL COPIED/MERGED DATA FOR COMPLETENESS Copy Merge



Templates Work Great to Expedite Ordering Lab Work Ups

Copy And Merge Templates

Template for
Patient: **Demo, Patient, M** | Encounter Date: **June 14, 2022**

Choose Template

Generic | All

Patient Specific | Demo, Patient, M

Find: block labs | Contains | Go

Facility: All **Templates are Great for Common & Complex Lab Work-Ups**

Template	Access	Preview
<input type="checkbox"/> Block Labs -Abnml TSH	Public	★
<input type="checkbox"/> Block Labs -Anemia W/u	Public	★
<input type="checkbox"/> Block Labs -Coagulopathy W/U	Public	☆
<input type="checkbox"/> Block Labs -Diarrhea Stool Testing & TX plan	Public	★
<input type="checkbox"/> Block Labs -high Alk Phos -chronic	Public	★
<input type="checkbox"/> Block Labs -high Calcium	Public	☆
<input type="checkbox"/> Block Labs -High K recheck	Public	★
<input type="checkbox"/> Block Labs -high LFT f/u	Public	★
<input type="checkbox"/> Block Labs -High MCV on RBC's	Public	★
<input type="checkbox"/> Block Labs -high PSA	Public	★

Almost All of These are Just a DX & Lab Orders. No Need for a Full Note.

Can Mix & Match Multiple Templates

Provider* Block M.D.,Bradley, | Status Open

Perform Eligibility Check

Messages Rx Labs/DI Notes Addendum Log History **Virtual Visit**

Copy And Merge Templates

Template for
Patient: **Demo, Patient, M** | Encounter Date: **September 10, 2022**

Choose Template

Generic | My Favorites

Patient Specific | Demo, Patient, M

Find: block labs | Contains | Go

Facility: All **Templates Expedite Follow-Up Test Orders in TE's & WE's Using Virtual Visit Option**

Template	Access	Preview
<input type="checkbox"/> Block Labs -Abnml TSH	Public	★
<input type="checkbox"/> Block Labs -Anemia W/u	Public	★
<input type="checkbox"/> Block Labs -Diarrhea Stool Testing & TX plan	Public	★
<input type="checkbox"/> Block Labs -high Alk Phos -chronic	Public	★
<input type="checkbox"/> Block Labs -High K recheck	Public	★
<input type="checkbox"/> Block Labs -high LFT f/u	Public	★



Ensure Nurses & Ancillary Care Providers Insert Correct Documentation, DX, and CPT Coding for Services & Testing Performed

Copy And Merge Templates

Template for
Patient: T, TEMPLATES Encounter Date: January 01, 2001

Create Different Template Categories for Specialized Templates

Choose Template
 Generic **Nurse Visits**
 Patient Specific

Find Find Template Contains Go
Facility All

	Template	Access		Preview
<input type="checkbox"/>	Influenza Screen w/ POSITIVE Result (INFLUENZA DX)--	Public	☆	👁
<input type="checkbox"/>	Influenza Screen w/NEGATIVE Result (URI DX)--	Public	☆	👁
<input type="checkbox"/>	Medicare Annual Wellness Visit--	Public	☆	👁
<input type="checkbox"/>	Nurse B12 visit (NOT HUMANA MC)	Public	★	👁
<input type="checkbox"/>	Nurse B12 visit (ONLY HUMANA MC)	Public	☆	👁
<input type="checkbox"/>	Nurse B12 AND BP check (NOT HUMANA MC)	Public	☆	👁
<input type="checkbox"/>	NURSE DEPO SHOT VISIT--	Public	☆	👁
<input type="checkbox"/>	Nurse DM injectible training visit	Public	☆	👁
<input type="checkbox"/>	Nurse PPD given visit--	Public	☆	👁
<input type="checkbox"/>	Nurse PPD Read visit--	Public	☆	👁

All Options
 CC
 HPI
 ROS
 Examination
 PhysicalExam
 Assessment
 Treatment
 Procedures
 XRay
 Visit Code
 Labs
 PreventiveMedicine
 NextAppointment
 Procedure Codes
 Therapeutic Injections
 Images
 Procedure Orders

< Prev Next > **PLEASE REVIEW ALL COPIED/MERGED TEMPLATE DATA FOR COMPLETENESS** Merge Template



Keep DX & CPT Coding Correct with Immunizations & Other Special Services

Copy And Merge Templates

Template for
Patient: **Demo, Patient, M** | Encounter Date: **June 14, 2022**

Choose Template

Generic Vaccines

Patient Specific x Name Relation

Find Contains

Facility

Template	Access		Preview
<input type="checkbox"/> -Boostrix- OVER 18 yrs old (Not M/C)	Public	★	👁
<input type="checkbox"/> 2ND ADULT VAX ADMIN FEE (NOT M/C)	Public	☆	👁
<input type="checkbox"/> Boostrix - Medicare Self-Pay Given by us--	Public	☆	👁
<input type="checkbox"/> Boostrix Script for Medicare pts	Public	☆	👁
<input type="checkbox"/> COVID-19 MODERNA 1ST DOSE	Public	☆	👁
<input type="checkbox"/> COVID-19 MODERNA 2ND DOSE	Public	☆	👁
<input type="checkbox"/> COVID-19 MODERNA 3RD FullStrength Or Immunocompromised D...	Public	☆	👁
<input type="checkbox"/> COVID-19 MODERNA LOW DOSE BOOSTER	Public	☆	👁
<input type="checkbox"/> COVID-19 PFIZER 1ST DOSE (purple cap)	Public	☆	👁
<input type="checkbox"/> COVID-19 PFIZER 2ND DOSE (purple cap)	Public	☆	👁

All Options

- CC
- HPI
- ROS
- Examination
- PhysicalExam
- Assessment
- Treatment
- Procedures
- XRay
- Visit Code
- Labs
- PreventiveMedicine
- NextAppointment
- Procedure Codes
- Therapeutic Injections
- Images
- Procedure Orders

< Prev Next > **PLEASE REVIEW ALL COPIED/MERGED TEMPLATE DATA FOR COMPLETENESS** Merge Template



Templates Are NOT Just for Documenting Care - Simplify Billing Associated with Care Provided such as for Prolonged Service Time

Plan:

Treatment: 

Others

Notes: SPENT A TOTAL OF OVER 69 MINS CUMULATIVE FACE-TO-FACE AND NON-FACE-TO-FACE PRE & POST VISIT REVIEW OF REPORTS & PATIENT RELATED MESSAGES, FOLLOW UP & MANAGEMENT PT/FAMILY/CAREGIVER(S), AND/OR DOCUMENTATION IN EMR. Reviewed any appropriate lab, radiology Patient told to call the office for test results if any tests were pending. Continue current therapies or as persists. Counseling done on risks /benefits/ advantages of the patients therapies & treatment options received a printed (or faxed) script today it was b/c the pt is using a pharmacy which does not support would be impractical for the pt to obtain their drug prescribed by electronic prescription in a timely manner medical condition, or b/c it was in the best interest of the pt to be able to compare prescription drug prices of multiple questions on multiple health issues & concerns; these were all answered & discussed., medication adjustments & instructions written or printed and/or uploaded to the portal for the patient.

Procedures: 

Immunizations:

Therapeutic Injections:

Diagnostic Imaging:

Lab Reports:

Procedure Orders:

Preventive Medicine: 

Next Appointment:  

Billing Information:

Visit Code:  

Procedure Codes:  

- G2212 Prolonged VisitTime; EA 15MINS AFTER MAX LVL 5 Time.

Document Time Spent Managing Patient Care With Single Click

Add Prolonged Visit Time Code Without Having to do a CPT Code Look Up



Save Time Cleaning Up BIG Documentation Boo Boos - Overwrite with “Blank” Notes Template (using “Copy” Function)

Copy And Merge Templates

Template for
Patient: **Demo, Patient, M** | Encounter Date: **June 14, 2022** **Select Approp Visit Note Sections Carefully**

Choose Template

Generic | All
 Patient Specific | Demo, Patient, M

Find: Find Template | Contains | Go
Facility: All

Template	All Sections of Visit Note Template are Blank	Access	Preview
<input checked="" type="checkbox"/> --BLANK (ERROR FIXER)		Public	☆
<input type="checkbox"/> -ALCOHOL ABUSE (NOT M/C) Counselingx15mins		Public	☆
<input type="checkbox"/> -ALCOHOL ABUSE M/C Counselingx15mins		Public	☆
<input type="checkbox"/> -Boostrix- OVER 18 yrs old (Not M/C)		Public	★
<input type="checkbox"/> -MORBID OBESITY Counsel (BMI>40)(NOT M/C) x15mins		Public	☆
<input type="checkbox"/> -MORBID OBESITY Counsel(BMI>40)(M/C&FLHosp) x15mins		Public	☆
<input type="checkbox"/> -MorbidObesityBMI:35-39w/DM,HTN,OSA,COPD,CAD,CHF(M/C&FL...		Public	☆
<input type="checkbox"/> -MorbidObesityBMI:35-39w/DM,HTN,OSA,COPD,CAD,CHF(NOT M/C...		Public	☆
<input type="checkbox"/> -OBESITY Counseling (BMI=30-39)(M/C&FLHosp) x15mins		Public	☆
<input type="checkbox"/> -OBESITY Counseling (BMI=30-39)(NOT M/C) x15mins		Public	☆

All Options
 CC
 HPI
 ROS
 Examination
 PhysicalExam
 Assessment
 Treatment
 Procedures
 XRay
 Visit Code
 Labs
 PreventiveMedicine
 NextAppointment
 Procedure Codes
 Therapeutic Injections
 Images
 Procedure Orders

Need to use arrow & Choose Copy Template Option

Copy Template

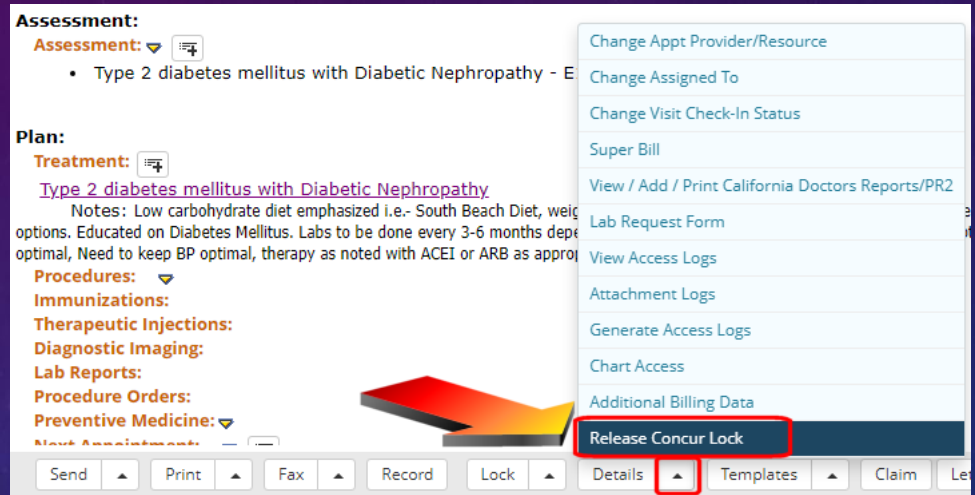
Merge Template | ? | Close

PLEASE REVIEW ALL COPIED/MERGED TEMPLATE DATA FOR COMPLETENESS



Tired of Getting Locked Out of Your Own Notes!

- New Concurrency Unlock button within visit notes
- Click on arrow by “Details” button to pop open “Release Concurrency Lock” window



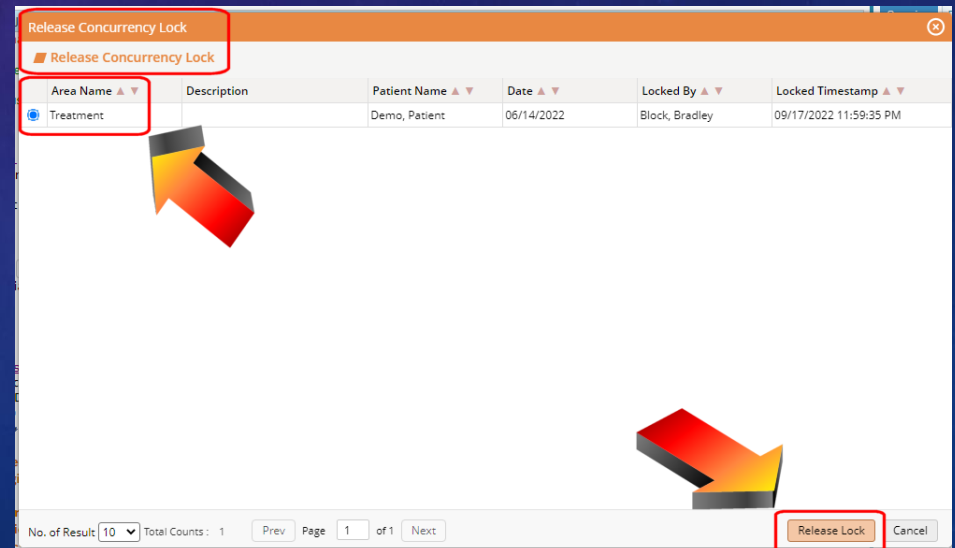
Assessment:
Assessment: ▾
• Type 2 diabetes mellitus with Diabetic Nephropathy - E

Plan:
Treatment: ▾
Type 2 diabetes mellitus with Diabetic Nephropathy
Notes: Low carbohydrate diet emphasized i.e.- South Beach Diet, weight options. Educated on Diabetes Mellitus. Labs to be done every 3-6 months dependent on optimal, Need to keep BP optimal, therapy as noted with ACEI or ARB as appropriate.

Procedures: ▾
Immunizations:
Therapeutic Injections:
Diagnostic Imaging:
Lab Reports:
Procedure Orders:
Preventive Medicine: ▾
Next Appointment: ▾

Change Appt Provider/Resource
Change Assigned To
Change Visit Check-In Status
Super Bill
View / Add / Print California Doctors Reports/PR2
Lab Request Form
View Access Logs
Attachment Logs
Generate Access Logs
Chart Access
Additional Billing Data
Release Concur Lock

Send ▲ Print ▲ Fax ▲ Record Lock ▲ Details ▲ Templates ▲ Claim ▲



Release Concurrency Lock

Release Concurrency Lock

Area Name ▾	Description	Patient Name ▾	Date ▾	Locked By ▾	Locked Timestamp ▾
Treatment		Demo, Patient	06/14/2022	Block, Bradley	09/17/2022 11:59:35 PM

No. of Result 10 Total Counts: 1 Prev Page 1 of 1 Next

Release Lock Cancel



Let the Ladies Rock the House!

- Visit notes pop up window finally has OB/GYN HX link
- Rapidly jump into OB/GYN section
- Appears in V11.52.305.66_33

Gyn History DEMO, Patient M Jun 6, 1906 (116 yo F) Acc No. 70248 ASK EVA ?

Pt. Info Encounter Physical Hub

Gyn History

Denies	H/O
	OB/GYN:
	Date of Last Period (LMP)
	Contraception:
	Sexual activity
	Periods :
	PREGNANCY: EDC BY LMP
	Breast Feeding
	Abnormal pap smear
	Last pap smear date
	Last measurement date

OB History

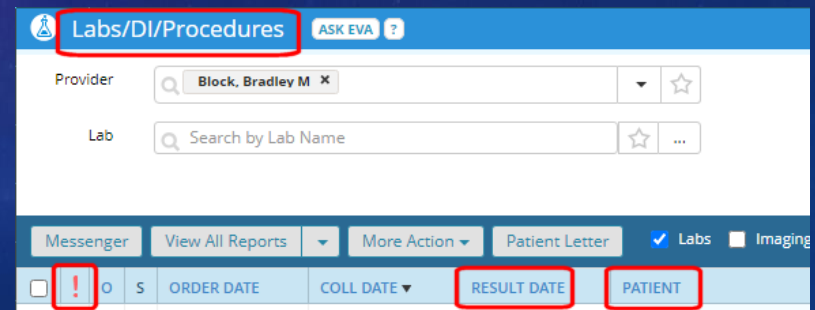
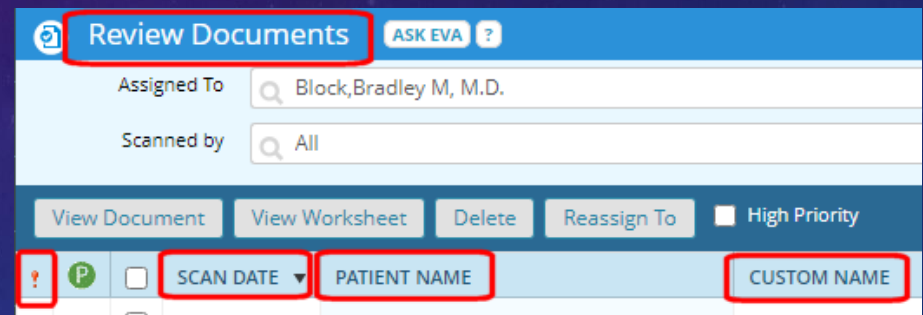
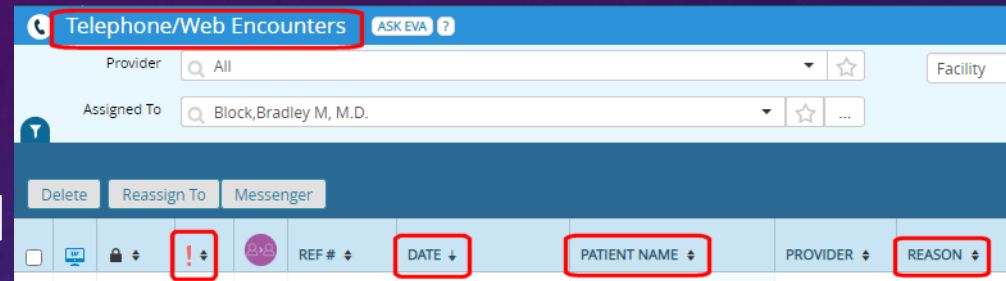
Symptom	
Total pregnancies	0
Total living children	
Stillbirth(s)	
Miscarriage(s)	
Abortion(s)	
C section(s)	
multiple births	
adopted children	
newborn death	
# of deliveries	

< Vitals



Decide How You Want to See Things in Each Jelly Bean

- Sort items to improve efficiency
- Sort by **High Priority** symbol to prioritize seeing more urgent items
- Sort TE's/WE's & Documents by Name to see everything from same patient all at once (helpful w/ CCM tracking)
- Sort TE by Reason or Document Custom Name to find certain types of Items - ie- "Form to sign"



Instantly See If Abnormal Labs Are Concerning Or Not While Reviewing Labs

- Use new “Last 3” results button when reviewing labs to compare labs without having to open new windows like Cumulative Lab Report

View All Reports Web - By Patient (Unreviewed)

Yes Hub New Tel Enc Letter Cumulative Lab Report

Notes Internal Notes Status: Open Reviewed Assign To Result: Appends existing Result value

Do Not Publish to Patient

-HEMOGLOBIN A1C Show Results Current Last 3

NAME	VALUE	REFERENCE RANGE	LAB
F Hemoglobin A1c	6.8 H	4.8-5.6 (%)	TA

Typical Lab Review Appearance from Lab Jelly Bean

Prediabetes: 5.7 - 6.4

-HEMOGLOBIN A1C Show Results Current Last 3

Order Date	09/09/2022	01/31/2022	06/07/2021
Collection Date/Time	09/09/2022 13:14:00	02/08/2022 09:03:00	10/29/2021 09:37:00
A1C**	6.8 H 4.8-5.6 %	6.2 H <5.7 % of total Hgb	6.3 H <5.7 % of total Hgb

Result Assigned To

See Latest 3 Results For This Specific Test Side by Side with "Last 3" Button



Add Immunization Information to Patient Charts Is Now Super Easy & Fast!!

- Use State Immunization Registry Bidirectional Interface (if available) to verify & import vaccine data into eCW chart
- Needs activation by eCW support
- Extremely helpful & can update chart with a single one click

Immunizations/T.Injections

T. Injections HX Immunization HX Immunization Schedule Flu schedule

Public Health Record Generate Record

Immunizations from Florida Immunization nu3

Patient Demographics

History

Immunization Name	Given Date
PPSV23	04/03/2009
TDAP	05/01/2009
FLU3Y+ PF	11/11/2014
TDAP	09/05/2018
FLUBLOK QUAD	11/12/2019
FLU QUAD PF	09/10/2020
ZOSTER (SHINGRIX)	09/10/2020
ZOSTER (SHINGRIX)	09/15/2020
FLU QUAD PF	09/15/2020
ZOSTER (SHINGRIX)	01/11/2021
COVID-19 JANSSEN	03/29/2021
FLU QUAD PF	09/03/2021
COVID-19 MODERNA(12Y+)	10/28/2021

Recommendations

Immunization Name	Due Date
TD PF (ADULT)(09)	03/05/2019
HPV 9 (GARDASIL9)(4Y)	

Click on Arrows in Right Hand State Immunization Registry Screen to Move Vaccine Info into Patient's eCW Chart



Just the Right Medicine to Customize Your Rx Workflow



Avoid Unnecessary Electronic Refill Requests in the Future

- New option when sending in electronic refill requests “Assigned” to you when covering for other providers
- “Assign Future Requests” for refills back to usual provider
- Not perfect, but works most of the time

Acc No. 79983

Reassign this Request Assign Nation, Amy J

Response Approve Replace

Notes to Pharmacist 0/210

Requested Fill Message Types DEA Select Provider DEA Provider Ids

Match and Send
This will stop the Matched Rx and start the Approved Rx in patient's medication list.

	Verify Match in:	Current Rx	Replacing with
Drug Name:	Cozaar	Cozaar	Cozaar
Formulation:	tablet	tablet	tablet
Strength:	50 mg	50 mg	50 mg
Days Supply:	90 days	90 days	90 days
Refills:	3	0	(Total / Fills = 1)
Quantity:	90 Tablet	90 Tablet	90 Tablet
D.A.W.:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Last Ordered:			2022-09-18
Direction:	1 tab(s) orally once a day 90 days	1 tab(s) orally once a day 90 days	1 tab(s) orally once a day 90 days

Interaction Allergy Send



Don't Let Med Lists Get Corrupted When Canceling Transmitted Scripts

- Now have Two options when Canceling scripts
- **“STOP & SEND”** Removes & Stops Med in Current Med List while canceling the transmitted script (ideal when new drug is sent but not desired or needed)
- **“DO NOT STOP & SEND”** Keeps Med On Current Med List while canceling the transmitted script (ideal when sent to wrong pharmacy & then sent to new pharmacy, or refill not needed)

eRX Logs - Send Cancel Request

The medication lisinopril 10 mg tablet is on the patient's current medication list. Would you like to stop the medication and remove it from the patient's current medication list?

STOP & SEND Cancellation **DO NOT STOP & SEND Cancellation** Cancel

EPrescription Logs

ADDR	CANCEL	TYPE	STATUS	MODE	PROVIDER	PATIENT	PHARMACY	DRUG DESCRIPTION	SENT BY	SEN
	Cancel	New Rx	Success	eRx	Block, Bradley	Demo, Patient	CVS	lisinopril 10 mg tablet	Block, Bradley M	202
		New Rx	Failed		Block, Bradley	Demo, Patient	Test	Toradol 3.0-80% cream	Block, Bradley M, M.D.	201

Electronically Prescribed Controlled Substances (EPCS): Get Hooked on another New Habit

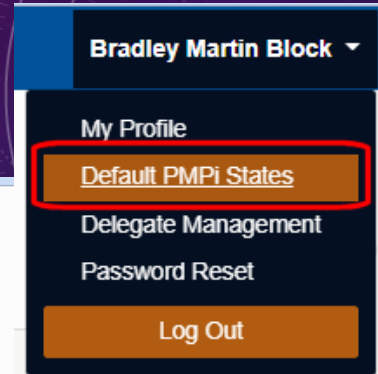


- Bamboo Health PMP AWARxE (formerly APRISS) PDMP (Prescription Drug Monitoring Program) functionality in eCW
- If not automatic option - request to be shown PDMP data from all states & territories they service at no extra cost
- Network currently includes data from 33 States & Puerto Rico & Military Health System



Keep Up With the Times – Expand Your PDMP Data Searches

- Network constantly growing
- New states do NOT automatically get added to your PDMP list
- Use your state's PDMP website to add more default states to your PDMP data searches through the "Default PDMP States" Link
- Easiest Workflow – Check for new states every time you update & change your state's PDMP website password



Bradley Martin Block ▾

- My Profile
- Default PMPi States**
- Delegate Management
- Password Reset
- Log Out



Default InterConnect PMPs

- Alabama
- Alaska
- Arizona
- Arkansas
- Colorado
- Connecticut
- Delaware
- Georgia
- Idaho
- Iowa
- Louisiana
- Maine
- Massachusetts
- Michigan
- Military Health System
- Minnesota
- Mississippi
- Missouri
- Nevada
- New Hampshire
- New Jersey
- New York
- North Carolina
- North Dakota
- Ohio
- Pennsylvania
- Puerto Rico
- Rhode Island
- South Carolina
- South Dakota
- Tennessee
- Texas
- Virginia
- Wisconsin

Check Any Blank Check Boxes To Add Them to Your Default PDMP Screening Process

Texas Was Just Added In Sept While I Was Prepping Our Presentation

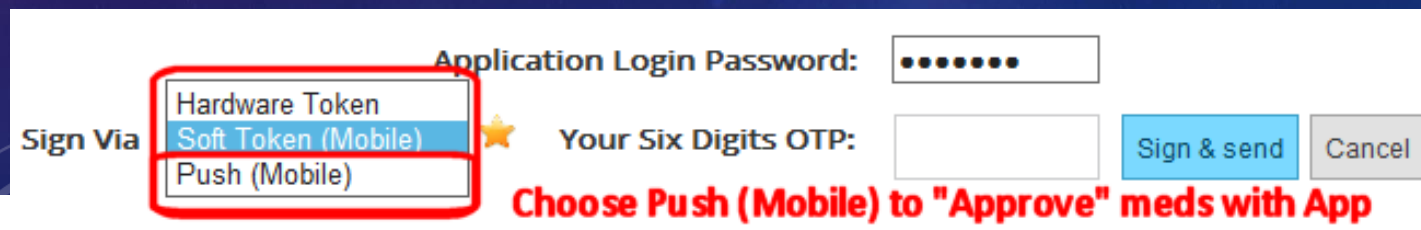
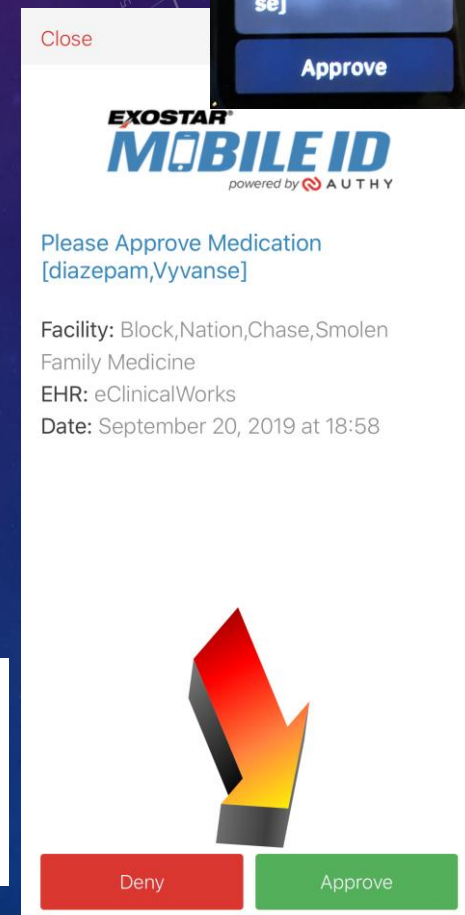
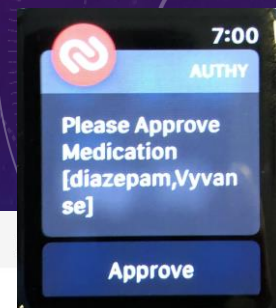
Be Sure to Save Your Updated Defaults After Adding New States

Update Defaults



Tired of Carrying your EPCS Token Everywhere & Inputting Codes – Try the Smart Phone “Authy” App & Eliminate Codes

- Activate in eCW via Tools>ePrescription>EPCS Register Prescriber>Manage Account>Manage Mobile Credential>Add Credential & Follow Instructions to “Bind” App
- Use “Push (Mobile)” option to “Approve” meds w/phone App or Apple Watch w/o needing codes
- Dr Biggs YouTube video “eClinicalWorks 11e - verify your EPCS meds with Apple Watch”:
https://www.youtube.com/watch?v=9TD5wl_hmYI&t=8s



Reviewing Cost of Care Stats & Risk Scores from Insurance Plan Score Card Reports in the Past



This Could Be You in the Future - HCC Risk Coding Can Pay Off!

- Medicare ACO & MA Shared Savings Programs
- New Medicare DCE & REACH Programs
- Commercial Shared Savings Incentive Programs
- Affects Future Contracted Fee Schedules with Commercial Plans & some MA Plans



Basic Strategies to Improve Your “Risk Score” & Risk Adjusted Cost of Care Stats

- IMO Smart Search includes HCC data at no extra cost - Need Item Key turned on & have it set to automatically appear
- Choose DX Codes w/ the highest approp RAF score to get the highest expected cost of care index scores
- eCW HCC Module helps identify HCC codes

Assessment (Test, Adiel, A -07/26/2018 02:45 pm, LONG O.V.)

Pt. Info Encounter Physical Hub Education

Q type 2 diabetes

HCC	RxHCC	RAF	ICD-9	ICD-10	SNOMED	Diagnosis [Using Smart Search]
X	X	.307	250.20	E11.01	190331003	Type 2 diabetes mellitus not at treatment goal with hy
X	X	.106	250.00	E11.9+	237599002	Type 2 diabetes mellitus treated with insulin
X	X	.106	250.00	E11.9	44054006	Type 2 diabetes mellitus treated without insulin
X	X	.307	250.50	E11.3219	44054006	Type 2 diabetes mellitus w/backgrd retinoph and diabetic macular edema
X	X	.307	250.50	E11.3219	44054006	Type 2 diabetes mellitus w/background retinopathy and diabetic macular edema
X	X	.307	250.80	E11.628+	9859006	Type 2 diabetes mellitus with acanthosis nigricans
X	X	.307	250.50	E11.39	44054006	Type 2 diabetes mellitus with advanced ophthalmic disease
X	X	.307	250.40	E11.29+	44054006	Type 2 diabetes mellitus with albuminuria
X	X	.307	250.80	E11.618	314903002	Type 2 diabetes mellitus with arthropathy
X	X	.305	250.70	E11.51+	44054006	Type 2 diabetes mellitus with atherosclerosis of aorta
X	X	.305	250.70	E11.51+	314902007	Type 2 diabetes mellitus with atherosclerosis of native arteries of extremity with intermittent clau
X	X	.305	250.70	E11.51+	314902007	Type 2 diabetes mellitus with atherosclerosis of native arteries of extremity with rest pain

Smart Search
 Use ICD10
 HCC

manually check HCC box if not automatically functioning

Notes **RAF Score shows not all Type 2 DM codes carry equal risk & cost expectations**



How About Making It Easy & Quick to Use HCC Codes!

- Create Templates for commonly diagnosed HCC codes that insert HCC DX & Basic Standard of Care TX Plan

Template List	
Category	HCC-HighRiskCodes
Find Template	
TEMPLATE	
<input type="checkbox"/>	HCC-AFIB Hypercoagulability TX w/Anticoagulant
<input type="checkbox"/>	HCC-Aorta Atherosclerosis
<input type="checkbox"/>	HCC-Bleeding Event on Anticoagulant TX
<input type="checkbox"/>	HCC-CKD (Mod Stage 3: GFR 30-59)
<input type="checkbox"/>	HCC-Coagulopathy/Clotting D/O on Anticoagulant TX
<input type="checkbox"/>	HCC-Dependence on Opioid RX
<input type="checkbox"/>	HCC-Dependence on Sleep or Anxiety RX
<input type="checkbox"/>	HCC-Depression Hx in Remission & OFF TX
<input type="checkbox"/>	HCC-Depression On TX But w/o Sx's (TX Induced Remission)
<input type="checkbox"/>	HCC-DM w/ CAD (Type 2)
<input type="checkbox"/>	HCC-DM w/ Cataracts (Type2)
<input type="checkbox"/>	HCC-DM w/ CKD (Type2)
<input type="checkbox"/>	HCC-DM w/ Nephropathy (Type2)
<input type="checkbox"/>	HCC-DM w/Hyperlipidemia on Statin (Type2)
<input type="checkbox"/>	HCC-Fecal Impaction

Template List	
Category	HCC-HighRiskCodes
Find Template	
TEMPLATE	
<input type="checkbox"/>	HCC-Immunocompromised 2` AutoImmune DX&TX
<input type="checkbox"/>	HCC-Immunocompromised 2` DM w/PoorControl
<input type="checkbox"/>	HCC-Immunocompromised 2` Meds/Steroids/Chemo
<input type="checkbox"/>	HCC-Melanoma HX
<input type="checkbox"/>	HCC-MorbidObesity BMI=40-44 (MinimalCounseling)
<input type="checkbox"/>	HCC-MorbidObesity BMI=45-49 (MinimalCounseling)
<input type="checkbox"/>	HCC-MorbidObesity BMI=50-59 (MinimalCounseling)
<input type="checkbox"/>	HCC-MorbObesityBMI=30w/SleepApnea/Hypoxemia
<input type="checkbox"/>	HCC-MorbObesityBMI=31w/SleepApnea/Hypoxemia
<input type="checkbox"/>	HCC-MorbObesityBMI=32w/SleepApnea/Hypoxemia
<input type="checkbox"/>	HCC-MorbObesityBMI=33w/SleepApnea/Hypoxemia
<input type="checkbox"/>	HCC-MorbObesityBMI=34w/SleepApnea/Hypoxemia
<input type="checkbox"/>	HCC-MorbObesityBMI=35w/DM,HTN,OSA,COPD,CAD,CHF,OA,GERD
<input type="checkbox"/>	HCC-MorbObesityBMI=36w/DM,HTN,OSA,COPD,CAD,CHF,OA,GERD
<input type="checkbox"/>	HCC-MorbObesityBMI=37w/DM,HTN,OSA,COPD,CAD,CHF,OA,GERD

Create HCC Template Category For Better Familiarity & Quicker Access



Now In Just A Few Seconds You Can Boost Your HCC Risk Score When Appropriate Opportunities Arise

Assessment:

Assessment: ▼ [icon]

- Morbid (severe) Obesity - E66.01 (Primary)
- BMI 45.0-49.9, adult BMI - Z68.42

**Keep Efficient by Including
All Necessary DX Codes in Template**

Plan:

Treatment: [icon]

Morbid (severe) Obesity

Notes: Diet, Weight Loss, and Exercise counseling done & encouraged as appropriate based on patient's medical issues; will continue to monitor and follow up on this.

Assessment:

Assessment: ▼ [icon]

- Type 2 diabetes mellitus with Diabetic Nephropathy - E11.21 (Primary)

Plan:

Treatment: [icon]













Type 2 diabetes mellitus with Diabetic Nephropathy

Notes: Low carbohydrate diet emphasized, weight loss, increase exercise, Educated on Diabetes Mellitus, Labs to be done every 3-6 months depending on BS control. Need to keep BS optimal, Need to keep BP optimal, therapy as noted with ACEI or ARB as appropriate.



Don't Forget to Use Your HCC Codes – No Bonus Just For Having Them in Problem List - Need to Use & Bill Them ANNUALLY

- Watch PL for **red arrows** in Right Chart Panel to show you new HCC codes & codes not used in past 12 months
- Watch for eCW HCC module Reminders
- Watch for Yellow Sticky Note New HCC Code Reminders

			I73.9	PAD/PVD - Peripheral vascular disease, unspecified
			G63	Polyneuropathy due to Vitamin Deficiency as noted in patient's records
			R56.9	Seizures / Convulsions, unspecified
			E11.36	Type 2 diabetes mellitus with diabetic Cataract

Wt: 200 lbs. (on 01/16/18) Appt(L): 06/14/22 (BMB) Appt(N): 09/30/22 (BMB) PCP: Block, Bradley Lang: ENGLISH Translator: Yes	Ins: MEDICARE Acc Bal:\$ 0.00 Guar: Demo, Patient M Gr Bal: \$0.00 Ren: Block, Bradley	NOTES NEW HCC CODE
---	--	------------------------------



Make Sure Insurance Plans Get All the HCC Codes You Use – Customize Billing Claims to Send More HCC DX Codes per Claim

- Update EDI-ANSI 2 Settings in All Insurances to Send Split Claims to enable sending > 8-12 DX codes per claim
- If over 8 DX codes in claim, NEED to link ALL HCC codes to CPT code or else ONLY 8 codes total get sent (& prioritizes codes linked to CPT codes)

Update Insurance (4539 - MEDICARE)

Insurance

Address
Payment Codes/Alert
Provider Numbers
Capitation
EDI-ANSI
Notes
UB Setup
FQHC Setup
EDI-ANSI 2
Refunds

Taxonomy Codes Configuration

Enable Taxonomy Codes Configuration Rules -Enable only when Payer has special requirements. Don't enable for default implementation which works for most payers.

Billing / Pay-To-Provider Taxonomy Code (Loop 2000A) Default ▾
Claim - Rendering Provider Taxonomy code (Lop 2310B) Default ▾
Service Line - Rendering Provider Taxonomy Code (Loop 2420A) Default ▾

Primary timely filing (days) 0
Secondary timely filing(days) 0
Payer Name in Electronic (Professional) / Paper Claims

ERA ... Option not to transfer the responsibility after ERA posting

Misc. Options and search functionality Search by Misc. Options

SPLIT ON 12 OR 8 ICDs **NO CPT DUPLICATION**. Allow more than 12 Diagnosis (ICD) Codes in ANSI 5010 format Professional electronic claims (8 codes in 4010 format). Split the claim automatically based on CPT/ICD association when the ICD count exceeds the ANSI format allowed value. Use available empty ICD slots in split claims to submit any unassociated ICD codes. Some of the unassociated ICD codes may not get transmitted. This option does not duplicate Charges to submit remaining unassociated ICD codes.

5010 Professional Claims Having Claim Level Place of Service (POS) Code:12 - Submit Patient's Home Address in Loop 2310C - Service Facility Location

CAUTION! SPLIT WHEN more than 12 ICDs. Allow more than 12 Diagnosis Codes in ANSI 5010 format Professional Electronic Claims. Split the claim automatically based on CPT/ICD association when the ICD count exceeds the ANSI format allowed value. To submit any ICDs unassociated to CPT/HCPCS, if required, automatically create new electronic claims by copying "configured" CPT along with "configured" charges to new claims. (This is not a usual default, but a specific payer requirement. Please don't enable this for "Fee for Service" type of

Choose No CPT Duplication to Avoid Claim Rejections

Assoc. Insurance Groups Options ▾ OK Cancel



Avoid LONELY HCC Codes - Insurance Plans Won't Receive HCC Codes If Not Linked to a Valid CPT Charge

- **Link to CPT: 99080** “Special Reporting” Code
- No actual reimbursement for 99080
- NEED to Charge 1 cent for BCBS & some other plans, but for MOST plans NEEDS to be a Zero charge (or else claim gets rejected) – configure in fee schedules
- Use Modifier 51 if multiple 99080's in claim
- Create template w/ just this code to quickly add code w/o CPT look up time



Capitated Plans Are Much Simpler & You May End Up Sending Unidentified HCC Codes In Claims Without Even Realizing It

- Update EDI-ANSI 2 Settings for Capitated plans to send All ICD codes used in visit
- Sends every single DX code used by linking to duplicate CPT
- Guarantees Any HCC Code used will be received by plan

Update Insurance (5103 - MC-BLUE MEDICARE PREMIER HMO (CPI))

Insurance

Address

Payment Codes/Alert

Provider Numbers

Capitation

EDI-ANSI

Notes

UB Setup

FQHC Setup

EDI-ANSI 2

Refunds

Taxonomy Codes Configuration

Enable Taxonomy Codes Configuration Rules - Enable only when Payer has special requirements. Don't enable for default implementation which works for most payers.

Billing / Pay-To-Provider Taxonomy Code (Loop 2000A) Default

Claim - Rendering Provider Taxonomy code (Loop 2310B) Default

Service Line - Rendering Provider Taxonomy Code (Loop 2420A) Default

Primary timely filing (days) 0

Secondary timely filing (days) 0

Payer Name in Electronic (Professional) / Paper Claims

ERA Option not to transfer the responsibility after ERA posting

Misc. Options and search functionality

Search by Misc. Options

CAUTION! SPLIT ON 12 OR 8 ICDs. CPT IS DUPLICATED. Allow more than 12 Diagnosis Codes in ANSI 5010 format Professional electronic claims (8 codes in 4010 format). Split the claim automatically based on CPT/ICD association when the ICD count exceeds the ANSI format allowed value. To submit any ICDs unassociated to CPT/HCCPCS, if required, automatically create new electronic claims by copying First CPT along with charges to new claims. (This is not a usual default, but a specific payer requirement. As charges may get duplicated, please don't enable this for 'Fee for Service' type of Payers/Claims)

SPLIT ON 12 OR 8 ICDs. NO CPT DUPLICATION. Allow more than 12 Diagnosis (ICD) Codes in ANSI 5010 format Professional electronic claims (8 codes in 4010 format). Split the claim automatically based on CPT/ICD association when the ICD count exceeds the ANSI format allowed value. Use available empty ICD slots in split claims to submit any unassociated ICD codes. Some of the unassociated ICD codes may not get transmitted. This option does not duplicate Charges to submit remaining unassociated ICD codes.

5010 Professional Claims having Claim Level Place of Service (POS) Code:12 - Submit Patient's Home Address in Loop 2310C - Service Facility Location

Choose CPT Duplication For Capitated Plans So All Codes Get Sent

Assoc. Insurance Groups Options

OK Cancel



Now You're Ready To Be A Star Performer With Your ACO & Insurance Risk Adjusted Cost of Care Bonus Programs

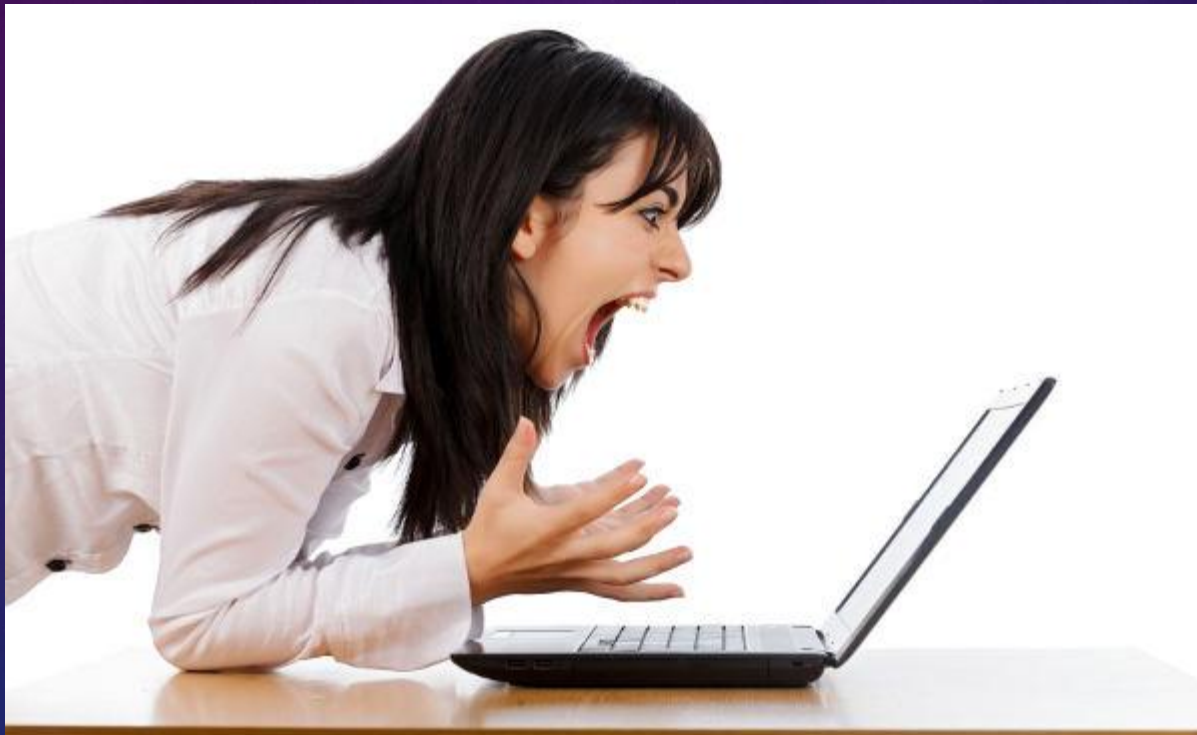


ACO Benchmark	ACO Best Score
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Per Member Per Month Cost							ACO Benchmark	ACO Best Score
Total PMPM (RAPMPM)	\$513	\$536	\$498	\$504	\$490	-3%	\$853	\$490



Billing & Finances of the Past



Billing & Finances of the Future



Awkwardly Named Messenger Campaign That Really Boosts Your Bottom Line: “Patient Balance with text2pay Notification”

- Texts, direct Emails, Healow app, & Portal Notification Emails
- Set Minimum Balances to avoid sending out tiny debts
- Major advantages over paper statements:
- Costs 1/15th-1/8th as much as paper statements thru clearinghouse
- Instantly notifies patients once sent (once we had way too many sent out at same time & had 600 responses in 1st 24 hrs)
- PAID FASTER & More Efficiently - Most patients pay electronically instead of calling w/ CC or mailing check to post manually like w/ paper statements
- Caution: Notifications go out next scheduled day after assigned to patient responsibility
- Can “edit” all formats. We added notation & link to portal as option to pay. TEST ANY EDITED VERSIONS before sending to real patients.



Patient Balance with text2pay Notification

Block,Nation,Chase,Smolen Family Medicine
 2441 W SR 426 , STE 2011,
 OVIEDO, FL 32765-4515
 407-678-6888

Hi Patient!

Hope you and your family are doing well.
 A billing statement for the services we provided to you has been published.
 Please click on the link below to see details and pay the balance (or log into our patient portal <https://health.healow.com/BlockAndNation> to see & pay the Latest Statement).

\$ 95.00 Balance Notification
 Amount

Powered by **healow pay**

Pay. HealowPay Link

Email Notification Appearance

You can also pay using the code below
health.healow.com **HealowPay Link**
 Your Payment code is:
NrQsEeSe Payment Code

Discover the Smarter Way to Pay Online

Pay your medical bills | View statements, balance for multiple healow practices | Track your healowpay payments

Account Details

Option to Review Full Statement Details w/ Security Verification

Patient: Patient
 Practice: Block,Nation,Chase,Smolen Family Medicine
 2441 West S.R.426, Ste.2011 , Oviedo, FL, 327654515

\$95.00 Statement Amount **\$95.00 Balance Due**

View Statement Details **Pay by Check** **Pay by Card**

View [options for the practice](#)

Msg from Text Notification Appearance

Block,Nation,Chase,Smolen Family Medicine for Patient. You have a balance of \$95.00 due. Please click on link below to see details & pay balance (or log into our patient portal <https://health.healow.com/BlockAndNation> to see & pay Latest Statement). Click below to pay now or use WWg9kTSn statement code to pay at <https://msg.fm/5b33c3063bbc4bde8b1e9b79e3a48a25> . Questions? Call **407-678-6888**

Account Details

Links to Print to Pay by check & to Pay Online by Credit Card

BILLING SUMMARY

Patient Details

PATIENT'S NAME	BILL DATE	ACCT	AMOUNT PAID
Patient M Demo	08/26/2022	70248	

ADDRESS
 Patient M Demo
 2441 W SR 426
 STE 2011
 OVIEDO FL 32765-4515

Detailed Billing Statement

This is a statement of services rendered by Physician(s) who are members of:
 Block,Nation,Chase,Smolen Family Medicine
 2441 West S.R.426, Ste.2011
 Oviedo FL 327654515
 407-678-6888

Services Summary

DATE OF SERVICE	DESCRIPTION OF SERVICE	AMOUNT	PAYMENTS	BALANCE
08/26/2022	Clinic 313627, Provider: Bradley M. Block, M.D.			
08/26/2022	99213 Office Visit, Est Pt., Level 3 - Clinic 1.00	95.00		
08/26/2022	SELF PAY			
08/26/2022	PAYMENT IS DUE UPON RECEIPT. You can also log into your Portal account to pay by credit card online using the PAY BILL button.			
	Your Balance Due On These Services ...			95.00
08/26/2022	**** Make a secure online payment at https://healowpay.com by using your personal statement code - ch5gcAnq ****			

DATE	PATIENT NAME	ACCT NO.	This is a statement for professional services rendered by your physician.
08/26/2022	Patient Demo	70248	MAKE CHECK PAYABLE TO Block, Nation, Chase & Smolen Family Medicine
PAY THIS AMOUNT	95.00		



Notification May Trigger Patients to Use Other Payment Options via the Portal

- Can log into Health Record to pay “Latest Statement” in portal Dashboard
- Can use Pay your bill option to pay without having to log in by using Statement payment code or personal info

Welcome to the Block, Nation, Chase & Smolen Patient Portal

The Patient Portal provides you with convenient 24 x 7 access from the comfort and privacy of your own home or office. Please remember that the Patient Portal is not intended for non-urgent medical issues. For urgent issues call us at 407-678-6888.

Can Log into Portal Health Record & Pay via Account Dashboard

- View your health record
Login to see your reports
- Book an appointment
Connect with a doctor in minutes
- Join a Televisit
Join a booked consultation
- Pay your bill
View and settle your statements

Can Use "Pay Your Bill" Link & Use Healow Pay Options

Flexible bill payment with healow Pay

Find your invoice using

Statement code Personal info

eCW-NC-OCT2022

HaveAGreatDay|

Find my invoice



It's October - Tired of Hearing that you Billed Expired/Inactive ICD Codes

- Occurs when carrying forward a bunch of codes from prior visit via orange carets or w/ templates
- Warning does pop up, but just provides an ICD Code w/o any verbiage, so no way to know whether that DX & TX is needed
- Make expired ICD 10 DX codes show up in **RED** highlight in Visit Note Billing screen Assessment List

The screenshot displays a medical billing software interface. The top navigation bar includes 'Medical Summary', 'CDSS', 'Rx', 'Labs', 'DI', and 'Billing'. The 'Billing' tab is active, showing patient information for 'DEMO, Patient M' (DOB: Jun 6, 1906, Age: 116 yo F, Acc No. 70248). Below this, there are tabs for 'Pt. Info', 'Encounter', 'Physical', and 'Hub'. A search bar for ICD codes is visible, with a dropdown menu showing 'Assessment:'. The assessment list includes several items, with 'Low Back Pain - M54.5' highlighted in red. Below the assessment list, there is a table for CPT codes with columns for 'CPT', 'Name', 'Units', 'M1', 'M2', 'M3', 'M4', and 'ICD10'. The text 'Highlighted in RED in Billing Screen' is overlaid in red at the bottom of the screenshot.

P	Code	Diagnosis	Sp
7	N18.4	CKD - Chronic kidney disease, Stage 4 (Severe), G...	
8	E03.9	Hypothyroidism, unspecified	
9	M54.5	Low Back Pain	
10	M47.9	Degenerative Arthritis of Spine - Spondylosis, un...	
11	E78.5	Hyperlipidemia, unspecified, partially due to Dia...	

Avoid Billing Expired/Inactive ICD Codes

- Get list of all Expired ICD codes each October & Change to “Inactive” & “NonBillable”
- Saves Billers time having to fix these codes

ICD Codes

ICD Codes ▸ Add ICD Code

Name Risk Value Period

Code Select Chronic Acute

Non Billable ICD-10-CM Diagnosis Make Inactive

ICD Codes

code low back pain Starts With Go All All 09/25/2022 New

ICD	Code	Name	Period	
9	724.2	Low back pain	Current	✂
9	724.2	LOW BACK PAIN	Current	✂
9	724.2	Low Back Pain	Current	✂
9	724.2	LOW BACK PAIN	Current	✂
10	M54.5	Low Back Pain	10/01/2015-09/30/20...	✂
10	M54.5	Low back pain	10/01/2015-09/30/20...	✂
10	M54.5	Low back pain	10/01/2015-09/30/20...	✂
10	M54.5	Low back pain	10/01/2015-09/30/20...	✂
10	M54.5	Low back pain associated with a spinal disorder other than radiculopathy or spinal stenosis	10/01/2015-09/30/20...	✂
10	M54.5	Low back pain at multiple sites	10/01/2015-09/30/20...	✂
10	M54.50	Low back pain at multiple sites	Valid From 10/01/2021	✂
10	M51.26	Low back pain due to displacement of intervertebral disc	Valid From 10/01/2015	✂
10	M54.42	Low back pain with left-sided sciatica	Valid From 10/01/2015	✂
10	M54.5	Low back pain without sciatica	10/01/2015-09/30/20...	✂
10	M54.50	Low back pain, unspecified	Valid From 10/01/2021	✂



Take Home Message

- Optimize Your Workflow in eCW to Improve Efficiency, Patient Experience, & Performance Scores
- Boost Income & Bonuses
- Refer to your notes & Implement the 3-5 Ideas



Customer Satisfaction

<input checked="" type="radio"/>	Excellent
<input type="radio"/>	Good
<input type="radio"/>	Average
<input type="radio"/>	Poor

A hand is pointing to the 'Excellent' option in the Customer Satisfaction form.



Questions?

- Bradley M. Block, M.D.
- William “Reddy” Biggs, M.D.



- If earning CME/CE Credit this is session ID “3505”
- We welcome feedback via the eCW Events App survey
- For copy of our current & past presentations go to:
www.BlockAndNation.com/BlockAndBiggs

