

CMC EXCHANGE

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Enhanced Reporting—the next step!

We strive to supply total satisfaction with both our clients and staff members through constant evolution, improvement and expansion. In recent years our focus has been on compliance, disaster contingency planning, technology upgrades, training & development, predictive scoring, and charity analysis. Now our focus is on improving and expanding reporting and measurement.

Reporting is a key component to communicating the success, failure or progress of an action whether it is measuring a process, service, activity, the economy or simply just providing data metrics.

Validity and comprehension of our internal procedures and client reports are excellent tools to locate areas that need improvement and to identify success-

ful tactics. During the course of the year we aim to supply you with more detailed reports with graphical representation alongside raw data figures.

We are first going to work on our current reports for you by enhancing them with graphics. They will continue to reside on our Client Access site. Our next step will be to add more reports as we work with our business analytics partner, Intelitech.

Our management team is constantly scrutinizing new areas including technology enhancements, collection techniques, and service additions. We value your suggestions and opinions, so please remember that we are always open to any comments that you may have and want to partner with you to reach your goals!

ACA Plans to Modernize Debt Collection

The explosive growth in cell phones, the internet, social media, e-mail and other new technologies has changed how people communicate. The ACA has been developing a blueprint that outlines substantial public policy proposals to remove unnecessary impediments to effective, straightforward communication between consumers and debt collectors.

The blueprint consists of five points to help CMC and their other ACA members prevent, reduce and resolve consumer complaints: 1) use modern technology responsibly, 2) better, simplified communications with consumers, 3) advocate for responsible litigation in the collection industry, 4) assure proper debt documentation and 5) adopt a federal 7-year statute of limitations for the use of litigation to collect debt.

Economic Indicators*

Short-term adjustments and decision making rely on measuring and tracking key economic indicators. The indicators below affect consumer share-of-wallet, and therefore the ability to make payments on outstanding debt obligations and the degree of purchasing or loan transactions.

	April '10	April '11
CPI Inflation Rate	2.2%	3.2%
Unemployment Rate	9.8%	9.0%
Avg. Hourly Wage**	\$18.98	\$19.37

*Source: U.S. Bureau of Labor Statistics
** Average Hourly Wage for a Production Worker

Also Inside This Issue: ICD-10 and Version 5010 Planning, Expansion of Healthcare Service Lines, Employee Spotlight, ACH Payments Grow, and CMC Gets a Facelift

ICD-10 and Version 5010 Planning

According to the U.S. Department of Health & Human Services, everyone affected by the Version 5010 and ICD-10 transitions—healthcare providers, payers, software vendors, and third party billers—needs to prepare to meet the timetable located to the right to ensure compliance.

On January 1, 2012 standards for electronic health care transactions change from Version 4010/4010A1 to Version 5010. These electronic healthcare transactions include functions like claims, eligibility inquiries, and remittance advices. Unlike the current Version 4010/4010A1, Version 5010 accommodates the ICD-10 codes, and must be in place before the changeover to ICD-10.

If providers do not conduct electronic health transactions using Version 5010 as of January 1, 2012, delays in claim reimbursement may result. If health plans cannot accept Version 5010 transactions from providers, they may experience a large increase in provider customer service inquiries affecting their operations.

ICD-10 codes must be used on all HIPAA transactions, including outpatient claims with dates of service, and inpatient claims with dates of discharge on and after October 1, 2013. Otherwise, claims and other transactions may be rejected, and they will need to be resubmitted with the ICD-10 codes. This could result in delays and may impact reimbursements, so it is important to start now to prepare for the changeover to ICD-10 codes.

Preparing the ICD-10 and Version 5010—including potential updated software installation, staff training, changes to business operations and workflows, internal and external testing, reprinting of manuals and other materials, and more—will take time.

Please visit our News web page located on our website for important information that may benefit you at: www.creditmanagementcompany.com/news.htm

Source: U.S. Department of Health & Human Services (www.hhs.gov)

ICD-10 and Version 5010 Compliance Timelines

Date	Compliance Step
January 1, 2010	Payers and Providers should have completed internal testing of Version 5010 standards for electronic claims.
December 31, 2010	Internal testing of Version 5010 should have been completed to achieve Level I Version 5010 compliance.
January 1, 2011	Payers and Providers should have begun external testing of Version 5010 for electronic claims. CMS began accepting Version 5010 Claims. Version 4010s are still accepted
December 31, 2011	External testing of Version 5010 for electronic claims must be complete to achieve Level II Version 5010 compliance.
January 1, 2012	All electronic claims must use Version 5010. Version 4010 claims are no longer accepted.
October 1, 2013	Claims for services provided on or after this date must use ICD-10 codes for medical diagnosis and inpatient procedures. CPT codes will continue to be used for outpatient services.

Expansion of Healthcare Service Lines

As we look forward to the future, a great deal of focus has been on developing new service lines that will benefit our partners. Our vision is to provide a broad range of services that will enhance revenue cycle management and cash cultivation to the next level.

The basis for this service line expansion and our continued enhancement of current services is listening to our partners' needs and developing solutions to fulfill their objectives. Please look for upcoming news releases from CMC as our service line is repositioned and expanded.

Another endeavor is partnering with our sister companies that provide medical coding, billing and auditing solutions through webinars, on-site and off-site training, on-line software tools, and newsletters. A major focus is now placed on ICD-10 training, certification and remote coding. If you are interested in speaking to one of our partners, please contact Pat DiCenzo, VP of Sales, at 1-800-472-1483 extension 137 or if you prefer, please feel free to email her at the address below: pdicenzo@creditmanagementcompany.com.

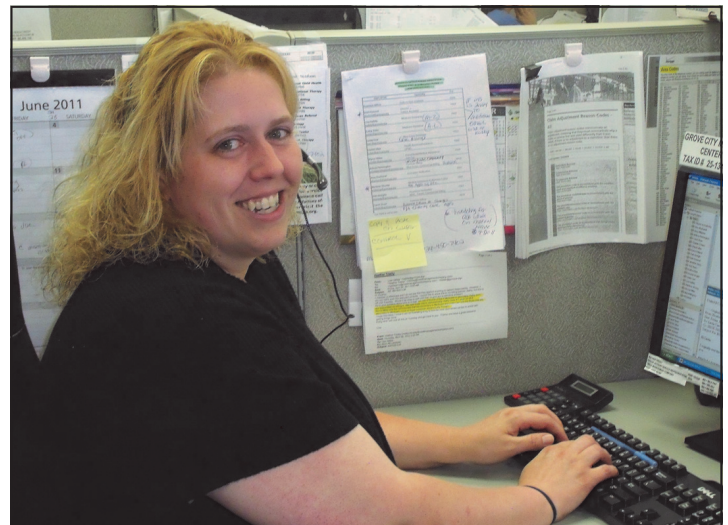
ANALYSIS
SOLUTION
PROCESS
OBJECTIVES
TEAMWORK
VISION
SALES



Employee Spotlight

This issue's Employee Spotlight is Heather Tresky, Lead Patient Service Representative. Heather has been with us for 2 years and brought 11 years of prior medical collections experience. She also attended Sawyer Business School and received a certificate in Business and Office Automation. She first began at CMC as a Patient Service Representative in our Early Out Services division and was promoted as a Lead due to her productivity, telephone demeanor, and ability as a trainer. Our VP of Operations, Charlie O'Hare, refers to her as "the perfect employee".

She treats the patients/guarantors as she would want someone to treat her, listening to them first and then attempting to find that billing resolution. Enjoying her work and the family atmosphere at CMC, she appreciates how management listens and responds to her concerns. We are thrilled to have her on our team!



Heather Tresky
Lead Patient Service Representative

ACH Payments Grow

The NACHA, the electronic payments association, released statistics for ACH payment volumes stating a growth of 3.44 percent in 2010 over 2009 to 19,406,103,109. Growing at a faster pace than a year ago, ACH payments moved a total of \$31.74 trillion over the Network in 2010.

The growth is attributable to several key areas: expansion of the use of native electronic payments (payments that start as an electronic payment), increasing consumer adoption of consumer internet-initiated direct payments, and the escalating use of the ACH Network for vendor payments and business-to-business transactions.

Consumer transactions grew 15.6% year-over-year — used primarily in online banking and bill pay. Web transactions increased 7.4% and made up 15.7% of total Network volume. While Network use is increasing, the volume of returned transactions is declining. The number of returned transactions declined by 6% in 2010 compared to 2009. Overall, the Network return rate decreased 8.3% to 1% of transactions.

CMC is an advocate of utilizing this Network and also accepts ACH payments through three vehicles: over the phone, phone payment processing and web payments at our www.paycmc.com site for bad debt collections. In addition to accepting ACH payments, we also accept four major credit cards: Visa, MasterCard, Discover and American Express. Ultimately by providing several choices for the consumer to pay, cash is cultivated faster for our clients.



CMC Exchange is published to provide CMC's current and future business partners with information that may be useful to their business. It should not be construed as legal advice.

Questions and comments are welcome. Please direct them to Melissa Zurich, Marketing Director, by calling our toll free number at 1-800-472-1483 ext. 161 or you can email her at the following address: mzurich@creditmanagementcompany.com.

Corporate Office

Credit Management Company
2121 Noblestown Road
Pittsburgh, PA 15205
Toll Free: 1-800-472-1483
Telephone: 412-937-0900
Fax: 412-937-1286

CMC Gets a Facelift

If you haven't noticed yet, check out our new updated look to the left!

A logo is the first impression that is made to potential clients and other audience members. It is the face of our business. Just like a person's face can express their personality and provide insight into their unique characteristics, so can a logo. It is the most prominent visual element that lives as the identity of our brand.

The concept was to create a transitional logo that remained based on the CMC acronym but had a sleek, open look. The updated brand now more closely represents what we truly are — a professional, modern agency that incorporates top-of-the-line collection techniques.

Our new brand roll-out has begun — as you will notice this transition throughout the year!