

# Practice Express 4.0

## Frequently Asked Questions

### 1. What is included?

4.0 includes 3 major changes within the software:

- National Provider ID (NPI). Mandated by HIPAA for May 23, 2007, NPI will be added in order to generate compliant electronic claims.
- New Printed Insurance Forms. Also to accommodate NPI, a new print format for the CMS 1500 (version 08/05) has been mandated (April 1, 2007) for the form used for paper claims. UB-92s will be replaced by UB-04s on 5/23/07.
- Increase available users from 99 to 9999. User counts will no longer be restricted to 99, you will be able to go up to 9999. Be aware that user numbers 96-99 are reserved for special uses within the software. *Note that user numbers above 99 must use dL4 (Windows mode) to log into Practice Express. User numbers above 99 cannot access Practice Express using character-based format. This will apply whether a terminal or PC with NetTerm is used.*

### 2. How does this affect MARS?

If you are on MARS and have not moved to Practice Express, you will have your system upgraded for NPI and the new insurance forms only. Your maximum user count will remain at 99.

### 3. What will the upgrade cost?

All clients current with their Software Support invoices will receive the upgrade at no charge. This includes the time of CCA MEDICAL personnel to load and upgrade the new version on your system as long as the upgrade takes place during normal business hours (see #8 below).

### 4. How will 4.0 affect my custom programs?

- NPI. Should have no effect on custom programs except for any custom EMC (electronic medical claim) programs and these are rare. Affects both Practice Express and MARS.
- New Insurance Forms. Any custom formats for printed (i.e. paper claims) CMS 1500s or UB-92s would need to be re-written to include NPI. Affects both Practice Express and MARS.

- 4-Digit User Number. Will have an effect on many Practice Express customizations. Program code identifies and records the user requesting the program to be run. Expecting a 2-digit user number and receiving a 4-digit user number will cause the program call to fail. 4-digit user numbers will have no effect on MARS.

**5. Are custom program upgrades included in my monthly software support fee?**

No, software support covers only those programs in “general release.” Please refer to Paragraph 3-D-2 of your Maintenance Service Agreement. However, some Customization Agreements have included monthly support specifically for the purpose of covering the cost of upgrading custom programs. To determine if your custom programs are covered by specific custom program support, refer to your monthly support invoice. Any covered custom programs will be listed there.

Un-supported custom programs can be converted at our current hourly rate.

**6. Will my custom programs be automatically updated?**

No. This is a good time for the practice to review existing customizations to determine if they are being utilized and to measure their usefulness. And since some custom upgrades will be billable (unsupported customizations), the practice will need to authorize the work.

**7. Will my system be down? If so, how long?**

Yes, your system will need to be down for the new version to be loaded. Expect to be down for 2 hours.

**8. Can the upgrade be done off-hours?**

Upgrade services are offered at no cost when delivered during CCA MEDICAL normal business hours of 8-5 ET, Monday through Friday.

Off-hour service is available as follows:

- Between 5 p.m. and 8 a.m. ET, Monday through Thursday, the fee is \$125/hour.
- Weekend service between 5 p.m. Friday and 8 a.m. ET Monday is \$150/hour.
- Holiday service is \$200/hour during any CCA MEDICAL company holiday.

**9. Will CCA MEDICAL personnel have to come to my practice?**

No, the upgrade will take place one of 2 ways:

- For practices with internet access, CCA MEDICAL will be able to FTP the new release to their server. Once the code is there, CCA MEDICAL will remotely access the server and install 4.0.
- If internet access is not available, a CD will be mailed to the practice. At the appropriate time, the practice will insert the CD into the server and contact CCA MEDICAL who will remotely access the server and install 4.0.

#### **10. When will my upgrade take place?**

CCA MEDICAL will be dedicating the necessary resources to handle the 4.0 upgrades between February 1 and April 1.

Key to a smooth transition for those with custom programs will be a timely notification of which customizations are to be upgraded. Failure to provide this information in a timely manner could result in the custom programs not being upgraded until after April 1. This will meet the April 1 deadline for use of the new CMS 1500 for paper claims.

#### **11. How do I get scheduled for the upgrade?**

You will be contacted by CCA MEDICAL to schedule a mutually convenient date for the upgrade. *You do not have to contact CCA MEDICAL.*

#### **12. Is there any user documentation?**

User documentation describing use of the new features and functions in 4.0 can be found as a PDF document in the Documentation dropdown on the Support page of our web site.