HHAMIS
BACK OFFICE SOFTWARE

EXECUTIVE

OVERVIEW

THE ANESIS GROUP

117 Center Park Drive, Suite 200
Knoxville, TN 37922
(865) 531-0303

INTRODUCTION

The Anesis Group is an established Corporation that has provided solutions for home care companies since 1976. We combine the experience of an established company with the excitement and innovation of a company that is vigorously growing. We provide complete software solutions that meet the entire information systems needs of a home care agency.

Customer Satisfaction is our primary goal. We believe that the only way to ensure a high level of customer satisfaction is to provide superior customer support. We have an excellent staff of dedicated customer support representatives with over 54 years of home care experience ready to serve you. We provide unlimited access to our technical support group by phone, fax, or E-mail. Members of our development staff also work in the customer support area. This provides your agency with immediate access to the people that actually developed the software. Our approach to customer support is a total team effort.

The purchase of our Home Health Agency Management Information Software (**HHAMIS**) is only the beginning of your relationship with The Anesis Group. Our staff is comprised of a combination of home care and information technology consultants including Microsoft Certified System Engineers and Microsoft Certified Solution Developers. We develop close relationships with our customers to ensure that we are an asset to the overall performance and efficiency of your agency.

The Anesis Group can meet the needs of your agency now and in the future. We service Medicare Certified Agencies, Private Duty, and Hospice Providers. Large or small, freestanding or affiliated, we can accommodate your current business volume and your future growth. You can depend on The Anesis Group to be there for you now and in the future.

DEVELOPMENT PARTNER PROGRAM

The Anesis Group offers our clients a unique opportunity to participate in the development of our software systems. We believe that the most effective way to provide our clients with superior products is to develop partnerships designed to continuously improve our products and meet their Information Systems needs. Our partners work closely with our development staff in the design and specifications of our product upgrades through periodic development meetings and product reviews. Our Development Partner Program demonstrates our commitment to customer satisfaction.

HOME HEALTH AGENCY MANAGEMENT INFORMATION SYSTEM (HHAMIS)

The **HHAMIS *Back Office*** suite is a complete software package capable of providing your agency with a single system solution for your information systems needs. All components of **HHAMIS** are built into a single common software package accessing the same set of databases. Data flows through the system from the Referral to Billing, A/R and Financial Reporting. There is no need to interface data from multiple systems for billing or A/R purposes.

OPERATING ENVIRONMENT

HHAMIS *Back Office* has been designed with the flexibility to operate centralized or distributed. You operate centralized by installing the system at your corporate location and then easily access your data remotely across a wide area network. You may also operate distributed by installing **HHAMIS *Back Office*** in multiple locations regionally and then transmitting your billing and financial information to a central corporate location. This method requires nothing more than simple analog telephone services.

SYSTEM SECURITY

HHAMIS provides several layers of data security designed to prevent unauthorized access to data. The initial level of security provided by **HHAMIS** is the login process. The login process will prompt each user as they enter the **HHAMIS** system for their assigned user name and password. The agency's System Administrator is responsible for issuing user names. The System Administrator may issue the user's password or the user may define their password during their initial login session. An additional level of security provided by **HHAMIS** is the Screen Level Security system. This part of the security system provides the System Administrator with the option of granting access to a group of users or a single user for each individual **HHAMIS** screen. In addition, the System Administrator has the ability to define which database operations are available for each user within the specified screen.

HHAMIS *BACK OFFICE*

The **HHAMIS** *Back Office* software provides the central cornerstone for all components of the **HHAMIS** suite of applications. Our software provides centrally located patient information allowing your agency to perform accounts receivable management, process clinical information, generate billing, and print management reports for all the following business components at the same time.

- ❑ **Home Care Agencies**
- ❑ **Hospice Providers**

This allows your agency to operate the entire business from a single system without the added overhead of maintaining multiple systems. You will also be able to produce Management Reports that will provide all the information about your patients combined into one report. Whether it's home care visits or home medical supplies, everything will be on one report for easy analysis of your business operations.

HHAMIS *BACK OFFICE* COMPONENTS

The **HHAMIS** *Back Office* Software provides the flexibility to add additional components as needed. This allows the ability to customize the system around your agency needs while only purchasing the modules that you need. The following components are currently available.

- **Central Intake**
- **Clinical Patient Processing (HCFA Forms, Medications, Care Plans)**
- **Automated Drug/Drug and Food/Drug Interaction Screening**
- **Medication Patient Education Worksheets**
- **Billing and Accounts Receivable Management**
- **Automated Electronic Remittance Advises**
- **Managed Care Processing and Reporting**
- **Focused Medical Review**
- **Bereavement Services Management**
- **Census and Management Reporting**
- **Utilization and Cost Reporting**
- **Automated Time Sheets**

BILLING

HHAMIS *Back Office* provides a very flexible yet structured billing process providing an extensive set of checks and balances to ensure that your billing data is accurate. For each patient you can bill multiple payer sources whether the patient is Medicare, Medicaid, Private Insurance or Self Pay. The system provides complete status tracking throughout the process allowing the capability to monitor the progress of the billing cycle and ensure that nothing is missed or overlooked during any step of the process. This extensive set of checks and balances allows the billing personnel to find and correct data problems ***BEFORE*** the bills are generated. The ultimate benefit is that claims are submitted accurately the first time resulting in quicker claim reimbursement. If necessary, the Claim Adjustment process allows the user to easily generate and submit corrected claims electronically or on paper forms.

CENTRALIZED BILLING

The **HHAMIS *Back Office*** Billing and A/R modules are the central component for all your service areas. All billing for your agency may be generated at one time or processed separately by department. The billing configuration options offer a flexible method of defining the billing requirements for each payer. Different configurations may be defined per Payer, per Service. Home Care Visits, Supplies and Hospice may be billed separately or on the same form. You decide how to bill each service per Payer.

FLEXIBLE CHARGE STRUCTURES

You may define a charge structure for each payer according to negotiated contract rates, or specify a user definable contract code to calculate the charge amount based on a percent increase or decrease of the Sale Price, Your Cost, or a specified amount. A charge structure may also be individualized to a patient as part of the Pre-Authorization information.

BILLING PRE-AUTHORIZATION VALIDATION

Another unique feature of the **HHAMIS *Back Office*** billing software is the ability to establish restrictions for Pre-Authorized Services. Restrictions may be applied to each individual service provided and includes Total Number of Units, Total Dollars Billed and Total Cost Incurred. You may activate these restrictions per Payer or per Service and in any combination. This advanced feature ensures that your billing data is accurate and clean according to the individual payer's definitions. This is especially important for Managed Care Patients and tracking episodic reimbursement methods such as reimbursement under PPS.

ACCOUNTS RECEIVABLE

HHAMIS *Back Office* utilizes an open-item method of accounts receivable. This method allows the user to track detailed A/R information while allowing easy access to the information at a later date. You may also analyze past period detail at any time without the bother of reloading data. This method of A/R offers operating flexibility and enhanced A/R management. **HHAMIS *Back Office*** provides the following A/R Features:

- **Easy Month End Processing**
- **Easy process for Claim Adjustments and Corrections**
- **Improved Accuracy and detailed denial tracking**
- **Advanced Claim Tracking by Status and Days Outstanding**
- **Detailed A/R Trial Balance and Inquiry**

ACCOUNTS RECEIVABLE

PAYMENT POSTING

HHAMIS *Back Office* offers a very efficient and automated method of posting payments. Payments may be electronically applied to outstanding claims using the **Electronic Remittance Advise** file supplied by the payer. This feature provides a high level of accuracy and efficiency by eliminating the payment posting process. Any payer that provides an ERA file compliant with the National Standard Format is eligible for this feature. Payments may also be applied manually in detail, or against the patient's claim in one easy step using our *"AUTO POST"* feature. **HHAMIS** also offers an *"AUTO ADJUSTMENT"* feature. This feature will post the adjustments as part of the normal payment posting process. As payments are posted, you may configure the system per payer to automatically move remaining claim balances to a user definable adjustment code. The adjustment code may be a Contractual Adjustment, Write-Off, Refund, or Claim Adjustment, you decide by how you configure the system.

A/R REPORTS

HHAMIS *Back Office* provides a complete set of flexible A/R Management Reports. Each report may be customized through various sort options and filters. All A/R reports are available by Payer, Location, or Service. Several levels of detail are available to allow the user to print only the information they want to see. This allows you to print summary level information or generate a complete detailed report depending on your current needs. You may easily generate A/R reports for prior accounting periods by simply specifying the desired date range for the report. The **HHAMIS** A/R Management Reports include:

- **A/R Transaction Listing**
- **A/R Activity Summary**
- **Payment Register**
- **Aged Trial Balance**
- **Claims Register**
- **Advanced Claim Tracking**
- **Patient Product Sales Report**

CLINICAL PATIENT PROCESSING

The Clinical Patient Processing component of **HHAMIS *Back Office*** automates many of the job tasks performed by the clinical and audit staff. The following items are included:

- **HCFA 485, 486, 487 Forms**
- **Patient Medication Profiles**
- **Automated Drug / Drug and Food / Drug Interaction Screening**
- **Medication Patient Education Worksheets**
- **Individualized Care Plans**
- **Case Conference / Progress Notes**
- **Physician and Supplemental Order Tracking**
- **Focused Medical Review Tracking**

FULLY PPS COMPLIANT

The Anesis Group has developed a new release of **HHAMIS *Back Office*** to support Medicare billing under PPS. Our software will continue to support Fee for Service billing in conjunction with PPS Episodic billing. The following PPS enhancements are included:

- **HHRG Codes, Case Mix Factors and Wage Indices data storage**
- **Import of OASIS EDI file, as well as manual data input, of assessment information necessary for determining the HHRG code and reimbursement for an episode of care**
- **Automatic calculation of the reimbursement for each day of the episode based on assessment information collected during the episode**
- **Electronic Data Interchange and UB92 Form billing format modifications**
- **Daily billing functions**
- **Billing of initial and final claims per episode with services detailed on final claim**
- **Automatic A/R calculation for PEP, SCIC, LUPA or OUTLIER events**
- **PPS HHRG grouper utility for referral module**
- **PPS HHRG visit cost analysis utility**
- **Claims tracking by episode**

PPS MANAGEMENT REPORTS

- **Episode Daily Revenue Report**
- **Episode Profit & Loss Analysis**
- **Episode Activity Summary**
- **Episodic Revenue and Cost Per Diagnosis**
- **Episodic Revenue and Cost Per HHRG**

MANAGED CARE

The **HHAMIS *Back Office*** Software has been designed with Managed Care in mind. Looking into the future, we have adopted a Managed Care approach as opposed to the traditional Medicare approach to system design. **HHAMIS *Back Office*** offers several components designed to help your agency process and analyze your managed care business. The following Managed Care components are available:

REFERRAL PROCESSING

Allows your agency to begin processing and analyzing referral information to help manage referral sources and to flow information into the admission process. Patient insurance information and the Pre-Authorization process may be initiated at the referral stage. Analysis reports help track those patients that have been admitted and those that have been denied.

PRE-AUTHORIZATION

HHAMIS *Back Office* provides a unique Pre-Authorization Process that allows your agency to completely manage the services and products delivered to your patients. A complete history of the patient's authorization information is maintained per Payer allowing you to track historical information. The Pre-Authorization process may be used to:

- Track the Patient's Authorized Services / Products per Payer
- Restrict the Services and Products Delivered by Quantity, Total Dollars Billed, and Total Cost
- Prevent un-billable visits and products
- Identify un-billable Services and Products ***BEFORE*** they are delivered
- Establish Product and Service Orders to drive patient scheduling

MANAGED CARE REPORTING

The Managed Care Reporting within the **HHAMIS *Back Office*** software provides several tools to effectively manage your Managed Care patients. These reports provide the timely information necessary for making important business decisions. Each report provides the user with multiple sort options and several filters to customize the report the way you that want it. Multiple levels of detail provide the ability to generate reports with only the data that you want to see. The Following Managed Care Reports are available:

Cost Tracking and Analysis
➢ Diagnosis / Patient / Payer or Service
➢ Cost per Visit and Cost per Day (Direct and Overhead)

Gross Profit Analysis
➢ Patient / Payer / Service

Utilization and Outcome Analysis
➢ Diagnosis / Patient / Payer / Service
➢ Average Length of Stay

MANAGEMENT REPORTING

HHAMIS *Back Office* provides an extensive suite of management reporting tools. These reports provide a tool to analyze, review, and consolidate a large amount of information pertaining to your organization and present the information in an organized and manageable format. This allows your company to accurately evaluate the performance of your organization and quickly make the necessary adjustments. The following is a short list of the available management reports:

- **Employee Productivity**
- **Employee Markup**
- **Diagnosis Code Analysis**
- **Gross Profit Analysis**
- **Utilization Analysis**
- **Census Tracking(including Unduplicated Patient Census)**
- **Cost Tracking**

AUTOMATED TIME SHEETS

Another unique feature of **HHAMIS *Back Office*** is the Automated Time Sheet Component. This feature automates the daily processes of the visiting office in order to capture the data produced by daily activities. The process of scheduling and delivering visits creates the data needed to generate billing, payroll, financial and outcome related information. Our Automated Time Sheets system captures this data and automatically generates the necessary billing and payroll transactions in a single step with no additional keying. The automatic generation of billing and payroll data is a result of the employee's schedule. This process provides a structured and disciplined workflow that translates into timely and accurate data. The Automated Time Sheets System offers you the following advantages:

- **Automates Billing and Payroll Processing**
- **Visits are Scheduled in the System BEFORE the Service is Delivered**
- **Visiting Staff Utilizes System Generated Time Sheets**
- **Less Paperwork for the Visiting Staff to Complete**
- **Time Sheet Status Tracking**
- **Attach Visit Notes to Individual Time Sheet Items**
- **Automatically Create the Patient's Visit Schedule Based on Service Orders**

IMPORT FILE MANAGER

The HHAMIS Import File Manager provides a simple, easy-to-use utility for processing and managing the multiple import file formats supported by HHAMIS. HHAMIS provides the ability to integrate data with third party systems using a combination of proprietary and National Standard data import formats. The Import File Manager organizes the import files into a catalog presented to the user for easy retrieval and manipulation of data. Each of the supported file formats is processed from within the Import File Manager following the same basic steps and procedures. The Import Manager will track the status of the import file through the process providing data validation, a printed journal, and the opportunity to review the data before applying it to the HHAMIS system.
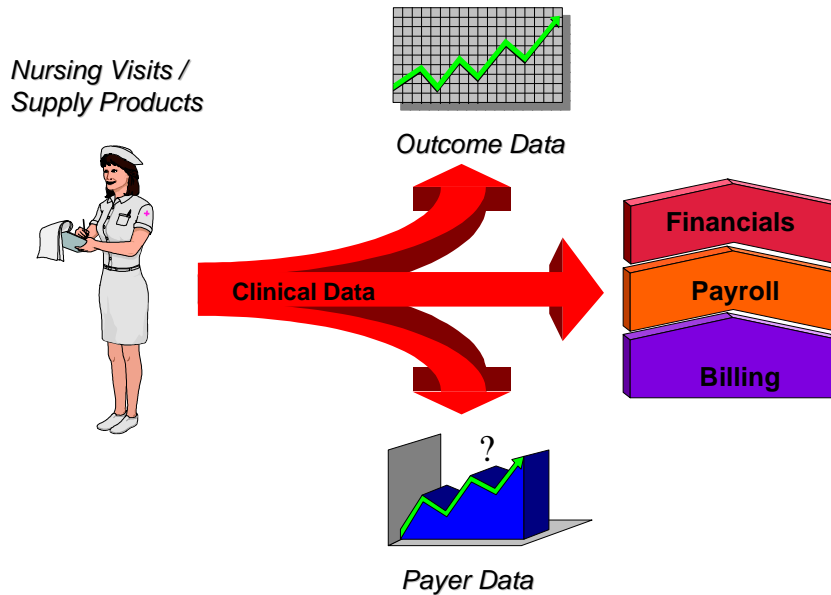
ARCHIVE UTILITY

The Archive Utility provides an agency with the ability to purge paid Claims along with the associated A/R transactions, and payment items while creating a summarized historical record file. The master data files are then compressed and valuable disk space is recovered. Reporting on the archived data is also provided.

HHAMIS DATA FLOW MODEL

HHAMIS *Back Office* has been designed to capture the daily activities of the visiting staff and to automatically generate financial and operational data based on the Employees Schedule. The process of scheduling and delivering visits creates the data needed to generate billing, payroll, financial and outcome related information. Our Automated Time Sheets system captures this data and automatically generates the necessary billing and payroll transactions in a single step with no additional keying. The automatic generation of billing and payroll data is a result of the employee's schedule. This process provides a structured and disciplined workflow that translates into timely and accurate data.

*Nursing Visits /
Supply Products*

Outcome Data

Clinical Data

Financials

Payroll

Billing

?

Payer Data

The **HHAMIS *Back Office*** software provides centrally located patient information allowing your agency to perform accounts receivable management, process clinical information, generate billing, and print management reports for all the business components at the same time. This model provides a high level of automation and data efficiency. Clinical Data is the driving force behind all other system operations.

FINANCIAL SYSTEMS

The Anesis Group is an authorized developer and partner for Great Plains Dynamics Financial Software. Great Plains is the industry leader in state of the art accounting systems. Great Plains Dynamics takes advantage of the latest technologies to provide significant gains in business productivity and its graphical user interface provides the users with quick and readily available information at their fingertips. With Dynamics strong accounting features, drill-down inquiry capability, and ease of use, your company can turn their business problems into business solutions. **HHAMIS** is tightly integrated with Great Plains Dynamics in order to provide an automatic and effortless flow of financial information from **HHAMIS *Back Office*** into Great Plains G/L, Payroll, and A/P.

HUMAN RESOURCE SYSTEMS

The Anesis Group has partnered with Great Plains to provide a comprehensive integrated Human Resource System solution. The Great Plains Human Resources Module provides seamless integration with the Great Plains Financial System providing your agency with a single source of Payroll and Human Resource information. The system is designed to give your agency control over every important personnel application. Great Plains Human Resources gives your agency the ability to store, analyze and integrate all of your employee information in one central location. This easy-to-use system will save time, increase productivity, and provide instant access to all of your data.

GREAT PLAINS HUMAN RESOURCES KEY FEATURES:

- **Instant access is available to unlimited amounts of information about applicants, including work history, education, references and interview notes.**
- **HR professionals can monitor position requisitions, track applicants, schedule interviews, orient new employees, manage cafeteria-based benefit programs, monitor skills inventories, track government compliance (OSHA 200, ADA and EEO reporting) and much more.**
- **The analysis of salary data, archival of inactive records and maintenance of "to do" activities is allowed.**
- **A comprehensive system is provided for organizations to define multiple companies, divisions, and departments. The Salary Matrix system provides a framework to define salary ranges for positions.**
- **Easy-to-use setup activities are included that tailor the system to your specific operating procedures.**
- **The highly flexible Report and System Manager will enable your agency to customize existing reports or create entirely new reports combining information from throughout the system. Extensive system and user-specific setup options allow businesses and individual users to fine-tune the system to match their needs.**
- **The Great Plains HR Module was designed specifically with the user in mind. A Windows 95/NT graphical user interface provides the user with quick and readily available information at their fingertips.**

SOFTWARE DEVELOPMENT

At THE ANESIS GROUP, it is our goal to provide our customers with the best software products possible. To achieve this goal, we have established our own development staff in-house. We believe that this provides us with the required flexibility to meet our customer's needs in a timely and accurate manner. Modifications to our software products due to regulatory mandates are top priority. We believe it is very important that regulatory changes are provided to our customers well in advance of the required effective dates.

In addition to our regulatory updates, we also provide Product Upgrades several times throughout the year. Our Product Upgrades will include many new features and enhancements designed by THE ANESIS GROUP and our Development Partners. We are committed to continually improving our products and offering our clients the latest in Information Technology and increased efficiency. Our product upgrades are available to our customers through our Maintenance Plan at *NO ADDITIONAL CHARGE.*

IMPLEMENTATION

After you have selected HHAMIS *Back Office* as your billing and financial management software, we begin working with your agency to design the best implementation process and schedule. We have found that each agency has different implementation concerns and needs, so we design a customized implementation plan for each of our new clients. We understand how difficult the implementation process can be for any agency. We create a team effort between THE ANESIS GROUP and our clients throughout the implementation process. You have the entire THE ANESIS GROUP team available to help with your transition to automation.

TRAINING

Training is a very important part of any implementation project as well as an on-going process for continual education. We provide complete training programs for start-up implementations to help your agency get started with implementation. In addition we offer on-site training sessions at your location or we also offer training classes at our fully equipped THE ANESIS GROUP Training Facility located at our Corporate Office in Knoxville, Tennessee. Each student receives individual hands on training and prepared student materials. Our customized training program is available to provide our clients with an on-going training resource for new employees or to update the skills of existing employees.

MAINTENANCE PLAN

THE ANESIS GROUP offers a very competitive and convenient Maintenance Plan. We know that exceptional customer support is important to our customers. We provide dedicated and knowledgeable technicians available to answer your questions and provide the help you need. With our maintenance plan, your agency can take advantage of our technical support as often as you like and ensure that your agency will always be 100% up to date with our latest product upgrades, ALL for one base fee. Our Maintenance Plan includes the following:

< *Unlimited* telephone access to our Technical Support Staff at *NO Additional Charge*
< *FREE* routine upgrades for ALL of our software products
< ALL required Regulatory Changes at *NO Additional Charge*

STANDARD EQUIPMENT CONFIGURATION

The HHAMIS suite of applications is capable of being scaled from small single outlet agencies up through multi-site, enterprise-wide installations. More importantly, the systems content is capable of a high degree of customization to accommodate agency specific practices and procedures. Furthermore, you are provided complete access to your data. Custom programming is not required in order to generate specific reports not included in the standard package. The agency database provides administrators with the capability of tracking resource utilization, materials management and outcomes analysis over aggregated, multi-patient data. System features provide quick investment payback in the short run through productivity improvements, while in the long run providing competitive advantage gained through the analysis and management of costs, quality and outcomes.

The HHAMIS system solution was designed to take advantage of the best operating systems on the market. HHAMIS Back Office is available for Windows NT Server and SCO UNIX. These Operating Systems provide a powerful, high capacity back office solution. For large enterprise wide installations, both operating systems may be used together to deliver easy- to-use point and click applications to the end user while maintaining the power and connectivity required to scale applications across your Corporate Enterprise.

THE ANESIS GROUP has full time Microsoft Certified System Engineers and Solution Developers on staff to design the most cost-effective network solution and system configuration for your agency.

RECOMMENDED HHAMIS NETWORK CONFIGURATION
Local Area Network
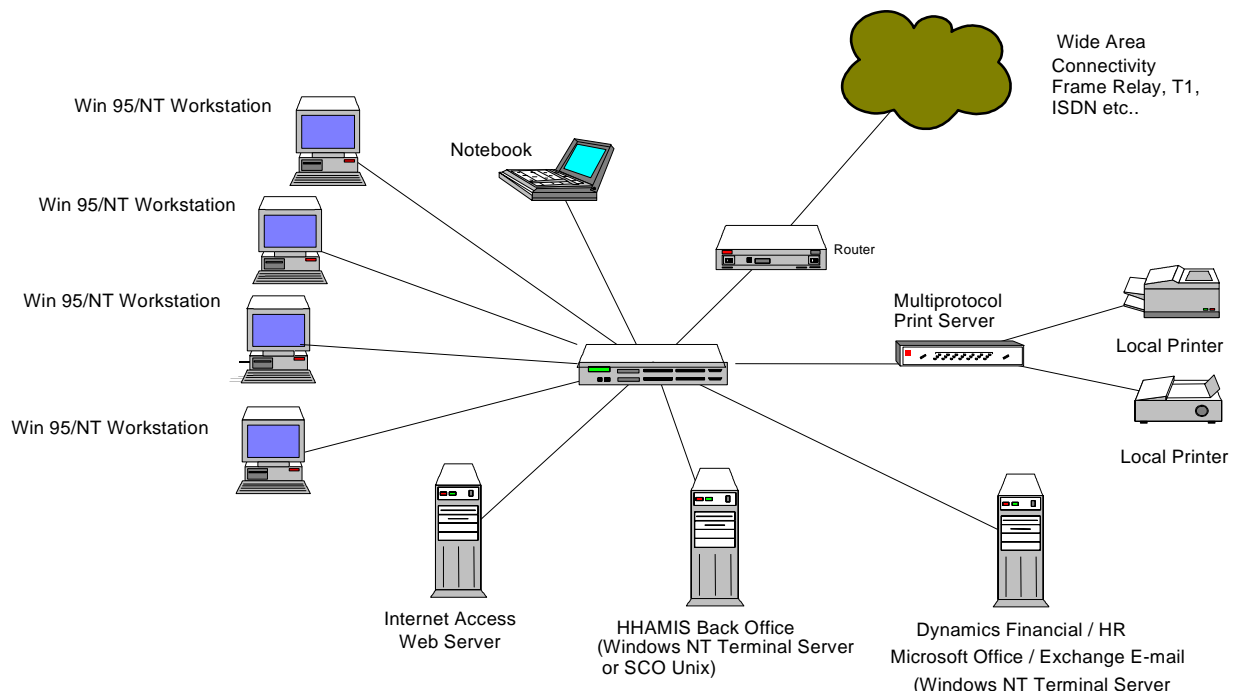
STANDARD EQUIPMENT CONFIGURATION (Continued)

HHAMIS Back Office for Windows NT Server, Great Plains Dynamics Financials and HR

HHAMIS BACK OFFICE for Windows NT Server requires a dedicated Server

Specifications	<u>Minimum:</u>	**Windows NT Server 4.0**. Requires approximately 128MB of RAM and 1 Pentium II 266mhz processor per 20 concurrent users. (For centralized remote connectivity, NT Terminal Server Edition 4.0 is recommended)
	<u>Recommended:</u>	**Windows NT Terminal Server Edition 4.0.** Requires approximately 256MB of RAM and 1 Pentium II 350mhz processor per 15 concurrent users.

Server   (1-15 users)
HP Netserver LC-3 (or Equivalent)
Single Pentium III 550mhz Process
256 MB RAM
4GB Hard Disk (size to be determined by Agency requirements)
10/100 PCI Ethernet Card

Operating System   **Windows NT Server 4.0.** (If centralized on-line remote connectivity is needed, the Windows NT Terminal Server Edition 4.0 is recommended.)

Workstations   HP Vectra VL8 (or Equivalent)
Pentium III 550mhz
128MB RAM; 4GB Hard Disk; CD-ROM; Ethernet Card

HHAMIS *Back Office* for SCO UNIX

HHAMIS BACK OFFICE for SCO UNIX requires a dedicated Server

Specifications   HHAMIS *Back Office* requires approximately 2MB of RAM per user and 1 Pentium Pro 350mhz processor per 50 concurrent users.

Server   (1-20 users)
HP Netserver E 50 (or Equivalent)
Single Pentium III 550mhz Processor; 512MB RAM
4GB Hard Disk (size to be determined by Agency requirements)
10/100 PCI Ethernet Card

Server   (25-75 users)
HP Netserver LC-3 Pro (or Equivalent)
Dual Pentium III 550mhz Processor; 512MB RAM
4GB Hard Disk (size to be determined by Agency requirements)
10/100 PCI Ethernet Card

Operating System   SCO UNIX Enterprise with TCP/IP and SMP

Workstations   HP Vectra VL8 (or Equivalent)
Pentium III 550mhz
128MB RAM; 4GB Hard Disk; CD-ROM; Ethernet Card

STANDARD EQUIPMENT CONFIGURATION (Continued)

HHAMIS Back Office for Windows 95/NT Workstation Single User Stand Alone Installation

Operating System   Windows NT Workstation 4.0 or Windows 95

Workstations   **MINIMUM**
HP Vectra VL5 (or Equivalent)
Pentium Pro 120mhz
64MB RAM; 2GB Hard Disk
CD-ROM

PREFERRED
HP Vectra VL8 (or Equivalent)
Pentium III 550mhz
128MB RAM; 4GB Hard Disk
CD-ROM

Printer   HP Laserjet 4000 or Equivalent