INSIGHT

The QS/1 Magazine

It's Showtime for QS/1's Automated Dispensing Machine

July 2005

QS/1

www.qs1.com

The introduction of our own automated dispensing machine, QDM, is one of the most exciting announcements we have made. We are delighted to offer you a new, affordable means of reducing fill times and improving patient care by providing a machine that is configured to integrate perfectly with our pharmacy management software.

Automation is the wave of the future in pharmacy markets. In the ever-growing industry, finding ways to save time and better care for customers is necessary to accommodate the increasing influx of patients. Efficiency and safety were our top priorities as we developed our automated dispensing machine to work with our pharmacy management systems for the total workflow solution.

In this issue of *Insight* we look at many of the great options QS/1 offers for automating your pharmacy. We also explore the benefits of automation and how you can improve your business with a few automation tools.

There are also other new developments here at QS/1. We have added a document image storage feature to our pharmacy software. This new feature offers greater flexibility with scanning prescriptions and forms. We also have new pre- and post-edits features and accounts receivable capabilities for NRx.

To help us continue providing quality training and responsive support services to customers, we have created our own unique connectivity software called "Passport." Passport makes it simple to download files, and it allows us to demonstrate products and provide step-by-step instruction.

We are thrilled with all of the developments taking place here at QS/1, and we look forward to bringing you more tools to provide you with the means for efficient business management.

Bill Cobb
President, QS/1

July 2005

The QS/1 Magazine

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Accreditation Commission for Health Care, Inc.

Mandatory DME Accreditation
Pharmacy Based Home Care

by Tom Cesar, President, ACHC

The Accreditation Requirement

The Medicare Reform Bill (MMA 302) dictates that the Secretary of Health and Human Services (DHHS) develop quality standards for the durable medical equipment (DME) company industry to be applied by recognized independent accreditation organizations and to have them available for release sometime prior to competitive bidding in January 2007. Given the large number of DME providers and related organizations, including pharmacy based home care companies that must comply; it will be up to the provider to develop a strategy for becoming accredited within a relatively short period of time. Procrastination could result in disqualification of Medicare reimbursement.

Fundamentally, accreditation is designed to establish a culture within a company that promotes sound business policies, best service/care practices, commitment to ethical conduct and methodologies that validate continuous operational improvements with the overall goal of improved professionalism.

Accreditation standards provide a framework of key organizational functions which help management effectively decrease organizational risk, create systems and processes, enhance positive business results and deliver quality services to consumers. In the future, standards for DME accrediting organizations will incorporate all new requirements outlined by the government as the language in Medicare rules become available.

The Centers for Medicare and Medicaid Services (CMS) announced in March 2005 that a draft of their quality standards should be ready for public review by the summer. This draft is based upon standards currently available through JCAHO, ACHC and CHAP. The quality standards will address three key areas: 1. Business structure, 2. Provision of products and services and 3. Outcomes - effectiveness of products and services to beneficiaries. Information on the presentations, agenda items and minutes from previous Program Advisory and Oversight Committee (PAOC) meetings can be accessed on the CMS web page at www.cms.hhs.gov/suppliers/dme/pos/compbid/paoc.asp.

So when should a company begin this process? Developing a strategy for preparation should be accomplished by early 2005. Preparation time for a small company being accredited the first time is often a year or more. The later a company waits to seek application for accreditation, the later the actual survey visit will be.

Asking the Right Questions

How does a provider choose an accrediting organization? Which one is the right pick? A series of questions should be developed to address these concerns:

1. Is there a comparable level of expertise with each of the accrediting organizations for DME?
2. Are the standards relevant and specific to the providers' services mix? (Is there a match, are they understandable?)
3. Does the accrediting organization offer good customer services? (Prior to and after the survey?)
4. Will the accrediting process inspire the organization's motivation for continuous quality improvement efforts?
5. Does the accrediting organization provide educational and consultative site visits?
6. Does the accrediting organization include DME representation with its governing body?
7. What will be the impact of cost with the accrediting organization? (Labor for preparation, accreditation fees, add-on fees, etc.)

These and other questions should be considered when choosing an accrediting organization. Check each accrediting organization's web site; seek information from trade associations, buyer groups and independent consultant groups to help in making the decision. Check with other providers that have experienced the accreditation process with the accrediting organizations available.

The Self-Assessment

Once an accrediting organization has been selected, a self-assessment to determine present level of compliance is critical. Preparation time will vary with each organization, depending upon its resources and ability to stay focused on a systematic plan of evaluation. The standards should be used as a template to compare current company policies. The accrediting organization, to help during this phase, may provide other self-assessment tools. In some cases, it may become necessary to seek an outside consultant to assist in the self-assessment and preparation for the on-site review.

It is recommended that a provider use a team approach, with the team meeting regularly to determine progress and to make necessary changes to assure compliance with standards. This process takes time but will help identify strengths and weaknesses so that appropriate corrective actions can be implemented.

Throughout the evaluation phase, the provider is encouraged to maintain periodic contact with the accrediting organization for guidance. Completion of the preparation process simply means that you are able to demonstrate that your organization fulfills its mission, practices what its policies state and is in compliance with the accrediting organization standards.

Tom Cesar is president of the Accreditation Commission for Health Care, Inc. (ACHC), a private, not-for-profit Corporation that develops accreditation standards for home care providers and alternate-site markets. For more information, you may contact ACHC by telephone at 919.785.1214 or visit www.achc.org.

QS/1 Offers Updated Cash Drawer System

QS/1's new and improved Cash Drawer System offers a highly functional, cost effective solution for Point-of-Sale registers.

"This Cash Drawer System is going to give us a less expensive option to perform most of the functions our other registers have been able to do for a long time," says QS/1 Product Analyst Pete Peeler about the new QS/1 solution that offers an updated CDS (Cash Drawer System) at half the price of the IBM 4694 register.

Printer Capabilities

The new CDS offers a dual-function printer with thermal printing for receipts and a dot matrix method for printing and validating checks. The registers are able to complete the front of a customer's personal check with the date, store name and purchase amount and then print "for deposit only" and other pertinent information on the back of the check. Currently, the store keeps the completed form. The process is one many customers are comfortable with because it has become a commonplace practice in many retail stores. Receipts are stamped with the cashier's name, time of day and receipt number.

Separate charge or delivery tickets can be fed through the printer to confirm information. These tickets can now be multi-part, color coded and standard-sized.

Security Functions

The new CDS also provides the ability for a "manager" to override register warnings. A user name and password will allow managers to override credit limits, void limits, refund limits, etc. Different security settings allow stores to set the system to stop and issue a warning when transactions exceed set limits. There is an option that allows the cashier to bypass the warning, or the setting can require manager approval.

Check verification with a MICR reader is in the future for QS/1 customers and hopefully will soon be available. MICR readers interpret the microcharacters at the bottom of personal checks to verify the check number and bank routing number before accepting payment. According to Peeler, "This device is available in the new CDS printer now so that when the capability is in place, there will be no more hardware purchases necessary."

All of these security functions are available at no additional charge. The services are included in the maintenance fees.

Peeler emphasizes that this CDS offers most of the same functions of much more expensive registers. The QS/1 Cash Drawer Systems come equipped with one cash drawer and a standard keyboard and can be mixed and matched with IBM 4694 registers.

by Kathryn Hix, Creative Services Technician, QS/1

Managing Money
Point-of-Sale system replaces SystemOne Register Management

by Duane Ridenour, Market Analyst, QS/1

Point-of-Sale has been updated to replace SystemOne Register Management to make managing money and tracking accounts simpler for SystemOne customers. Cash transactions are becoming more commonplace as providers take advantage of recent Medicare changes. The ability to upgrade a product and only pay the difference in cash is appealing to many beneficiaries. QS/1's Point-of-Sale will allow HME providers to collect those additional charges quickly and efficiently at the time of delivery.

When a customer chooses to charge a purchase to his account, Point-of-Sale will update the transaction in SystemOne automatically. This system will allow your customers the flexibility to pay in the manner they choose -- cash, check, debit or credit card.

Inventory management is enhanced, and tracking duplicate items is all but eliminated. To ensure a consistent retail price and further protect your profit, pricing is always pulled from SystemOne.

The built-in barcode reader speeds the check-out process and reduces human error. A cash drawer can be added to Point-of-Sale, creating a register for check-out.

QS/1 pharmacy customers can easily transfer patient balances to pharmacy A/R. With a single A/R system, the patient will receive only one statement. In addition, your customers can go to any register and check out their HME purchases as well as prescriptions, that tube of toothpaste they picked up on the way to the register and the candy bar Junior spots on the pegboard while the cashier is ringing up the purchases. They can even make a payment on their account at the same time.

Passport to Progress

Training, Support, Sales:

QS/1 Passport Software Offers Unique Connectivity

QS/1's new software for training and support provides a passport to progress. QS/1 Passport connects customers to trainers and support technicians at QS/1 headquarters. Using this QS/1 designed software, trainers and support technicians can connect directly to customers' computer systems via an Internet connection.

The central training department is using Passport to conduct customer training and assist customers in the installation process. Passport also allows training professionals to directly assist customers with data conversions and loading drug files. With the truly interactive training Passport allows, QS/1 trainers lead customers through different operations and then watch the customers perform the functions. "Passport is a great way to make sure customers have successfully learned the many features of our software. We can demonstrate a task and monitor the customer as they practice and become proficient. Our trainers really enjoy watching customers learn," says Leah Simmons, Central Training Supervisor.

"Our customers also appreciate the flexibility Passport offers," says Simmons. "We can work around the customer's schedule and provide training before work, after work or during slow periods. We recommend that customers schedule their training in short sessions rather than trying to learn everything at once. We find that most customers learn faster when we break our training into two hour sessions."

Trainers also use Passport to assist customers on the day they "go live" and begin filling prescriptions with their new software for the first time. According to Simmons, being available on a customer's live day offers our customers a smoother implementation. "Passport allows us to be available to answer a customer's last minute questions. Many customers are more comfortable on the first day if they know their trainer is available as a resource," she says.

Passport also allows our trainers to access and edit customer data in order to perform the initial store setup. We are able to directly assist with data conversions, perform label customization and load initial files.

QS/1 support technicians use Passport for other reasons. Support technicians can directly access customer's machine. They do not have the ability to alter any data on a customer's machine, but they can observe the system and work with the customer to analyze problems and offer solutions. According to Janis Johnson, Technical Support Representative, "Passport helps us trouble-shoot customer problems. Our technicians can see the customer's processes, watch keystrokes, view on-screen error messages and duplicate problems." Johnson points that most customer calls can be diagnosed and resolved without using Passport, but she adds, "It's great to know we have this tool when we need it."

Sales representatives have found Passport useful for product demonstrations from remote sites. Future uses for Passport also include webinars, or virtual classrooms for customers training from different sites but all tuned in to one QS/1 trainer's screen.

Passport is available to QS/1 customers as a download from the support page of www.qs1.com. It can be easily added using an installation wizard. Training or support initiates the Passport connection and assists customers in signing on.

by Kathryn Hix, Creative Services Technician, QS/1

PrimeCare Updates

In the last issue, we discussed some new features for PrimeCare. In this issue we want to review updates that have occurred in Service Packs 8-11 and preview a few items in Service Pack 12.

In Service Pack 9, an option was added to track all changes to the on-hand field in the inventory record. This feature is controlled by an option in the store file, Require Logging On-Hand Changes Y/N, under System Options. With this option turned on, every change to the on-hand field creates an entry in the log field. The log tracks system changes (e.g., prescription fills, auto ordering) as well as manual adjustments. Each time a manual change is made, a new screen displays a description of the reason for the change. A reason can be selected from a list, or a reason can be entered manually. There is a report of on-hand changes under General Lists in the Drug File Lists.

In Service Pack 10, the Security Options setup section has been moved from the Store File (F9 - System Management) to the Security Access Codes (F11) section. This change centralizes all the security functions in one area under the control of one master password.

In Service Pack 11, there are multiple items to discuss.

1. Changes in Workflow
   a. The display of Popup notes has been suppressed in Quality Assurance.
   b. The F5 (Label Only) has been removed as a valid function from the Verification function.

2. On the profile display it now says "Multi-Sig" if the order has multi-sigs instead of the sig code of the first sig.

3. On the Refill Request Form and Fax, the price code and group code have been added for convenience

4. In the last issue of *Insight* we mentioned the beeps in workflow. There is a system generated high beep for a successful scan and a system generated lower beep for an unsuccessful scan. Now you can customize the beeps at the workstation level with your own personal beeps. This became important in pharmacies that had multiple people scanning in an area. They could not tell whose beeps were whose. You'll need a folder in your QS1 folder called BEEPS and a .wav file of your choice called GOODBEEP.wav for your good beep and a .wav file of your choice called BADBEEP.wav for your bad beep. There are a number of .wav files available with Windows and millions of .wav files on the web. Be careful not to get too big a file as it will slow down the scanning process. It might be funny to have Arnold say "I'll be back," but that will slow down your scanning and your workflow.

Another workflow related item is Directional Printing. The idea with directional printing is to determine by drug where the label for the order is going to print. Even though this takes more initial setup than simple printer direction using custom labels, it is much more flexible. On the inventory record, press F7 to display the Directional Printing setup screen. A screen displays for defining the Shelf location, the quantity, the printer and the label design.

Service Pack 12 should contain a lot of little items for PrimeCare. It is still a moving target as this article goes to press. There are a number of new label routines (e.g., start date and time, ICD9 code and description) and some other small report updates are planned. One addition is planned for security options also. It is to allow for lower case and special characters in passwords. This feature will allow you to define passwords such as PaSSword1. More details will be included in the next issue of *Insight*.

by Jim Hancock, Sales Manager, QS/1


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Function...
Shelf        Quantity       Printer  Label
--------------------------------------------
ww0052       60                02      L1
ww0051       30                02      L1
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Lo Cost Pharmacy
Savannah, Georgia

by Beverly Knight, Staff Writer, QS/1

Craig Cocke and John McKinnon have a lot in common. They work together at their pharmacy in Savannah, Georgia, and they play together, taking off on long distance motorcycle rides.

"We are true partners in every sense of the word, with two different personalities and different ways of doing things. That combination is what makes us successful," McKinnon says of the partnership they cemented when they completed a buyout for Lo Cost Pharmacy in 1996.

The University of Georgia School of Pharmacy graduates share a passion for BMWs and Ducatis. On rides through the North Carolina and Tennessee mountains, negotiating sharp curves, they "clear everything else out. Then we can more sharply focus on here when we return," McKinnon said.

The pharmacy requires sharp focus, because there are two locations and both are in each on a daily basis, filling

John McKinnon

Craig Cocke

prescriptions and sharing equally in managing 36 employees. And in 2003 they completed a major remodel and upgrade to increase the pharmacy's efficiency and effectiveness.

They needed a place to meet with employees. Then they made an arrangement with South University's fledgling pharmacy program to provide classroom as well as office space for Emily Evans, a Southern University professor who's on-site two days a week. Through this collaboration, pharmacy students have access to "real world patients," and Lo Cost Pharmacy's patients participate in glucose monitoring, blood pressure screening, cholesterol testing, a gestational diabetes program and other clinics conducted by Evans and the pharmacy students. "They don't pay for space, we don't pay for services," McKinnon said of the unique arrangement that benefits both pharmacy and university.

The upgrade in technology began, they said, with a "top of the line" QS/1 server and T1 for links. The plan was to become comfortable with those changes before making others.

Now that they've completed the upgrade, Cocke has one piece of advice: "Don't be afraid of automation. It's going to be commonplace in all pharmacies in the future, and it's invaluable because it allows you to be more productive, more confident in your product and service, and provides discretionary time to use with customers."

Before the upgrade, they used Release 16.4, with analog lines between the two stores and dial-up Internet. They couldn't even upgrade to Release 17.6.

"All these things we wanted to do but couldn't without changing connections between the stores," McKinnon says.

Now they don't know how they functioned before. Automation assures quality control and accuracy, and Interactive Voice Recognition (IVR) allows patients to punch in prescription numbers and doctors to call in prescriptions without pharmacy personnel having to catch calls. IVR handles 22 percent of the prescriptions, a huge timesaver that allows pharmacists time to help customers.

McKinnon said they put off installing IVR because they were afraid it would take away the human element. "We were afraid people wouldn't accept it, get mad at us, but in retrospect, it should have been the first thing we did. It's become a standard of care. If you're going to run a pharmacy and maintain success, it's not really an option anymore."

Cocke has seen dramatic changes in 24 years in pharmacy, and he feels independent pharmacies must network to keep up with future changes and visit others to see what's working. "When we find another pharmacy that's using something that's working for them, we steal it. We don't go into anything for technology sake, but when we find something, we talk to other independents who've already gone down that road. It's a close-knit community that shares."

"In a nutshell," McKinnon added, "we fill prescriptions, solve patients' problems and attempt to create a loyal following, just as every other independent pharmacy owner strives for. The concept is very simple, the execution is anything but."

Why Automate?

Pharmacies benefit from automation technology

All indicators point to the fact that pharmacies and other healthcare providers must prepare to handle an increasingly larger number of customers who require more prescription medicines.

Because of that demographic trend, pharmacies are turning to technology to ensure both speed and accuracy in processing prescriptions. Automation is one of the tools that helps them deal with the greater volume of business resulting from this increase. Several vendors offer automated systems, and different systems have different levels of automation.

Swisslog's Pill Pick, McKesson's Automated Prescription Systems, Parata System' RDS, Script Pro's Robotic Systems and Innovations Associates' Smart Cabinet all provide different levels of automation for pharmacies. Chris Sigmon, QS/1 Competitive Analyst, spent the better part of two years researching the systems already on the market to determine the direction that QS/1 would take.

A decision was made for QS/1 to develop a dispensing cabinet with a series of cells that would contain the most often prescribed medications. The advantage of the cabinet, Sigmon said, is that several people can use system simultaneously, making the system fit the normal workflow of an independent pharmacy.

Robotic systems, he said, are more suited to larger pharmacy installations where many stores are receiving centrally filled prescriptions. The robot is a faster, linear operation, but the cost, which can be in the hundreds of thousands of dollars, is prohibitive for most independent pharmacies.

QS/1, in response to the needs of its customers, will begin marketing its automated dispensing system this fall. This system is designed to increase pharmacy efficiency and accuracy as well as ensure patient safety by eliminating manual counting of pills. The primary advantage of the QS/1 system is that it is fully integrated with QS/1's pharmacy management and workflow software.

"One thing we are focusing on is not only that the product is designed with the needs of independent pharmacies and small chains in mind, but that it is designed to work with our other products," Dan Gerst, QS/1 Marketing Operations Manager, said. "When customers install the QS/1 system, they don't have to put in a separate interface, whereas if they have a dispensing system from one vendor and software from another, there must be some interface to help the two systems work together."

Though many pharmacies still use counting trays, Gerst feels that the automated pill counter and dispensing system is considerably more accurate and saves time. The current shortage of pharmacists makes it even more important for pharmacies to find ways to increase productivity. The automated dispensing system, which does its work in the background, makes it possible to handle an increased volume of business without adding staff.

Craig Cocke, president of Lo Cost Pharmacy of Savannah, Georgia, which has recently undergone a complete upgrade of technology, is a strong proponent of automation. In fact, he is already seeing results in time saved.

"We needed to address our demographic picture. Everything indicates that within 15 years Georgia is going to explode," Cocke said, adding that Southern states are experiencing greater growth than any other part of the country.

With the numbers going up, he said, there is increased pressure on pharmacies and other healthcare providers to provide quick and accurate service. "Automation is one of the keys to dealing with that pressure. Automation allows us to handle a greater prescription volume with the same manpower. And we are assured of accuracy. I feel that we are approaching the time when automation will be a standard," Cocke said.

QS/1 went into this market because the majority of its customer base is independent pharmacies. To accommodate the needs of that base, the system is designed so that its footprint is small, requiring only a one-foot deep by 30-inch space. And it's designed to be less expensive so that pharmacies can get into automation technology without a large expenditure. With the potential to reduce future expenses, the automated dispensing system provides an easily justifiable return-on-investment for the pharmacy.

QS/1's automated dispensing system will be demonstrated at the annual customer conference in Orlando, Florida, in July, giving customers a chance to see a hands-on demonstration of how this system can help them save time, increase accuracy and ensure patient safety by eliminating manual counting of pills. The automated dispensing system is part of QS/1's continuing commitment to increasing pharmacy productivity, efficiency and patient safety by providing technology solutions that enhance pharmacy operations, improve pharmacy workflow and help pharmacies meet patient needs.

by Beverly Knight, Staff Writer, QS/1

IVR: Automation Made Easy

by Kerry Philbeck, Creative Services Technician, QS/1

Have you ever thought of your home, cell or business phones as tools of automation? When using QS/1's Interactive Voice Response system in conjunction with QS/1 pharmacy management systems, customers and their patients alike benefit from the timesaving rewards of automation 24 hours a day, seven days a week.

Since the first in-house recording session in March 2003, over 360 customer recordings have been completed. Given the product's ease of use for both pharmacy staff members and customers alike, this growth is no surprise. On any given day, half of all calls made to a pharmacy are for prescription refills. QS/1's IVR integrates seamlessly with other QS/1 products, storing the patient's refill message directly in the pharmacy management system and streamlining pharmacy workflow. The integrated system even checks refill limits automatically and faxes physicians for refill authorization, all while your work continues uninterrupted.

Benefits of QS/1's IVR system and how it can work for you:

Minimize Interruptions
The IVR system intercepts refill calls and leads the patient through an easy, step-by-step refill process. Once the patient has keyed in all necessary information, the refill requests are routed to the appropriate stage in the prescription processing queue, based on the patient's desired pickup time. If any questions arise during the refill process, patients can easily speak to a member of the pharmacy staff by simply pressing a telephone key.

Improved Workflow
Thanks to QS/1's IVR system, pharmacists are spending less time on the phone than in years past. This change translates to fewer distractions that can affect critical accuracy. Refill requests are also processed at a much faster rate because patients can call in, at their convenience day or night. Staff data entry is eliminated and retrieval is simplified - employees can listen to messages while simultaneously filling prescriptions.

Focus On Your Patients
A quieter pharmacy creates a better business environment for your employees and your customers alike. With fewer phone calls to take and less paperwork to deal with, more time can be spent focusing on the most important part of your business - your patients. With the ability to order refills 24 hours a day, pickup can be scheduled at your patients' convenience, allowing them the comfort of knowing that their prescriptions will be ready when they arrive at the pharmacy.

Maximize Communication
QS/1's IVR also helps you manage communication with both physicians and patients. Physicians can respond to refill requests via voice mail or fax. In addition, both physicians and patients can leave voice mail messages that are accessible through the QS/1 pharmacy management software for pharmacy staff members.

What do easy integration and increased efficiency have in common? The answer is simple. QS/1's IVR system ... helping you take better care of your patients.

Call 1.800.231.7776 or log on to www.qs1.com to learn more about QS/1's IVR solution.

IVR Recording

It's Showtime for QDM!

QS/1 Raises the Curtain on its Automated Dispensing Machine

by Kathryn Hix, Creative Services Technician, QS/1

After 25 years of dedicated and dependable service in the pharmacy industry, QS/1 has channeled its knowledge of pharmacy management and workflow into its new automated dispensing system, QDM (QS/1 Dispensing Machine). This new automation system is an affordable way for QS/1 pharmacies to increase patient safety and improve pharmacy efficiency.

Benefits of QS/1's Automated Dispensing Machine

- Customer wait times are shortened.

- Tedious tasks like hand counting are reduced.

- Top-selling drugs can fill multiple cells to eliminate the need to restock during the business day.

- Cell content can be adjusted based on seasonal demand.

- One call to QS/1 covers all support and service needs.

- QS/1's workflow product can integrate with the automated dispensing system to maximize productivity and efficiency.

- Staff can focus on customer satisfaction and patient counseling.

- Potential errors in manual counting are reduced.

- Scan prescriptions for automatic display of patient, drug and prescription on the dispenser's monitor.

- Flexible, small footprint easily adapts to fit existing pharmacy floor plan.

- Workplace morale improves when pharmacists' workloads are eased.

- Productivity increases without having to add employees.

QDM spent two years in development before QS/1 revealed the finished product early in 2005. The process began with a consulting firm directing the initial development. From there, engineers, hardware specialists and QS/1 employees connected the many pieces necessary to complete the puzzle and create the multi-celled unit.

QS/1 Vice President Tammy Devine believes that this new machine is a major breakthrough for QS/1 and its customers. It is a testament to the company's commitment to bringing pharmacies the best and latest technology in order to improve pharmacy operations. "We knew we could tie the hardware and software together to provide our customers with a competitive advantage. Our goal has been to connect the dispensing machine seamlessly with our software to create the total workflow solution," she says.

And QDM is just that – a total workflow solution. According to Devine, "This machine really streamlines the filling process because you are not passing the pill bottle around the pharmacy." Automated dispensing obviously saves pharmacists time spent pill counting. It also eliminates the need for excess handling of pills and pill bottles. Filling a prescription using the machine and following up with a pharmacist verification are the only steps required.

One of the other important advantages of the automated dispensing machine is increased patient safety. Of the many factors that prompted QS/1 to create this automated device, dispensing errors for medications led the list. Developers installed multiple lights on the cells to direct pharmacists to the correct cell for dispensing the prescribed drug.

QS/1 rolled the automated dispensing machine out to test sites in June. Test sites will assess the machine in real-world situations in order to improve its functionality and ease of use.

For customers, installing QDM in their stores will be a simple process. Devine says, "The cabinet can be set up in a pharmacy simply and without a lot of accommodations that must be made. There are different configurations that can be customized for unique pharmacy needs, and each pharmacy can specify the number of dispensing cells necessary." The compact cabinet occupies little space on the pharmacy floor, making it easy to introduce into any store.

QS/1 staff will install these new dispensing systems in pharmacies and take care of on-site setup and configuration with QS/1 pharmacy software.

QS/1 is continually looking to enable automation. As Devine says, "We will continue to enhance this system and look for other ways to automate the pharmacy process."

Everything about the new automated dispensing machine relates to QS/1's goal of superior customer service. This new machine and the possibilities for further automation developments speak to QS/1's commitment to its customers. As Devine says, "All of these elements -- research, work, development and implementation -- go back to our original goal, to offer our pharmacies a total workflow solution."

QDM will be on-hand at the July 2005 QS/1 Customer Conference in Orlando, Florida. QS/1 staff will be available to answer questions and lead demonstrations at that time.

QS/1 offers extended Pre- and Post-Edits capabilities

by Kerry Philbeck, Creative Services Technician, QS/1

QS/1 extends prescription processing and adjudication service in order to aid pharmacies in reducing errors and increasing profitability through new Pre- and Post-Edits service.

As Kevin Crowe, Senior Support Engineer explains, "We now have the ability to change the cost of drugs as they are sent to the third party," resulting in better workflow and greater profitability. With the introduction of the Pre- and Post-Edits service, each claim is evaluated to maximize reimbursements and reduce possible rejects by insurance providers. In the event that adjustments need to be made, the claim is stopped and sent back to the pharmacy through PowerLine with an indication of what information should be re-evaluated. Claims are transmitted from your QS/1 pharmacy management system to the appropriate insurance providers via QS/1's PowerLine. PowerLine is one of the industry's most dependable and heavily used switches, processing over a million prescription transactions per day, and is available 24 hours a day, seven days a week, 365 days a year. During PowerLine adjudication, this new Pre- and Post-Edits service will recognize any edits and return them to the submitting pharmacy.

Here's how QS/1's new Pre- and Post-Edits service can work for your pharmacy:

Current AWP
QS/1's Pre- and Post-Edits service will keep pharmacies up-to-date with the industry's latest AWP (Average Wholesale Price). For example, if the price submitted by the pharmacy is less than the AWP on file from First DataBank, we will update the price. At this time a message is sent back to the store alerting them of the change.

Drug Removal Notification
In addition, your QS/1 system will automatically be updated when pharmaceutical manufacturers remove drugs from the market. In this event, your pharmacy will receive notification, and the replacement drug will be named. Medication dispensing quantities are tracked in order to ensure that your pharmacy is correctly paid for the proper dosage.

Generic Drug Availability
In the event that a prescription calls for a brand name pharmaceutical and a generic drug is available, QS/1's pharmacy management system alerts the pharmacy of the generic substitute, providing a lower cost to the patient and a larger profit to your pharmacy. Also added is the ability to check the Dispense As Written information. This particular edit checks the appropriateness of the drug and the availability of a generic in the event that an insurance provider will cover only the generic drug cost.

Web-based Reports
QS/1's Pre- and Post-Edits service offers web-based reports which illustrate where specific edits are providing the greatest profit or where the process could be improved. These reports may be downloaded into a spreadsheet format for further analysis or printed for review.

Price Update Service
Our Price Update and Pre- and Post-Edits services have been combined in order to reduce processing fees and save valuable time. By combining the two, the odds are greatly reduced that an edit requiring a manual correction will come back to your pharmacy.

For additional information on Pre- and Post-Edits Service, please contact a marketing representative at 1.800.845.7558 or visit our web site at www.qs1.com.

A/R for NRx

by Kerry Philbeck, Creative Services Technician, QS/1

The NRx Accounts Receivable subsystem saves you time and money by allowing you to quickly review all patient account balances and individual line item descriptions for the current period. You also have the ability to generate various accounting reports as well as print customer statements, enabling you to handle collections internally if you choose.

QS/1 allows you the freedom to specify what options work best for your needs. Account Receivable preferences can be set within the A/R Options portion of the Store Identification section of your system. From here, you will be able to fine tune the system specifically to your way of doing business.

Charge Accounts

Charge accounts may be assigned to patients from their patient records and must be in place before any charge activity can occur. Additionally, several patients can be linked to one specific charge account, lessening confusion and allowing customers with dependents the convenience of receiving one bill instead of several.

If the QS/1 A/R subsystem is not yet in use, you may enter your customer's opening account balances from your current accounts receivable system, making the conversion as painless as possible.

Posting

Posting to accounts is also made easy with QS/1. The ability to Post Charges to Accounts, Voiding Charges, Posting Credits, Posting Payments is at your fingertips. In addition, Automatic Account Posting is used to post prescriptions in one step at the end of the day.

Reports

Reports are an important part of your A/R functions. You have the capability to generate various summaries and lists based on the information stored in your A/R files. In order to ensure overall accuracy, a variety of reports may be generated with your store's specific needs in mind.

Statements

By using QS/1's A/R Statement options, you have the ability to print statements for all customers with active charge accounts. You even decide the cut-off date for charge accounts since the statements are printed at your convenience.

Please keep in mind that the Accounts Receivable software is not included in the basic NRx package and must be purchased separately. If you have any questions or concerns, please call a QS/1 marketing representative at 1.800.845.7558 or visit our web site at www.qs1.com.

NRx System Requirements

Server upgrades are not enough; upgrades for workstations are necessary for the first time

by Beverly Knight, Staff Writer, QS/1

As more pharmacies move from RxCare Plus to NRx, it is becoming increasingly important that their entire network of computers, not just the server, be upgraded to handle the Graphical User Interface (GUI) system that NRx employs.

Sonny Anderson, QS/1 Director of Systems and Technology, says the Graphical User Interface "changes all the rules" for workstation requirements. "Workstation requirements are never an issue until you go to GUI. It's impossible to effectively operate any GUI-based program with slow processors and inadequate memory," he explains.

Workstations with processor performance measured in MHz run fine with text-based RxCare Plus, but they cannot handle graphics-based software, whether it is NRx or other GUI-based applications. In fact, Anderson goes so far as to say that without workstations which are current enough to have come preloaded with Windows® 2000 or Windows XP®, he wouldn't recommend that customers even try to use NRx.

That means that QS/1 is encouraging all of its customers still operating with Windows® 95, Windows 98, Windows ME® or Windows NT® workstations to move to Windows XP®. According to Anderson, there are primarily two reasons for this recommendation: first, better performance with the increased memory and processor speed a new computer offers and second, more reliable operation. It is a simple concept; avoid having unique problems by using more common system configurations. The advanced features within NRx should function properly under older Microsoft® operating systems, but running a business on an operating system that Microsoft® no longer supports can be a risk. The comfort level is much higher for customers using the same operating system that the majority of QS/1 customers and employees use to test, develop, demonstrate and run NRx on a daily basis.

What about the server? The last time QS/1 sold a Windows NT® based server was in 2000. That system had a 6.4 gigabyte disk and 32 megabytes of memory, a mere fraction of the 80 gigabyte disk and one gig of memory that current Windows XP systems contain. Typical recommended minimum specifications for a Release 18.1 server would be a Pentium 2.0 GHz processor, 1 GB RAM and a 40G hard disk drive with Windows® 2000 Professional or Windows® XP Professional.

Although the system can operate with a Pentium 2.0 GHz Server, QS/1 advises that customers upgrade to two Gb memory and a faster processor if their budget will allow it. A highly recommended upgrade would be SCSI hard drives of the highest RPM value, currently 15,000 rpm. A second processor would also be highly recommended for a QS/1 Enterprise Server or if the server was being used to run software other than QS/1.

Additional requirements for all computers operating NRx would include a video adapter and a monitor that offers true color and 1024 X 768 resolution. Anderson advises customers who are facing an upgrade that will require the services of a QS/1 regional office to plan ahead so that the regional office can schedule the install at their convenience.

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Family Care™

by Randy Burnett, Market Analyst Manager, QS/1

QS/1 Refill Reminder

Reducing overall healthcare cost is at the top of the agenda for the current administration. Most of the requirements set forth to date have the pharmacy paying for a large amount of that increased patient healthcare and no real defining return on investment. Also, HIPAA has put many constraints and setbacks in the pharmacy industry due to the language used in rules that govern our profession. With that said, QS/1 hopes our new refill reminder program will provide both increased patient health and profitability to your pharmacy. National averages indicate that about 25 percent of all refillable prescriptions are never filled or filled late, resulting in decreased patient health and lost profitability. Past history reveals that refill reminder programs have proven beneficial in both areas, but at a high expense to the pharmacy due to the labor and cost of materials.

QS/1 is pleased to announce a partnership with Televox, a Mobile, Alabama, based company. Televox has been in business since 1993 with its primary focus on the physician industry (making telephonic doctor appointment reminder calls). Televox expanded its pharmacy services with a contract with Caremark and prescription refill reminder program. With telephonic calls, the need for material is nullified, resulting in lower administrative costs. To yield the best results, our program has been designed to call those patients utilizing the top 100 brands or generic maintenance medication on the market today and any medication on a rebate formulary program (example: Pharmacy First). It was decided that to make the calls most cost effective, calls would not be made proactively (prior to the refill date), but instead reactively (one day after the prescription refill date). Using this method, the pharmacy will be able to effectively determine its return on investment. With five pharmacies currently piloting the program, QS/1 plans to have a general services offering available to all customers by third quarter 2005.

Medicare Part D

As we move towards the January 1, 2006, roll-out date of the Medicare Part D prescription program, a clearer picture of the program is beginning to take place. Here is a glimpse of the kinds of activities that are occurring. The National Council for Prescription Drug Plans (NCPDP) approved communication standards for eligibility checking and reporting transaction. QS/1 project plans are being developed for PowerLine and our pharmacy management systems, which will allow us to meet the testing dateline of October 15, 2005, set by CMS. FamilyCare has also been fast at work with the Prescription Drug Plans (PDP). "So far the PDP's are the same Third Party Payors we have dealt with in the past," says Martin Winters, Industry Network Specialist. FamilyCare has signed contracts with nine payors to date, including Express Scripts and CareMark. We are in the process of reviewing eight additional contracts. Most contracts give us the option to "opt out" of the 90-day plans, which we are allowing due to the extremely low reimbursement rates. We are negotiating with another plans that have tied the 30-day and 90-day plans together "in a take both or none package." Our goal is the take the 30-day plan only. In early fall, FamilyCare members will receive a complete listing of the contracted payors and their rates.

Currently we have contracted plans with the following: RxAmerica, Coventry/First Health, Aetna, CareMark, Pharmacare, Express Scripts, Rx Solutions, WHI and NMHC Rx. Should you have any question, please give us a call at 1.800.845.7558, ext. 1471.

When considering how you will serve these customers, do not forget that electronic prescription will be a requirement on new prescriptions. QS/1 has been aggressive with our certifications with electronic prescription networks, and as a QS/1 customer you have access to the following: SureScripts, WebMD, ProxyMed and RxNT. Contact Software Support for information on setup at 1.800.845.7558, ext. 1406.

CornerDrugstore.com

CornerDrugstore is excited to announce the completion of the Supplements section for your pharmacy web site. This e-commerce solution provides a convenient means for a patient to submit an online prescription refill and simultaneously order nutritional supplements to replenish nutrients that may be depleted by their prescription. Not only do these services provide 24 hours a day, 7 days a week availability, but you extend your product offerings without the headache of inventory management and finding additional floor space. The pharmacy currently can expect 30 percent of every supplement purchase from their CornerDrugstore web site. To streamline this process even further, QS/1 will deposit your earnings directly into your pharmacy's bank account.

QS/1's partnership with eVitamins provides over 300 different brands and 3,800 different vitamins, supplements and herbal products to allow you the ability to offer your patients a large selection of nutritional products. By offering a broad range of nutritional supplements on your web site, you can save patients time searching for these nutritional products and eliminate multiple transactions associated with ordering from various web sites. According to a survey by online-customer-satisfaction consulting firm ForeSee Results and market-research firm FGI Research, "Those who use the Web as their primary research tool are more satisfied than those who go straight to physical stores. And those who research and buy on the Web are the most satisfied and loyal customers and are most likely to make additional purchases in the coming year."

To assist you in promoting your supplement sales, CornerDrugstore.com has created bag stuffers to increase your customer awareness. Each order of bag stuffers consists of 5,000 5.5" x 2.83" flyers printed on glossy white paper. Please allow three weeks for shipping when ordering your bag stuffers.

Call 1.800.559.5489 to activate the direct deposit of any purchases from this Supplements section of your web site, order your bag stuffers promoting your supplement sales or become a member pharmacy of CornerDrugstore. If you would like a preview of the Supplements section, please visit our demo web site at www.CherryHillDemoPharmacy.com.

by Tranaka Oglesby, Customer Support Associate, QS/1

**ASCP
Orlando, Florida
May 2005**

TRADE SHOWS

QS/1 Customer Conference

ORLANDO 2005

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Disney's Contemporary **Resort**

July 20-24, 2005

QS/1

QS/1 Customer Conference

July 20-24

RLANDO 2005

Wednesday, July 20, 2005
Registration: 1:00 p.m. - 5:00 p.m.
Character Dinner: 6:30 p.m. - 8:00 p.m.

Earn up to 9 CE Credits!

7:30 a.m. - 8:15 a.m. Registration & Continental Breakfast
8:15 a.m. - 8:30 a.m. Welcome & Introductions

Thursday, July 21, 2005
Hardware Expo Hours: 1:00 p.m. - 5:00 p.m.

8:30 a.m. - 10:00 a.m. – Technology Update *Bill Felkey* (3 hr. CE)

10:30 a.m. - 12:00 p.m. – Technology Update *Bill Felkey* (Cont.)

12:00 p.m. - 1:00 p.m. Luncheon

RxCare Plus	CRx	HME	PrimeCare
1:00 p.m. - 2:00 p.m. NRx Update	1:00 p.m. - 2:00 p.m. NRx Update	1:00 p.m. - 2:00 p.m. Transfer and Bill Scripts	1:00 p.m. - 2:00 p.m. 18.1 Review
2:00 p.m. - 3:00 p.m. RxCare Plus Enhancements	2:00 p.m. - 3:00 p.m. CRx Enhancements	2:00 p.m. - 3:00 p.m. Document Imaging	2:00 p.m. - 3:00 p.m. Reports, Custom Reports and Data Export

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7:30 a.m. - 8:15 a.m. Registration & Continental Breakfast
8:15 a.m. - 8:30 a.m. Welcome & Introductions

Friday, July 22, 2005
Hardware Expo Hours: 1:00 p.m. - 5:00 p.m.

8:30 a.m. - 9:30 a.m. – NSC, NPI, & Accreditation *Andrea Stark* (1 hr. CE)

PrimeCare

10:00 a.m. - 12:00 p.m. – HME Your Front End Profit Center *Jack Evans* (2 hr. CE)

10:00 a.m. - 12:00 p.m. Billing Matrix, A/R Reports

12:00 p.m. - 1:00 p.m. Luncheon

RxCare Plus	CRx	HME	PrimeCare
1:00 p.m. - 2:00 p.m. QS/1 Point-of-Sale	1:00 p.m. - 2:00 p.m. QS/1 Point-of-Sale	1:00 p.m. - 2:00 p.m. Pending Orders	1:00 p.m. - 2:00 p.m. Fill List Setup and Review
2:00 p.m. - 3:00 p.m. Tickler File	2:00 p.m. - 3:00 p.m. Miscellaneous Topics (Including Security)	2:00 p.m. - 3:00 p.m. Management Reports and How to Read Them	2:00 p.m. - 3:00 p.m. Miscellaneous Topics (Including Security Journals)

7:30 a.m. - 8:15 a.m. Registration & Continental Breakfast
8:15 a.m. - 8:30 a.m. Welcome & Introductions

Saturday, July 23, 2005
Hardware Expo Hours: 1:00 p.m. - 5:00 p.m.

8:30 a.m. - 10:00 a.m. – Medicare Part D Panel Presentation *Jim Hancock, Moderator* (1.5 hr. CE)

10:30 a.m. - 12:00 p.m. – Workflow Panel
John Frady, Moderator (1.5 hr. CE)

10:30 a.m. - 12:00 p.m. (HME) – Target Referral
Jack Evans (1.5 hr. CE)

12:00 p.m. - 1:00 p.m. Luncheon

RxCare Plus	CRx	HME	PrimeCare
1:00 p.m. - 2:00 p.m. Interfaces and Automation	1:00 p.m. - 2:00 p.m. Interfaces and Automation	1:00 p.m. - 2:00 p.m. QS/1 Point-of-Sale for HME	1:00 p.m. - 2:00 p.m. Workflow
2:00 p.m. - 3:00 p.m. Health Care Services	2:00 p.m. - 3:00 p.m. Multi Store Operations (CMS, Central Workflow and Enterprise)	2:00 p.m. - 3:00 p.m. Daily, Weekly, Monthly Procedures	2:00 p.m. - 3:00 p.m. Workflow

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Sunday July 24: Breakfast with QS/1 Staff 8:00 a.m. - 9:00 a.m.

*P*roduct *U*pdates

PCI Certification

Though in the past QS/1 has handled secure data without outside regulation, requirements are changing and certification is now necessary. The PCI (Payment Card Industry) Data Security Standard is the model for transaction security and for maintaining the integrity and safety of cardholder data. "In order for us to continue to communicate and distribute credit card transactions, we must have certification. It is becoming a requirement," says Sonny Anderson, Director of Systems and Technology for QS/1.

QS/1 was host to an assessor for PCI in April 2005. The assessor was at QS/1 headquarters to evaluate security safeguards for credit card transactions. His formal written report is expected to be finalized in the near future. In the meantime, QS/1 is addressing some of the items that were verbally addressed for remediation in order to expedite the response to PCI's formal report. Some of the issues being addressed at this time include a logbook noting the arrival and departure times of employees (who do not have PIN access codes) and guests entering the data center and a record of procedures for disposing of computer hard drives containing cardholder data. These actions currently are in place but must be documented in order to comply with PCI standards.

QS/1 now offering hardware maintenance for Zebra thermal printers

Customers now can add Zebra thermal printers with part numbers Z4M00-0001-000 or Z4M00-2001-000 to hardware maintenance agreements. Due to a recent business partnership between QS/1 and Zebra technologies, QS/1 will offer on-site and mail-in maintenance on these printer models. This partnership allows QS/1 to purchase repair parts as well as receive technical support on Zebra products. The prices are $27.00 per month for on-site maintenance and $21.00 per month for mail-in maintenance. The printers must be in good working condition, and other hardware maintenance requirements must be met in order to add the Zebra printers to a hardware maintenance agreement. Contact QS/1 at 1.800.845.7558, ext. 7282, to add printers to your maintenance agreement.

Inventory Change Tracking

This new feature, also known as Florida Inventory Tracking, provides RxCare Plus, NRx and PrimeCare customers with the ability to record and report details regarding adjustments to on-hand inventory levels. When the feature is activated and a user attempts to adjust on-hand inventory quantities, the system will prompt the user for details regarding the reason for the adjustment. The system will automatically record the date, user initials, adjustment reason and adjustment quantity. These adjustment records will then be available for reporting. Recording and reporting these adjustments is facilitated through Security Journals, which must be purchased separately. A new report titled Inventory On-Hand Tracking Security Journal will show the adjustment details, including on-hand quantities before and after each adjustment.

This new feature is available for RxCare Plus, NRx and PrimeCare customers on Release 18.1 Service Pack 9 and higher. It will be available for Point-of-Sale and SystemOne customers at a later date.

California TARs

California customers should look out for a software enhancement in forthcoming Service Packs to manage California TARs (Treatment Authorization Requests). NRx, RxCare Plus and PrimeCare will have the ability to create these requests in the form of electronic TARs to obtain prior authorization from California Medicaid. This approval is necessary for reimbursement for drugs not listed on the California Medicaid formulary or for patients with more than six prescriptions. This crucial new functionality will streamline paperwork and simplify operating a pharmacy business in California.

QS/1 Phone Extensions

1.800.845.7558
Phone: 864.253.8600
Fax: 864.253.8690

Press 9 to enter the following extensions:

Accounting	ext. 1404
Pharmacy Support	ext. 1406
PrimeCare Support	ext. 1407
PowerLine (FastClaim)	ext. 1408
HME Support	ext. 1409
POS Support	ext. 1410
Hardware Support	ext. 1411
Upgrades	ext. 1412
IVR Support	ext. 1421
Price Updates Support	ext. 1423
Marketing Support	ext. 1429
CornerDrugstore	ext. 1430

Image Storage Feature for RxCare Plus, NRx, PrimeCare

Though the ability to scan prescription images has been available in RxCare Plus since Release 17.2, QS/1 is adding new document imaging features to its pharmacy management software. As of Release 18.1 Service Pack 11, both NRx and RxCare Plus can employ the optional Document Imaging Module. This module adds to the pharmacy managment systems the ability to scan various types of documents for the drug, insurance, doctor, prescriptions, transaction, facility and patient (non-drug) orders records.

Now, a new Image Storage feature for NRx, RxCare Plus and PrimeCare offers even more options with images. This new capability allows images to be stored for retrieval at a later time. Combined with the many other great pharmacy features available with NRx and RxCare Plus, QS/1 offers the complete pharmacy management tools. For more information on this new feature, contact your QS/1 sales representative.

*P*roduct *U*pdates

From the Support Center

Visit our web site at www.qs1.com and check out the Frequently Asked Questions section.

CRx

Dispensing:
Did you know that if you place a "P" in the QTY field when filling, the system defaults to the package size?

Menu Path (Main Menu 1.1)
In the Qty (prescribed/dispense)=P

Partial Fills:
Qty Intended field should only be different than Qty Dispensed when you do not have the medication in stock.

Security:
When setting up Security make sure you add more than one Administrator.

If you need assistance, call Customer Support at 1.800.441.1995, option 2 for Software Support.

RxCare Plus/Primecare

With the latest release of the software, Release 18.1, many software updates are available without contacting the support center. Your server is set to automatically check for periodic updates. If you see a red QS/1 icon in the system tray (bottom right corner of your screen), click on it and follow the instructions to install the updates.

If you prefer to be more pro-active or you are experiencing a problem with the software, you do not need to wait for your system to alert you that updates are available. Click on the Windows Start button, then select Programs, QS/1, Check for QS/1 updates. If there is an update available, the red QS/1 icon will appear in the system tray, and you can install the updates by clicking on it and following the instructions.

There are two benefits to making sure that your software is current when you call us. The first is that it will reduce the amount of time you are on the phone with a technician. The second is that it will reduce the amount of time that it takes for a technician to get back in touch with you.

CMS

Did you know the Balancing report was added to Reconciliation Reports? This report allows you to see at a quick glance a corporate-wide standing of accounts receivable and payable for the specified date range. It shows the beginning balance for the specified date range, any new sales, reconciled payments and write-offs and the ending balance.

1. Access CMS menu bar.

2. Select Reports.

3. Select Reconciliation.

4. Select Balancing.

If you need assistance, call Customer Support at 1.800.441.1995, option 3 for CMS Chain Support.

QS/1 Support 1.800.845.7558 • CRx Support 1.800.441.1995

From the Support Center

CRx Hardware

Backup

Check your backup logs daily. If you experience any problems with your automatic backups, call Customer Support at 1.800.441.1995, option 4 for Hardware.

Norton Antivirus

Check your Subscription Date to be sure it is not expired. If it is expired and you have Internet access, update your program to ensure that it checks for the most current virus definitions and that Automatic Live Updates is activated. If you do not have Internet access, contact Symantec for the update.

Point-of-Sale

If you get the message "RX NOT READY, CHECK WITH PHARMACY" when checking out a prescription in Point-of-Sale, check the pharmacy transaction update screen. Often, there is a secondary price code on the transaction that does not match the patient's insurance record. The transaction will have to be voided and the information updated so that the two records match. Then you will be able to check out the prescription through Point-of-Sale.

SystemOne

Transaction Response Translation

1. Transmit.

2. Download a Report (Region A: A040329A.997, Region B: FA03093939.837, Region C: 9700009.RSP, Region D: M304B0..............A00001.7). Read the report and look for the AK5. If it has an AK5*R, refer to step 3 below. If it has an AK5*A, refer to step 4.

3. Write down the code that is given to the report. Access F7-Third Party Billing), F1-MCR-MCD Billing, and at state code type 997. (For Release 18.1, access 6-Transmission Response Translation.) It will ask you for the 837 filename, and it will already say hipaafle.txt (do not alter) and press Enter. It will then ask you for the 997 filename, and it will already read C:\HIPAA\; after the second backslash type in the 997 number (example :\HIPAA\A040329A.997). Press Enter twice. You will get a printout of your errors. Fix these errors, reflag the claims, **rebuild the batch**, then retransmit and look for another 997 report. To fix the errors you will need to look up the error codes in the Medicare/Medicaid Manual.

4. If you have an AK5*A, you will need to wait 24-48 hours for another report to be downloaded. This code is your second level error report (Region A: A040330.VMS, Region B: TX78789809.864, Region C: RPT00009.RPT, Region D: M304B0.............. E00001.7). It will already have your errors listed when you open it in notepad in the HIPAA folder. Once the second level report is received, **you don't have to resend the entire batch -- just claims that are in error.**

Important Note: Do not build a batch on top of another one. If you do this you will not be able to use the 97 report. Basically, you do not want to go through F7, F1, HPA and put claims on the hard drive when you are waiting for a report for a previous batch.

Hardware

Checking Backups

1. Click the UltraBac icon on the desktop.

2. Access Logs. Click backup.

3. Search for the date on each backup. Some Windows files may show up as being in use when backing up the full system.

4. Repeat the same steps but access the verify log.

5. Choose same dated file and look at the bottom of this file for errors. Some files may be in use when backing up the full system.

6. Look for any errors in both backup and verify.

If you have any questions about this log, contact QS/1 Hardware Support at 1.800.845.7558, ext. 1411.

QS/1 Support 1.800.845.7558 • CRx Support 1.800.441.1995

IN YOUR AREA
Training Seminars

Mid-Atlantic Region:

Indianapolis, IN (800) 637-5251
07/14/2005 RxCare Plus: Reporting
07/19/2005 Point-of-Sale: Release 18.1, Review and Enhancements
07/26/2005 SystemOne: Review
08/11/2005 RxCare Plus: Release 18.1 Overview
08/16/2005 SystemOne: Updates and Billing
09/15/2005 RxCare Plus: Updates and Enhancements

Lexington, KY (866) 441-7011
07/14/2005 RxCare Plus/PrimeCare: Release 18.1 Security
08/09/2005 Basic Computer Operations
09/13/2005 Point-of-Sale: Inventory Control
09/22/2005 Getting Started with Workflow

Richmond, VA (877) 392-5851
08/11/2005 CRx: Updates and Enhancements
08/18/2005 Point-of-Sale: Inventory Control
09/15/2005 RxCare Plus: Updates and Enhancements
09/19/2005 Reports and How They Work

Southeast Region:

Spartanburg, SC (800) 889-9183
07/14/2005 RxCare Plus: Review & Enhancements
07/21/2005 Point-of-Sale: Inventory
07/28/2005 SystemOne: Review & Enhancements
08/11/2005 RxCare Plus: A/R
08/16/2005 PrimeCare: Workflow
08/25/2005 SystemOne: Customized Reports
09/15/2005 RxCare Plus: A/R
09/22/2005 Point-of-Sale: Overview
09/29/2005 SystemOne: /R

Miami, FL (800) 889-9183
07/14/2005 RxCare Plus: Review & Enhancements
07/21/2005 Point-of-Sale: Inventory
07/28/2005 SystemOne: Review & Enhancements
09/15/2005 RxCare Plus: A/R
09/22/2005 Point-of-Sale: Overview
09/29/2005 SystemOne: A/R

Orlando, FL (800) 889-9183
08/11/2005 RxCare Plus: A/R
08/18/2005 PrimeCare: Workflow
08/25/2005 SystemOne: Customized Reports

Northeast Region:

Sturbridge, MA (800) 648-7428
07/19/2005 CRx: Basic Processing
08/16/2005 RxCare Plus: Workflow management
09/20/2005 SystemOne: Basic Processing
10/18/2005 RxCare Plus: A/R and Third Party Processing

Mechanicsburg, PA (717) 795-2700
07/12/2005 RxCare Plus: A/R and Third Party Processing
08/09/2005 RxCare Plus: Drug Inventory and Reordering
09/13/2005 Point-of-Sale: Basic Processing
10/11/2005 PrimeCare: Basic Processing

Midwest Region:

St. Paul, MN (800) 541-5358
07/07/05 SystemOne: Item and Patient Record Review and Document Imaging
07/13/05 CRx: Basic Prescription Processing
07/19/05 RxCare Plus/PrimeCare: Basic Prescription Processing
07/20/05 PrimeCare: Billing Matrix
07/21/05 PrimeCare: Release 18.1 Enhancements/Report Logic

Pleasant Hill, MO (800) 541-5358
08/09/05 SystemOne: Item and Patient Record Review and Document Imaging
09/20/05 RxCare Plus/PrimeCare: Accounts Receivable
09/21/05 PrimeCare: Enhancements and Fill Lists
09/22/05 RxCare Plus: Enhancements/Report Logic/Data Export

Rapid City, SD (800) 541-5358
07/19/05 RxCare Plus: Enhancements/Basic Prescription Processing/ Misc. Overview

West Coast Region:

Seattle, WA (866) 848-1942
07/18/2005 RxCare Plus: Prescription Processing 101
07/22/2005 RxCare Plus: A/R & Third Party Reconciliation
07/28/2005 SystemOne GUI: Transaction Processing 101
08/02/2005 RxCare Plus: Nursing Home Training
08/03/2005 RxCare Plus: Prescription Processing 101
08/09/2005 Point-of-Sale: Inventory COntrol & Automatic Ordering
09/19/2005 RxCare Plus: Prescription Processing 101
09/23/2005 RxCare Plus: Tickler File

Valencia, CA (866) 848-1942
07/11/2005 RxCare Plus : Prescription Processing 101
07/12/2005 RxCare Plus : Workflow
08/15/2005 RxCare Plus : Prescription Processing 101
08/18/2005 RxCare Plus : Report Logic
09/13/2005 SystemOne GUI : Transaction Processing 101
09/20/2005 RxCare Plus : Drug Inventory

Gulf States Region

Brandon, MS: (800) 233-6204
09/13/2005 RxCare Plus: Review & Enhancements
09/13/2005 Point-of-Sale: Review & Enhancements
09/20/2005 PrimeCare: Review & Enhancements
09/27/2005 SystemOne: Review & Enhancements

Dallas, TX: (800) 233-6204
07/05/2005 RxCare Plus: Review & Enhancements
07/05/2005 Point-of-Sale: Review & Enhancements
07/19/2005 SystemOne: Reveiw & Enhancements

New Orleans, LA: (800) 233-6204
08/09/2005 Point-of-Sale: Review & Enhancements
08/09/2005 RxCare Plus: Review & Enhancements
08/16/2005 PrimeCare: Review & Enhancements
08/23/2005 SystemOne: Review & Enhancements

$25.00 per person per seminar
(FamilyCare Members: one person per month FREE)
To register or for more information, contact your respective regional office two weeks prior to the seminar. Seating is limited.

IN YOUR AREA
Trade Shows

Marco Island, FL
July 6-10, 2005:
Florida Pharmacy Association

San Antonio, TX
July 7-10, 2005:
Texas Pharmacy Association

Chicago, IL
July 13-16, 2005:
Cardinal Retail Business Conference Booth #435 & #437

Wrightsville Beach, NC
July 13-15, 2005:
North Carolina Association of Medical Equipment - NCAMES

Baton Rouge, LA
July 14-17, 2005:
Louisiana Pharmacists Association

Virginia Beach, VA
July 14-15, 2005:
Virginia State Association of Durable Medical Equipment Companies - VADMEC

Orange Beach, AL
July 19-20, 2005:
Tennessee Pharmacists Association Annual Convention

Isla Verde, PR
July 21-25, 2005:
Community Pharmacy Association Convention

Myrtle Beach, SC
August 6-7, 2005:
Mutual Drug Company

Destin, FL
August 7-10, 2005:
Southeastern Gathering

Virginia Beach, VA
August 7-10, 2005:
Virginia Pharmacists Association

Fajardo, PR
August 25-28, 2005:
College of Pharmacy of Puerto Rico

San Diego, CA
August 27-31, 2005:
National Association of Chain Drug Stores - NACDS Pharmacy & Technology Conference

Palm Gardens, FL
September 14-16, 2005:
Florida Association of Medical Equipment Services - FAMES

Wisconsin Dells, WI
September 14-16, 2005:
Wisconsin Association of Medical Equipment Services - WAMES

Madison, WI
September 15-17, 2005:
Pharmacy Society of Wisconsin

Springfield, IL
September 30-October 2, 2005:
Illinois Pharmacists Association

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