

## Getting Started

Getting started with [TS4MO Medical Billing Service](#) couldn't be any easier.

TS4MO's hosted solution using [Healthwind Insight™](#) practice management software provides you with feature-rich software while eliminating the burden of investment and maintenance allowing you to focus on patient healthcare and not system administration.



**healthwind**

Hosted by TS4MO



<http://healthwind.com>

**Insight™ Practice Management**

### The Power of Insight™

- [Boost Productivity with Appointments](#)
- [Simplify Patient Management](#)
- [Improve Reimbursement with Fast, Accurate Billing](#)
- [Analyze your Practice](#)

Insight is powered by a high-capacity Microsoft Windows server with many redundant capabilities to help protect your data.

We handle all aspects of system setup, documentation, EDI implementation, process coordination, and training for your practice leaving you to move forward with our Complete Solution Billing Service and amazing practice Management System without any of the headaches generally associated with a transition.

We setup practice management software tables specifically for your practice. This includes everything from electronic claims, to procedures, fees, follow-up parameters — even the specific colors you would like to see on the appointment scheduler.

**TS4MO** makes getting started simple and worry-free.

When EMR/EHR is the right choice for your practice, we have integration available to many popular software products so you are able to take advantage of government incentives.

## Installation

**TS4MO** will provide your office with installation training on our practice management software. Typically this is done via a "live" online training session. We recommend one session for appointment scheduling and another for registration depending of the level of services you would like us to provide for you. For example, if we are providing you appointment scheduling and registration services, than your training will only require "view only" training so that you can review your schedule and patient's information.

**TS4MO** will begin the enrollment process, setup and registration with our clearinghouse. Typically new EDI (Electronic Data Interchange) enrollment forms and contracts need to be submitted to the insurance companies. You should consider that Government carriers take a substantial amount of time (up to 4-6 wks.), commercial (1-2 wks.). Immediately after signing-on with us, we will begin the process of re-enrolling with the new clearinghouse.

## Hardware & Peripherals

The **TS4MO** server is a RAID-configured central server with Windows Server 2008 operating system. It is located in a state-of-the-art hosting center where professional staff provides 24X7 monitoring, redundant high-bandwidth connectivity, and backup power generation for maximum reliability.

### What You Will Need

Your PC workstations, at a minimum, must be Pentium-class configured with at least 512MB of RAM, an Ethernet network adapter, and Microsoft Windows XP. If using Windows Vista or Windows 7 operating systems it is recommended that a minimum of 1G of RAM is installed in your workstation. All operating software should be "business" or "professional" versions.

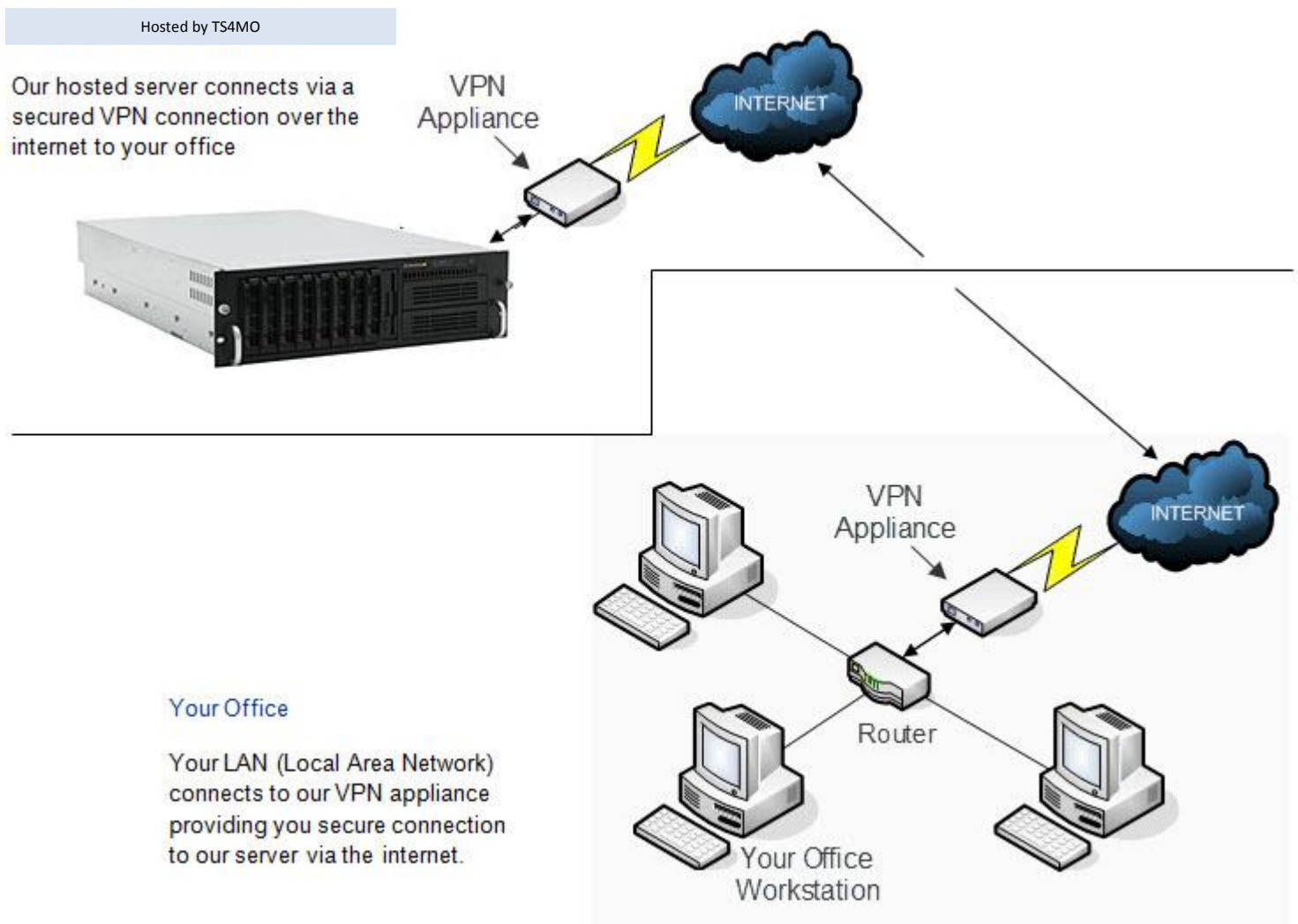
If your workstation will be using an insurance scanner, a "CardScan Executive Model 800" is required to be installed on your workstation.

To print reports or encounter forms at your practice you will use a laser printer that completely supports HP-PCL 5 or 6 printer control language. You will find this information in the specifications of your laser printer. HP series 3000 or 4000 laser printers are recommended.

To print individual labels a "Dymo LabelWriter Model SE300" with 1" or 2" labels is supported. These printers use a serial connection and are connected directly to any workstation with a serial connection.

## Our Hosted Service

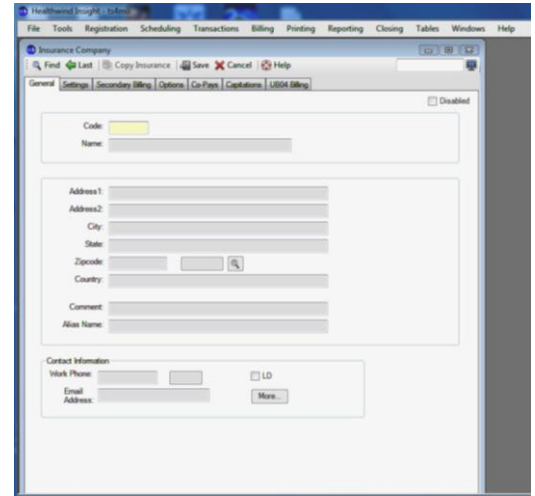
Connecting your practice to the [TS4MO](#) server is done over the Internet using a secured VPN connection. Your practice must have a high-speed internet connection and a well-functioning LAN (Local Area Network) in order to connect your workstations to the our server. We supply you with a VPN appliance which is installed between your Internet connection and your LAN. The VPN appliance in your practice then connects to a VPN appliance located at the [TS4MO](#) server to create a secured VPN (Virtual Private Network) connection.



# Working Together

## First Day

On the first day **TS4MO** and your practice begin working together we will gather information needed to build your practice management database tables. A complete worksheet of information needed for this process will be provided at that time and will require information such as your referring practitioner, your contracted insurances, information about your Providers, your practice and other such information. If you are going to take advantage of the powerful appointment scheduling features of our practice management system we will also need to consider your schedule information.



## Workflow

Depending on the level of service **TS4MO** is providing your practice will determine exactly what and how your patient's billing information is provided to us. The basics required to successfully provide clean claims for you would be:

- A completed Patient Registration form
- Both front and back images of the patient's insurance card
- The superbill (encounter form)

**TS4MO** is a complete solution billing service to include not only insurance billing but also your printing and mailing of your patient statements. Payments will continue to be received by your practice in the usual way unless otherwise arranged. We will need to have the EOB (Explanation of Benefits) and Patient payment information at our office in order to post the payments correctly.

## Reporting

A screenshot of a "FINANCIAL ACTIVITY SUMMARY" report for "Clinic: 10 - CLINIC 10". The report is prepared on 03/09/2011 at 9:17 am. It shows financial activity from 03/01/2011 to 03/31/2011. The report is divided into two sections for different practitioners: "10 - BOB ORRIS" and "11 - JIM LOCKHE". Each section lists "Production", "Supp Receipts", "File Receipts", "Prior/Supp Transfers", "Private Adj", and "Supp Adj" with corresponding dollar amounts. Totals are provided for each practitioner and for "Total Receipts and Adjustments".

	Production	Supp Receipts	File Receipts	Prior/Supp Transfers	Private Adj	Supp Adj
<b>Practitioner: 10 - BOB ORRIS</b>						
Capitation	0.00		0.00	0.00		
Private	0.00		0.00	0.00	0.00	
Suspense	210.00	0.00		0.00		0.00
<b>Totals</b>	<b>210.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Total Receipts and Adjustments</b>			<b>0.00</b>			<b>0.00</b>
<b>Practitioner: 11 - JIM LOCKHE</b>						
Capitation	0.00		0.00	0.00		
Private	0.00		-25.00	-50.00	0.00	
Suspense	210.00	0.00		-50.00		0.00
<b>Totals</b>	<b>210.00</b>	<b>0.00</b>	<b>-25.00</b>	<b>-50.00</b>	<b>0.00</b>	<b>0.00</b>
<b>Total Receipts and Adjustments</b>			<b>-25.00</b>			<b>0.00</b>

**TS4MO** will provide in your "Welcome Packet" examples of our Monthly Reports provided. We are also happy to provide you with any additional reporting you might require.

## Let's Talk

We really need to talk... because communication is the number one success tool! We are always available to answer any questions your practice has for us. In addition we take all of the billing questions from your patients. We make every effort to have someone available immediately when you call. Look at all the ways to contact us:

- Contact form on our website: [www.ts4mo.com](http://www.ts4mo.com) →
- Fax: 1-866-266-7906
- Toll free: 1-866-263-0126
- Email us at: [info@ts4mo.com](mailto:info@ts4mo.com)

Contact Us

## Thank You

Your success is our success and we want to thank you for working with us. We know you will find **TS4MO** to provide amazing products and services for your practice.



Steven R Colbeth, President  
**TS4MO** | Technology Solutions 4 the Medical Office