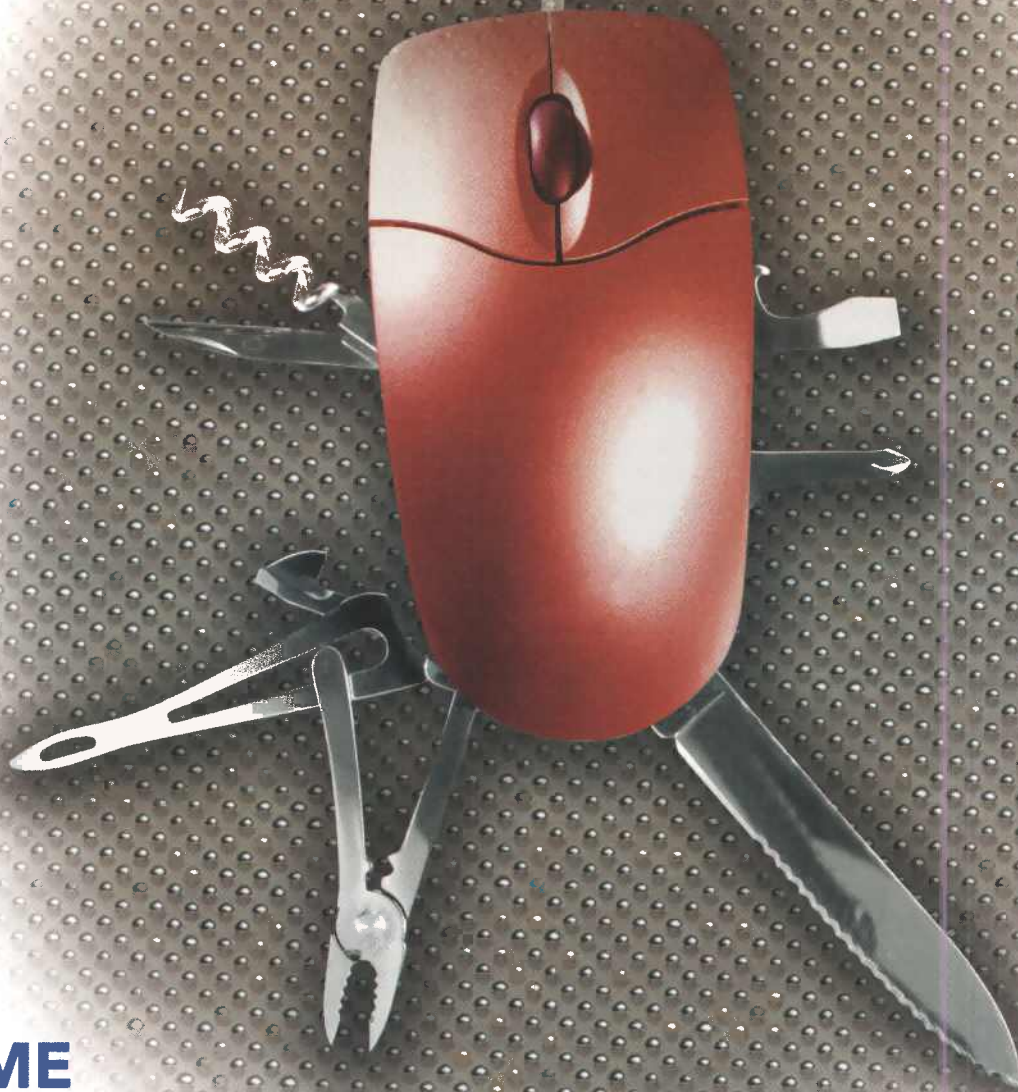


HME Software Survey

The Right Tool for the Job



Functions and features for 10 HME software offerings.

As downward funding pressure forces providers to find new efficiencies, reinforce their margins and identify new opportunities, HME software has become an increasingly important asset. That said, there are a wide variety of systems available, with multiple features and implementations. Which tool is right for you?

To help you identify systems that might meet your business needs, we've surveyed a collection of 10 HME software offerings on the market. We looked at them in terms of several different aspects:

- Order creation, entry, and processing capabilities.
- Billing tools, automation, and processing features.
- Reporting capabilities to help providers manage their businesses.
- Document management features and tools.
- How the system helps providers maintain accreditation standards compliance.
- Inventory control and management features.
- Delivery management and optimization features.
- The system's capabilities in terms of integrating with third-party systems such as accounting and medical record systems.
- Consulting or special services offered by the vendor in support of the product.
- Training and support services offered by the vendor.
- Tools to help HME providers communicate and share information or best practices with each other.

We also looked at factors such as the types of systems available (web-based, on-site, and

hosted, but with special client software); how many years the company has been in business; and how many systems it has installed.

Read through these listings and see if you can find the right tool for the job:

AR-Express DIABCO/Healthcare Software Solutions

www.AR-Express.net
800-864-6210

Years company has been in business: 28

Type: • A stand-alone system installed on-site



Ordering – Work orders produce all needed documents, and the system lets users define steps required for each type of product or service. "Uncompleted steps" reporting features provide a useful tracking tool. Recurring supply orders are automated for monthly, quarterly or any user-defined frequency.

Billing — Electronic billing for all primary and secondary insurances, including MSP. A table-driven set of business rules lets users define payor-specific validations of claims for the claim scrubbing process. Prior to claim processing, Medicare benefits can be confirmed using ME-First, DIABCO's web-based eligibility service.

Reporting –The Report Manager lets users create new reports, or edit any of the 200 existing system reports. All of the system reports can also be "printed" to an Excel spreadsheet and modified with this robust Microsoft Office tool.

The Right Tool for the Job

Document Management – EZ-Scan document storage and retrieval is used for the paperless office. All patient documents are stored electronically and can be viewed or printed from the document manager. Users can create any document using Microsoft Word, and when added to the system, it will personalize documents with mail merge.

Accreditation –The Asset Management feature keeps a complete history of all rental items.

deliveries and pickup dates, patient, and driver are automatically recorded. Maintenance can be scheduled, and detailed service and repair records track all costs and parts used in the database for each item by serial number.

Inventory – The purchasing and receiving process updates inventory on-order, on-hand, and last costs for all products by manufacturer, and can produce bar coded price tags. Using the ePO feature will send purchase orders electronically to vendors. As inventory is depleted, stock status reporting offers a reorder tool.

Delivery – Barcoded delivery tickets and products are used to capture all outgoing delivery information using handheld barcode scanners. Barcodes are also used for retail sales with Diabco's POS-Success system. Even patients can be given barcoded "customer loyalty" cards for promotional purposes.

Integration – Various export and import features are provided that interface with accounting systems, shipping software such as UPS or FedEx, and interactive voice response tools.

Consulting – Diabco's consulting business partners provide product and industry knowledge.

Training & Support –Installation of the AR-Express system is followed by a two-week period of "pre-training," where all of the system basics are reviewed in daily telephone sessions. Then a two day "go live" training class completes the initial training. Support services and additional training are available.

Online Community – In addition to web Medicare Eligibility services, all software support is handled via Internet. Support issues and change requests are managed in a web database, and answers are posted to a web-based, searchable "Solutions" knowledgebase of best practices and solutions to common problems.



... Leader of the Pack

DME SOFTWARE THAT DELIVERS

- Easiest to Learn and Use
- Patient Intake / Order Entry
- Recurring Orders / Span Dates
- Create and Track Custom Docs
- QuickBooks® Interface
- SQL Database
- Complete Inventory Control
- Tools for Accreditation
- Denial Management
- Competitive Bidding Tools
- Online Patient Eligibility
- Integrated Document Imaging
- Competitive Bidding Tools
- Retail Sales
- Integrated Credit Card and Check Processing **NEW**
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(\$275/month-36 payments, \$1 buyout)

See us at Medtrade Booth # 3639

Brightree
Brightree LLC

www.brightree.com
888-598-7797



Years company has been in business: 7 years

Number of installed systems: 1,000

Type: • A hosted, web-based/SAAS system

Ordering –The creation of accurate and complete sales orders is ensured via up-to-date price tables and correct modifiers. Prior to confirmation of delivery, Brightree automatically audits sales orders for completeness. An audit trail tracks and monitors changes to the chart.

Billing – Claims are automatically transmitted overnight to Medicare, Medicaid, and more than 1,700 commercial payors. Payor-generated acceptance reports are automatically retrieved and linked to the submission. Alerts notify the biller of rejections, pre-edit failures, and submission status. Online Medicare eligibility and NPI database are included.

Reporting – Real-time information for up-to-the-second accuracy. Custom reporting capabilities lets users quickly create their own reports. Information can be manipulated and analyzed using over 60 predefined reports and flexible output formatting such as Excel. Executive Summary lets managers turn data into actionable intelligence. Benchmarking measures performance on key business indicators.

Document Management – Brightree has partnered with RemitDATA WebScan to provide HIPPA-compliant, integrated document imaging. The system automatically detects documents and links it to the appropriate records within Brightree. Once filed, documents are instantly available to any authorized user.

Accreditation – Patient complaints and comments are maintained within the patient notes section. The tracking of serial number and lot number history are fully automated within Brightree. For most accreditation agencies, Brightree's centralized, secure Internet platform is sufficient to meet all required security protocols.

