



UNDER DEVELOPMENT: A FRESH TAKE OF CLIENT ENGAGEMENT

Winter has come and gone—at least for our friends in the south. But all that means is that it's time for the spring edition of The Practice Perfect Press. In this issue, we're going to take another look at Wired Client and the results it's helping clinics achieve, an exciting development with MIPS, and a new integration related to it.

WIRED CLIENT HELPS CLINICS FIND LOST REVENUE

Wired Client has been in the hands of Practice Perfect clinics since September. And they're unanimously reporting a reduction in no-shows, cancellations, and patient fall-offs. But instead of us prattling on about how Wired Client can help you find your lost revenue, let's hear what one of our beta testers had to say.

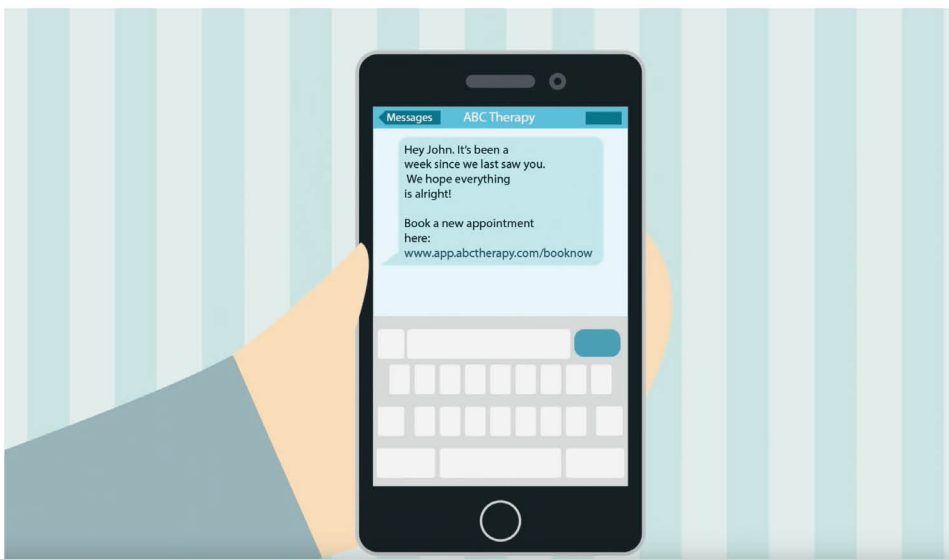
"Since starting with Wired Client, we've had our no-shows reduced by half and a noticeable improvement in client engagement," says Matt Sanchez, MSCT, BScKin, and Clinic Director. "The ability to quickly send a message to multiple clients at the same time has been a major time saver for our admin staff and I can't imagine going back to our old way of communicating."

And the feedback we received here isn't entirely unique. All of the Wired Client beta testers who used it have reported positive results—citing a reduction in no-shows, cancellations and vanishing patients—which translates into increased revenue. But the best part about it is that all they had to do was send their patients to Wired Client with one click and then let the tiny army of robots living in our cloud handle the rest!

TAKE ADVANTAGE OF A RISK-FREE TWO MONTH TRIAL OF WIRED CLIENT

Even though the Wired Client beta test has officially come to an end, we'd still like to give our clinics an opportunity to try it out free of charge. We're confident that a couple months with Wired Client will be enough to enhance your client engagement.

To learn more about how to get Wired Client for your clinic, email matt@practiceperfectemr.com to get started, or visit www.thewiredclient.com to learn more about how it all works.



MIPS TAKES CENTER STAGE

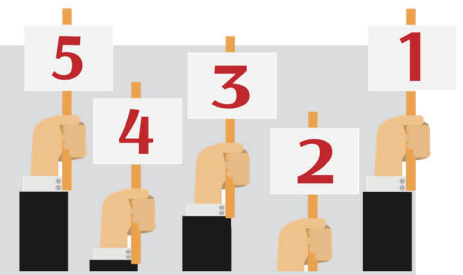
In 2019, the Centers for Medicare and Medicaid (CMS) have finalized their guidelines for MIPS. Spoiler alert: they're largely similar to the PQRS of old. Fortunately, Practice Perfect is on the case.

Learn more within.



PATIENT 360:

MIPS REPORTING FOR PRACTICE PERFECT CLIENTS



As you may know, there are two types of MIPS scores that clinics can report on, claims-based and registry-based. Claims-based scores are reported as part of your billing, they go out with your charges to Medicare. There are a limited number of measures that can be reported this way. Registry-based measures, of which there are many more to choose from, need to be submitted through a certified CMS registry. Patient360 is one of two registries that Practice Perfect is in the process of integrating.

Patient360 will allow Practice Perfect users to seamlessly report MIPS data to CMS through their intuitive and easy

to use dashboard tool. Users can also lookup their current MIPS scores and see how they are doing.

As one of the first 16 operating CMS registries, Patient360 is an authority on Medicare reporting, and has been vetted by CMS for 12 straight years and is a Qualified Clinical Data Registry (QCDR). Patient360 exists to help practices improve quality, increase payment incentives, and avoid payment adjustments from CMS under the Quality Payment Program (QPP) and MIPS.

As a Qualified Clinical Data Registry (QCDR), Patient360 has now

targeted physical medicine offerings with a unique focus on Physical Therapy and Occupational Therapy. They welcome suggestions for creation of other potential measures for the next reporting year.

Practice Perfect is currently working on this integration to develop a seamless approach for submitting scores, making the process as automated as possible, to be completed this Spring.

Using a registry does come with a cost and we have negotiated a special discount rate with Patient360 for our users. Please contact them for more details.

 PATIENT360.COM

 PRACTICEPERFECT@PATIENT360.COM

 1-800-537-4473

MEET MONIQUE, APPLICATION SOLUTION SPECIALIST!

Practice Perfect is such a vast application and the types of issues one may encounter are extremely varied. That's why it helps to have a jack of all trades like Monique in your corner to help you out when things go sideways.

Monique's role at Practice Perfect encompasses everything from customer service and training to server recovery. We asked Monique how long she has been working for Practice Perfect and she replied "Six years. Or maybe it is seven years. I can't really remember." Suffice to say that Monique has been with us for a long time.

When asked about her favourite part of the job, Monique mentioned that "no

one call is ever the same." That type of variety really makes her role at Practice Perfect as engaging as it is. So whether Monique is helping train a new employee, or stopping someone's server from imploding, the job manages to keep her on her toes. But Monique likes to keep things interesting when she's outside of the office, as well.

Monique lives in Toronto, and she prides herself in being able to make the most of all this city has to offer. Some of those things include attending movie premieres at one of Toronto's many film festivals, boxing, or showing up her friends in softball. "There's no shortage of things to do in the city," she said.



But what else does Monique do to keep busy? She tells us that she has been to a birthday party every weekend since the start of 2019—which is a lot of birthdays to remember! Maybe we should get her a personal Wired Client account.

All jokes aside, we're super happy to have Monique on our team and we hope that you have the pleasure of interacting with her one day.

TIPS & TRICKS



FAXING DOCUMENTS THROUGH PRACTICE PERFECT

How does your clinic fax your documents? Do you print them off and stand around the fax machine and wait for them to be sent? Because if you are, you're wasting valuable time that you could be using to do a million other things around the clinic—not to mention the paper and toner that can be going to better use. Did you know that Practice Perfect offers an easy way to electronically fax documents through the software?

Since last year, the Practice Perfect's integrated faxing solution has been helping clinics save countless hours that would've been spent standing idly around a fax machine. Here's how it works.

After a very brief setup, all you need to do is flag the document you need to send and select 'Practice Perfect Fax'. Upon doing so, you can choose a recipient linked to the patient's client profile (i.e. a family physician), type a message to include on your cover page, which also creates a 'Contact Log' entry so that you have a record of the fax being sent. You can even send multiple documents at the same time! But how does one know if a fax was delivered successfully?

Every time a fax is sent, you receive an email notification that alerts you that the fax has successfully reached its destination. This email also includes an image of the fax, so in the rare event that a fax doesn't reach its destination, you know exactly what needs to be resent.

To see the Practice Perfect integrated faxing service in action, visit <http://bit.ly/ppfax> today or contact matt@practiceperfectemr.com



PRACTICE PERFECT 515

CLAIMS-BASED MIPS SUBMISSIONS NOW AVAILABLE

In keeping with the MIPS theme prevalent throughout this edition of The Practice Perfect Press, we've recently released a new version of Practice Perfect which reminds and gives you the ability to submit claims-based MIPS submissions. Here's how it works.

If you recall the Physician Quality Reporting System, otherwise known as PQRS, you'll notice that the claims-based MIPS scoring system works similarly.

When you're entering treatment and service charges (CPT codes) into Practice Perfect, you'll be prompted to add the MIPS 'G codes', as well as several new modifiers. Later on when you generate your claim and submit it to your clearing house, these 'G codes' and modifiers will also be included in the submission and submitted directly to Medicare.

It's very important to note that this update only addresses claims-based MIPS submissions. For registry-based submissions, we recommend getting in touch with Patient 360 or FOTO to learn more about how these two types of submissions differ.

If you'd like to learn more about how to record MIPS within Practice Perfect, or if you require assistance with the installation of this update, please contact the support department at support@practiceperfectemr.com.

- A Fresh Take on Client Engagement
- MIPS Reporting
- Meet Monique! Application Solutions Specialist
- Tips and Tricks: Faxing Through Practice Perfect
- Webinar: Enhancing Your Revenue with Practice Perfect

WEBINAR: ENHANCING YOUR REVENUE WITH PRACTICE PERFECT



Using Practice Perfect to manage your facility is great and all—but are you using it to its full potential?

When fully realized, Practice Perfect not only helps you keep organized. Our application helps you increase your revenue, too.

Join us for a webinar on enhancing your revenue with Practice Perfect. See below for dates and times:

- Wednesday, April 10th, 2019 – 12:00 pm ET
- Friday, April 12th, 2019 – 1:00 pm ET
- Tuesday, April 16th, 2019 – 3:00 pm ET

Email michelle@practiceperfectemr.com today to reserve your spot. Spaces are limited!