



Connections

Making the Most of Your PACE Program

February 2008

ANNOUNCING NEW FEATURES AND ENHANCEMENTS

• Grievance and Appeals Forms

We've created new forms to capture the information you need to comply with the CMS grievance process requirements. Staff can enter the Nature of Grievance from a drop-down list, date of grievance and the date resolved. The Appeals Form captures the date the appeal was filed, resolution and the date the appeal policy was given to the participant.

Quarterly reporting on resolved grievances becomes automated by extracting data already entered in the system.

• Improved Scheduling

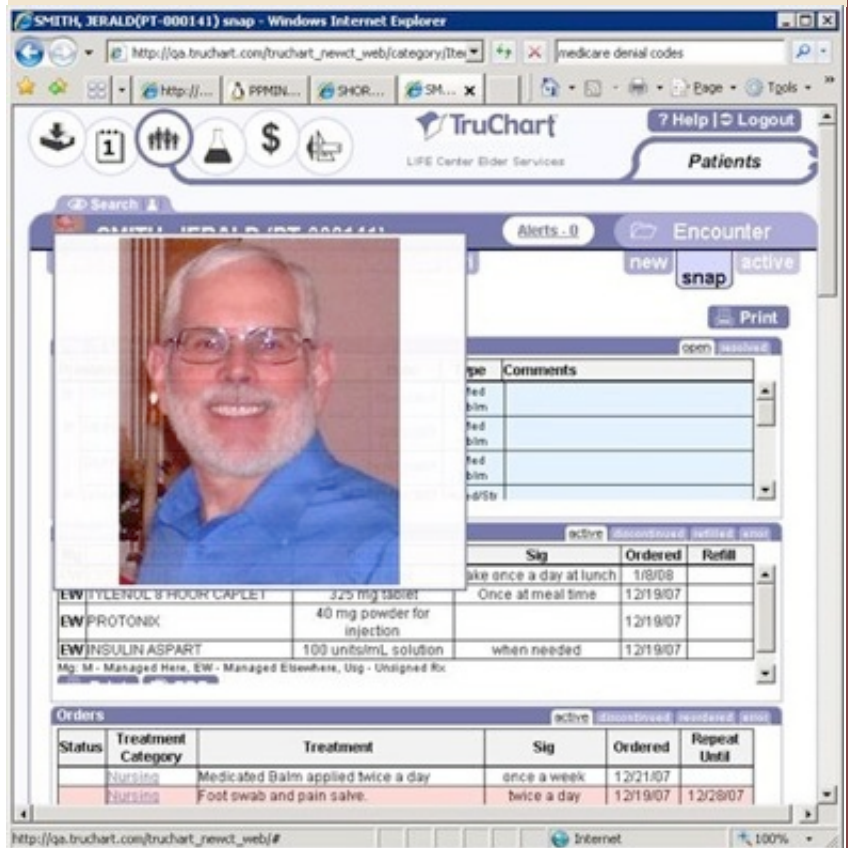
LIFeconnect's unsurpassed scheduling just got better! Already unique in the industry for our ability to schedule by Participant, User in the system, or Resource, our scheduling function now displays advanced color coding views. A quick glance at the calendar reveals scheduled events, and the system will alert you to scheduling conflicts.

• Authorization Workflow Improvements

You may now order multiple repeating follow-ups from an already completed Authorization, saving rekeying of duplicate information. Our users asked for the ability to view all outstanding Authorizations, and we added a simple query that makes that data easily accessible to them.

Rollover Photo Feature

Look, our developers have added a tiny thumbnail photo next to the Participant's name in the header. Rollover it, and up pops a bigger photo. It's there when you need it, but doesn't take up a lot of screen real estate. And since it's in the header, you can access it from any form, not just the Face Sheet. This new feature is a great way to ensure participant identification, and is a required element in some states.



The ONE SOLUTION for PACE Programs

Just follow NewCourtland LIFE's lead. Last November, their PACE site was visited by a team of five surveyors from the Pennsylvania Department of Public Welfare. Staff gave the regulators access to their LIFEconnect EHR program, where they were able to easily navigate through changes made to participant charts. Because each signed form is a permanent snapshot with user, date and time stamp, the regulators were able to access the information in an efficient manner. Not only did NewCourtland pass the audit with flying colors, but the survey team leader complimented them on their easy-to-use and organized EHR system.

For more information on how Mediture can help PACE Programs to provide better, more cost-effective care, contact us at:

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