

ArcBI TS Newsletter

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ArcSys Hot Tip

Good news! The Red Planet clients who went through the agonizing process of meeting the stringent requirements of MIPS achieved an average of **76.5** out of 100.

Way to go!

That will certainly improve the Medicare reimbursement for these practices in 2020.

Sorry, was that, “Jan Van Der Dyke Jr?”

At times, looking up a patient’s name can be just a little tricky. The problem stems from there being two fields in Red Planet to deal with the patient’s name: Family name (Last) and given name (First). Where the last name is a single word, things work pretty well. When the last name has embedded spaces (think several words), things can get messy.

For instance, let’s say you have someone named Roy Clark Jr. The last name has been entered as CLARK JR and the first name as ROY. As rational human beings, we would *think* that the cross reference would show up between Rick and Roz (see example on the left). But, no. The Jr, makes it sort *after* all the Clarks and before the Clarkes (example on the right).

CLARK	PATRICIA K	CLARK	WHITNEE
CLARK	PATRICK L	CLARK	WILLIAM F
CLARK	PLATTE	CLARK	WILLY
CLARK	RALPH B	CLARK	ZACH
CLARK	RAYMOND G	CLARK	ZACHARY
CLARK	RICHARD E	CLARK JR	ROY ←
CLARK	RICK ←	CLARKE	CURTIS M
CLARK	ROZ ←	CLARKE	DONNA
CLARK	RUPERT P	CLARKE	JOHNNIE

The problem is compounded because the folks who are entering names don’t *think* of how the computer will sort it. Do you enter “VAN DYKE” or “VANDYKE”? Or, “O DONNEL” or “ODONNEL”? Or, “ORCASIOCORTEZ”, “ORCASIO-CORTEZ” or “ORCASIO CORTEZ”? And then to make things even more complex, the person looking things up doesn’t think like the person who entered it! (And if you are those two people, well, what can we say?)

What to do? There are two options to consider:

1. Use the wild card search by entering a period after the last word piece. Like, **CLAR ROY**. Or, **VAN DYK**. Or, **OCAS CORT**.
2. Don’t even use name look up. Use the date of birth as the lookup and consider making it your primary cross reference. Then you would enter 04071958 and only those people would show in the cross reference. Need help setting this up? Contact us.





Hardtimes

EHR vendor Greenway Health has agreed to pay the US Department of Justice a \$57.25 million fine to settle allegations that it falsely obtained its 2014 and 2011 federal certifications and violated federal law by paying providers for sales leads.

In its complaint, the Department of Justice [asserted](#) that Greenway deceptively obtained a 2014 Edition EHR certification for its Prime Suite product, having hidden the fact that its product didn't fully comply with certification requirements.

According to the federal complaint, Prime Suite didn't incorporate the standardized clinical terminology needed to enable reciprocal flow of information concerning patients as well as the accuracy of e-prescriptions. To hide this deficiency, the DoJ said, Greenway modified its test-run software to trick the company it hired to certify the product.

In addition, the government claimed, Greenway was aware that an earlier version of Prime Suite certified for 2011 Edition criteria didn't correctly calculate the percentage of office visits for which its provider customers gave patients with clinical summaries, which led some Prime Suite users to incorrectly attest they were eligible for EHR incentive payments. The complaint contends that Greenway decided not to fix the error, as some of its customers wouldn't have gotten the incentive payment they were expecting.

The government also claimed that the vendor had violated the Anti-Kickback Statute by paying its client providers money and incentives to recommend Prime Suite to potential new customers.

As part of the settlement, Greenway agreed to enter into a five-year Corporate Integrity Agreement with the HHS Office of Inspector General. The agreement requires, among other things, that the company retain an Independent Review Organization to watch over Greenway's software quality control and its compliance systems. The IRO will also oversee the company's arrangements with healthcare providers to make sure that the vendor doesn't violate the Anti-Kickback Statute.

Meanwhile, Greenway must allow its Prime Suite customers to obtain the latest versions of the product at no additional charge, migrate the data from Prime Suite to another Greenway-developed software product at no additional charge and allow Prime Suite customers the option to transfer their data to another EHR vendor without incurring additional fees.

Less than two years ago, eClinicalWorks was at a similar juncture, [agreeing](#) to settle a whistleblower suit filed against the Department of Justice for \$155 million.

In its action against eCW, which was settled May 2017, the government argued that the vendor had falsely obtained certification for its EHR software, having doctored its product to hide the fact that it didn't meet certification requirements such as including standardized drug codes, performing drug interaction checks, recording diagnostic imaging orders and meeting data portability requirements.