



DataWing News

October 31, 2010

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Dear DataWing,

DataWing Software is pleased to publish our Fall 2010 company newsletter. We have lots of updates to share with you! Our solutions are expanding at our client sites that are using DataWing Software. Here in Portland, we are starting to act like little doodle bugs, hunkering down for a long, cold, wet winter that is predicted in this La Niña year for the Pacific Northwest. All the new additions will keep us all very busy during the next few months. We hope you enjoy the following stories. As always, if you would like more information or a personal demonstration of our products, please let us know. Fall is upon us! **Happy Halloween!**

DataWing Auto-Post™ for EZ-CAP® BETA

We are happy to announce that one of our enterprise DataTug™ users is conducting the Beta Testing of the DataWing Auto-Post module. So far, the integration with DataTug is providing significant benefit to post eligibility information updates into EZ-CAP. Automatic posting features include entry of member notes with DataTug and four undo events with Eligibility Manager, including "Un-Do Last Termination," "Un-Do Last Re-Enrollment," "Un-Do Last Option Transfer," and "Un-Do Last PCP Transfer." If you are interested in learning more, Call 1-866-504-3007 for the DataWing Auto-Post for EZ-CAP module using the HCIM Symkey™ technology.

What is an "accountable care organization"?

[CMS ACO Guidelines released](#)

The ACO model will clearly change the current structure of healthcare delivery; shifting from the pay-for-service model found in the majority of the US to a model with some form of incentive paid/capitated method.

Welcome new Cap Check™ Customers

Last spring, we added AltaMed as a new Cap Check client along with creating a customized report for all their revenue, including the sub cap payments they received. DataWing worked with them to transition a two week process of compiling data from a variety of sources to a simple file inload and report generation while using the power of Cap Check.



In June, we added Douglas County IPA (DCIPA) and Oregon Health Management Service (OHMS), delegated OR Health Plan (OHP) Medicaid groups, which joined Tuality Health Alliance in using Cap Check. These implementations are using the Cap Check compatibility for ANSI X12, taking the 820 files received from OR State DHS Medicaid and providing the reconciliation of capitation payments with their eligibility data in their claims system, both Plexis Claims Manager™ and MZI EZ-CAP.

National Committee for Quality Assurance (NCQA) is looking for public feedback on their ACO Draft Criteria by November 19, 2010.

NCQA Draft Criteria



There are many issues to address with this shift, including who will be part of the overall care and who will ultimately be responsible for the care review and how we individuals be assigned/delegated. Each individual will have to be "invisibly" assigned, tracked for the associated group responsible and then the incentives will need to be paid and sub capped to the others in the care model. This looks a bit like the managed care model of the past, with added compensation based on performance/results. The "invisible" member tracking will certainly create challenges, as will so many other parts of the reform laws. DataWing feels that we are in a great position to help; we believe that the IPA/MSO model in California will find more states and medical groups adopting the

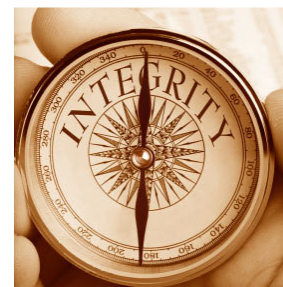
"Cap Check's ability to interface with Plexis has been an invaluable tool. The staff at DataWing is very knowledgeable, which made the setup process uncomplicated and straightforward. We look forward to an ongoing working relationship with DataWing." Douglas County IPA

DataWing Software Guiding Principles

By Regina Shapiro

DataWing Software recently defined a few guiding principles:

- Integrity
- Devotion
- Customer Service
- Customer Success



Our Business Compass

Joining DataWing Software, I recognized that this company lived by their philosophy with a focus on customer success. We seek to understanding the challenges and look for solutions that addressed those needs. I have had the opportunity to speak with many of our current clients; I would like to share some of your comments:

"DataTug is User Friendly and saves us an enormous amount of time that would be spent looking at Health Plan web sites for member information."

"DataTug is Awesome"

"I love DataTug, it is my favorite program."

"Saving 6 hours per day"

"I love it. Thank God I had this. The whole concept can help any customer - it doesn't matter what system you're on. Easy to learn... we have improved accuracy, the audit ability of our member data and the efficiency achieved was equivalent to one FTE".

"DataWing support was devoted to the individual needs of our group and turned around the specifications needed quickly to meet our needs"

"...You are our best vendor..."

"Cap Check is the greatest thing since sliced bread for cap reconciliation"

"Cap Check has proven to be an excellent tool for auditing capitation discrepancies between health plan eligibility and health plan capitation files. Cap Check has many times paid for itself. "

"Thank You Jerry, your software is exceptional along with your continued support."

I think this one sums it up:

"We have been using all of DataWing's products for many years. Their products are excellent and their service is fantastic." Stu Gross, So. Cal. Physicians Managed Care Services

centralization of the administration.

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Eligibility Manager Extends to IDX

Eligibility Manager has been undergoing major internal changes that will be included in version 4.12. Three clients are now using the beta version of Eligibility Manager 4.12. Here are a few highlights:



- Support the needs of clients to process X12 834 files
- Flexible configuration structures to allow adaptation for any claims system.
- Automatically update change records (Review) from DataTug results.
- Integrate with DataWing AutoPost using SymKey® to support retro corrections.
- Flexible settings for default folders, contract start dates and compare settings by plan and/or company.

In our last newsletter, we shared the extending reach of Eligibility Manager to several new claims platforms, including Trizetto QNXT™, Plexis Quantum Choice™, MC400 and ikaSystems. We continue to increase our supported platforms with the addition of **GE Centricity (IDX)**.

DataWing worked together with our new IDX client to identify how Eligibility Manager could streamline their eligibility process work flow. The evaluation team shared some of the justification they documented for making the change to DataWing Software for their member eligibility update process for IDX.

*"Eligibility Manager will give me the ability to have the plans codes **updated accurately and faster, as well as electronically**. At this time, 30% of the plan updates received need to be worked manually to correct in IDX.*

*This software is **user friendly, easy to read, and looks at everything** that is coming over on the file all at once. We are able to sort by adds, terms and we would not have to create queries in SQL, maybe not even use SQL to hold the HP files. We would be able to see what the health plans are actually sending through in an easy to read format...*

***Another big item is the missing members**, the health plans do not load all the members on the files, and to have an application such as this to go out to the health plan and retrieve the term dates (DataTug), and then update Eligibility Manager to upload electronically to IDX, is a huge savings, especially when we are right on the deadline to send notification to finance for cap to run..*

***To me it seems like a good way to go.** These are only my thoughts.... "*

This is a very exciting time for our team here, and should keep the flock pretty busy as we address the needs of several new organizations with new health plan formats and claims systems as well as the expanding needs of our existing clients...back to work!

Upcoming Events

As we close 2010, a review of our participation at user conferences and events includes the EZ-WRUG in March, Western Claims Conference in

June, CAPG IT Committee in August and Plexis User Conference in September. It truly has been a very busy few months. We have had the opportunity to meet with current and potential clients both in the US and around the world. This is very exciting for us here. As we plan for 2011, our draft event schedule this spring and next year looks even busier than in the past as we consider our plans.

[Winter WRUG 2011 \(GE\)](#)

February 10-11
Seattle, Washington

[EZ-CAP UCON](#)

March 6-9, 2011
Newport Beach, California

[TIPAA National Conference](#)

March 31st-April 2nd, 2011
San Antonio TX

[CAPG Healthcare Conference](#)

May 4-7, 2011
Palm Desert, California

[Western Claim Conference](#)

September 18-20, 2011
Indian Wells, CA

[EZ-WRUG 2011](#)

Date and location to be announced

We hope to see you all there!

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