

*Special points of interest:*

- Company Launches News Letter
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## Health Access Solutions Launches Company News Letter

Welcome to the first of many Health Access Solutions company news letters. We will publish a newsletter quarterly to keep clients up to date on our activities as well as the future direction of the Access Express product. Each newsletter will feature one of the team members of Health Access Solutions, as well as a profile of one of our clients. We will review potential enhancements, industry news and the challenges we all face.

*"We are excited about the growth of the Access Express product" states PPMSI, Health Access Solutions CEO Randy Frakes. "We pledge to*

*keep the product state of the art and will grow with the industry."*

Health Access Solutions is the software division of Pacific Partners Management Services Inc., a Northern California based Management Service Organization. Access Express was created for PPMSI when Internet technology was just gaining wide-spread acceptance. We had an internal application that worked, but we wanted something ahead of the times. We knew we could build this with the tools we already had.

Today, Access Express is used to manage close to 3,000,000 million mem-



bers in the state of California. "Our strategy was to get a strong foothold in the California market place before we reached out to the rest of the nation". We have achieved that goal and are ready to expand our business throughout the United States.

## Health Access Company Changes

In January 2008, Randy Frakes was promoted to CEO of PPMSI and Health Access Solutions. Randy served the past 10 years as PPMSI's Chief Operations Officer. He spearheaded the development of Access Express.

Lori Vatcher was appointed COO for PPMSI and is located in the Foster City office.

Dottie Robinson was recently appointed Executive Director of Health Access Solutions.

Dr. Swati Awsare has joined the PPMSI staff as Chief Medical Officer.

Gary D'Amato was promoted to Director of Information Technology for PPMSI/Health Access Solutions.

# Meet the Team at Health Access Solutions

**Each month we will introduce the employees at Health Access.**

This month's featured employee is Tim Schulze.

Tim graduated the University of Oklahoma in 1997 with a bachelors degree in Computer Science and moved to Northern California where he began working for Hewlett-Packard as a software engineer. Tim left HP in 1999 and worked at E-Stamp during the dot-com boom until they closed their doors



Tim relaxing in Italy

in 2001.

Tim joined PPMSI in November 2001 and led development of many features currently found in Access Express. He also played a key role in the implementation of our first clients, Arcadian Management and Health Care Partners. In July 2004, Tim accepted the position of Product Manager for Access Express. Tim is now the Product Director responsible for the growth and development of the product:

*"Our growing customer*

*base validates the effort we've put into improving AE the last few years. We are very excited with some of the features and technology we are looking to add to AE in the next year."*

Tim is an avid basketball fan and hits the courts a couple of times a week. He started playing after work with fellow HP employees in 1999, and quickly found himself hooked!

## CLIENT WEB SITE is now available.

There is a new web site in town and it's just for our clients!

[www.accessexpress.com/support](http://www.accessexpress.com/support)

Discussion forums allow registered users to post questions and receive answers from the AE support team as well as their fellow customers on a number of topics.

Use the Downloads section to grab the latest AE software releases, documentation, and software patches. New user manuals will also be available soon.

In the future, we will add personal blogs from members of our sales and technical teams.

If you have not signed up for an account yet, please do so by visiting the web site and clicking on the "Join" link.

Keep in touch with your fellow users and share your experiences, learn what others are doing, and how they have handled the day to day changes in Medical Management.

## HEALTH ACCESS USER GROUP—HUG

Our first HUG meeting was held last September at the Universal Hilton Hotel. The meeting was a success and we did have representation from almost all of our clients. Premier Eye Care of Florida was the only client unable to attend. At the User Group meeting we did create



Hilton Hotel at Universal City

the HUG Advisory Group who will meet quarterly to review and discuss the development of the Access Express application. The first Advisory Group meeting was held January 17, 2008 and the minutes from that meeting are available to all advisory group

members. The minutes can be retrieved from the client web site. ([www.accessexpress.com/support](http://www.accessexpress.com/support).) We are soliciting suggestions for the date, time and location of the 2008 User Group meeting from the Advisory Board. Please contact your rep with your feedback.

## HAS Client Corner

Who say's Information Technology teams don't know how to have fun? Meet the IT team at Epic Management L.P.

Epic Management L.P. is located in Redlands, CA. and does management for more than 125,000 members in the Commercial and Medicare market.

Epic Management L.P. provides practice management, billing and managed care services to over 2000 affiliated physicians in San Bernardino and Riverside counties who participate in Beaver Medical Group, Pinnacle Medical Group, Redlands Yucaipa Medical Group,

Guardian Medical Associates, and Citrus Valley Imaging.



Epic IT— Halloween

Kathy Thunholm, Epic's Vice President for Management Information Systems, says, "*We look forward to building a more efficient, patient-centric web based system for all our providers. Access Express will streamline many of our medical management processes, replacing paper intensive systems with instant automated referrals and decision-support.*"

Epic went live with Access Express in January 2006.

Pictured: the Epic IT Team: Specifically Paul Martin, Melinda LaBelle and Lee Tanney who handle the AE product.

## AB 1324—Health Care Coverage: Treatment Authorization

AB 1324 has been the buzz of conversation since it was introduced into law January 2008. We are actively monitoring both CAPG and the ICE websites for updates regarding this matter.

### BACKGROUND

Assembly Bill 1324 was sponsored by the California Medical Association and supported by a variety of

organizations including AARP, American Cancer Society, California Association of Realtors, California Chapter of the American College of Emergency Physicians, CHA, HAC, and the Foundation for Taxpayers and Consumer Rights.

While the author focused his arguments on the individual market place, the provisions of AB1324 ap-

ply to all health plans and insure policies including policies in the group market.

### REQUIREMENTS

The bill amends section 1371.8 of the Health and Safety Code to state that plans must pay providers for any treatment authorized regardless of any change in coverage or eligibility.

### IMPLEMENTATION SUGGESTIONS

**Applicability:** AB 1324 applies to all health care service plans and disability insurers. There are no specific exceptions. The author and the Department of Managed Health Care have stated throughout the process that the provisions do not apply to Medi-Cal plans. It is advised to seek this assurance from the Department in writing.

**Documents Required to be Amended:** There are no specific changes required by AB 1324: however, plans must ensure that providers contracts, individual and group subscriber agreements, evidence of coverage and disclosure documents comply with the requirements of AB 1324, and should be modified and filed as applicable.

**Amendment Required:** Health care service plans that authorize specific

types of treatment by a provider cannot resend or modify this authorization after the provider renders service in good faith and pursuant to the authorization **for any reason** including eligibility determinations (e.g. employer group subsequently informs plan that member is not eligible).

We will continue to update you as more information is received from either CAPG or ICE.

## THE SMART SOLUTION FOR CARE MANAGEMENT

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[www.accessexpress.com](http://www.accessexpress.com)

### VISION STATEMENT:

We pledge to work hard to lead the industry and engage with qualified partners to provide the solutions our clients need to assure their electronic future, and to streamline Internet communications solutions for the physician desktop.

We will continue to look for new idea's and suggestions for opening lines of communication. We encourage your feedback and ask that you submit suggestions, comments, and ideas to us at: [aesupport@ppmsi.com](mailto:aesupport@ppmsi.com). We will continue to do our best to provide each and everyone of you with up to date information on Access Express.

## Some more "NEWS" for everyone

### New team members:

We have added new team members to the Health Access Solutions staff. Lori Kovel Client Implementation Project Manager. Lori is located in Charlotte NC and comes to us with over 17 years of project management experience. Lori is currently leading the Hill Physician install.

Cheryl Montes and Gina Guzman join the HAS team as the AE Help Desk. Cheryl and Gina have been performing Help Desk duties for several years. They work directly with the provider offices and support, HCP, SCCIPA and Affinity users. Cheryl and Gina will also work directly with Dominic Manuel on all client support issues.

### New Clients

Santa Clara County Health and Hospital System, San Jose, CA

North American Medical Management, Ontario, CA.

Premier Eye Care, Del Rey, Fl.

Hill Physicians Medical Group, San Ramon, CA.

We want to welcome our new clients and encourage you to sign up for access to the client web site. You can share idea's and ask questions read the blogs. This is your chance to make a difference. Visit the Client Support site at [www.accessexpress.com/support](http://www.accessexpress.com/support) and click the **JOIN** link today!

### New HAS Corporate Offices

In June 2007, PPMSI and Health Access Solutions Corporate office moved just a few blocks from it's existing location to 1051 E. Hillsdale Blvd Suite 750, in Foster City.

The new office has been updated with the latest technology solutions and is a show case in the world of corporate interior design and layout.

A majestic view of the San Francisco skyline can be seen from the Northern conference room, and a stunning view of the Foster City river front is seen from the Southern conference room.