

Special points of interest:

- Release 4.2
- Company Changes
- Meet the team at Health Access Solutions
- US facing largest Measles outbreak in 7 years

Inside this issue:

Release 4.2—Sneak Preview	1
Meet the HAS team	2
On Time is coming	2
Access Express User Group - HUG	2
Client Corner	3
US Facing Measles	3
News for Everyone	4

Release 4.2—Sneak Preview

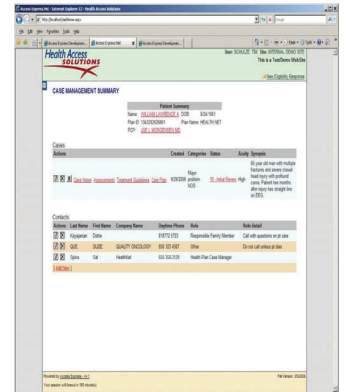
The development team is hard at work preparing the first release of 2008, Access Express release 4.2.

Some of our improvements include a new graphical dashboard for P4P, distance (zip to zip) and map links integrated with the provider search, and improved access to Milliman Internet Guidelines that eliminates the need to update Milliman content locally.

With the help of our friends at Hill Physicians and based on feedback from our existing clients, we are working closely to improve our Case Management mod-

ule. A new Care Plan features allows users to track Goals, Barriers, and Interventions. Expanded case notes and member health notes allow you to document and search more efficiently than ever before. We've also truly separated Case Status from Acuity Level so you can provide timely follow-up based on patient severity. Case Management will continue to grow in functionality through 2009.

Letter templates can now be edited directly within Access Express. We have added an HTML editor with the ability to add any field in the AE database



without programming changes. We have also added a new Letter Assignment Table Maintenance function giving the user the ability to set up letters with more flexibility than ever before. Our goal is to eventually have your staff create letter templates or make changes when letters are modified.

New Commercial Denial Letter

In February, ICE posted the new Commercial Denial Letter (CSDN). There is a 6 month window for implementation of the new letter. We are currently working to create a template that we will offer to all clients.

Users will need to review their current Denial Reason Codes and make the appropriate changes. ICE is working on an updated list of 'standard' denial reason codes which we will format for AE. We will continue to monitor

the ICE website for updates to standard UM Letters, Denial Reason Codes and required reporting.

For more information visit the Ice website at: www.iceforhealth.com.

Meet the Team at Health Access Solutions

The man behind the support Desk Phone. Meet Dominador (Dominic) Manuel III.

Dominic, or Dom as we call him, joined the team at Health Access Solutions in August 2006.

Born in the Philippines, Dom moved to Southern California with his family in 1984.

Dom has been in the Health Care industry since 1986. He began his Health Care career at Transamerica processing claims for Medicare. He worked at Cedars-Sinai IPA as database manager for the EZCap system. In 1993



he joined the UniHealth Ventures team (later known as OAO Health-Care Solutions) where he became the Supervisor of Support for the clients who use the MC400 product.

“I love technology” says Dom. “It’s a fast pace environment that keeps me challenged.”

At one time Dom was a weekend warrior—always out on the Paintball field. He has always wanted to serve in the United States Military and when he received his citizenship in 1998 he would have joined the Marines! Family kept Dom a civilian though. With 5 lovely children rang-

ing from age 16 to 7 months he is raising his own mini Marine Corps.

Dom spends his free time with his family. Two of his children are playing basketball for their respective schools, one does Hawaiian Dancing, his 5 year old daughter, Kaitlyn is the sous-chef of the family. Dom’s newborn son, Kaleb, is making sure his daddy stays young by staying up late. Dom loves Hockey, and in the winter is a Fantasy Football Coach!

Dom continues to enjoy outdoor activities, photography and has strong family ties.

Client Support site coming soon

This May the HAS team rolled out an on line tracking tool called “On Time”. On Time will be used to log all inquires, questions, issues, etc. from clients. Each item tracked will receive a ‘tracking number’ which will help us monitor support to each client. From this list we will also create FAQs to share with all clients.

The first phase of this project, led by team members Lori Kovel and Dominic Manuel, has been internally within the HAS team.

Later this year a link will be added to the Support site to allow users to log on and review open tickets as well as send requests directly to On Time. More information specific to On Time will be communicated to

each client as things progress.

“We are excited to offer this service to our clients” said Dottie Robinson, Executive director of Health Access Solutions. “We are looking at other avenues to continue to improve communication between all users of Access Express.”

HUG—2008 Keep the Date—October 6th & 7th

We have begun planning our 2008 HUG meeting. Keep the date: **October 6—7**. This years conference will be at the Disneyland Resort in Anaheim. We have space at the Paradise Pier Hotel. On line registration will begin shortly. Watch for updates from *Express Communications*.

We will look to the HUG Advisory Board for topics for this year’s conference. Please send your suggestions, and idea’s to your HUG advisory representative. We need your feedback and ideas to ensure this years conference is informative and meets your expectations. More information will be available at the

Access Express Client Support site in the next few weeks.

If you would like to present at this years conference, let us know as soon as possible.

HAS Client Corner

Meet the Partners:

Healthcare Partners that is! HCP located in Torrance, California is the largest combination staff model IPA in Southern California and growing.

Betty Shephard, Lead VP of Care Management and her team have been using the Access Express application since 2003. "We have enjoyed working with the team at Health Access Solutions, they have been fast to respond to our needs" say Ms. Shephard.

Currently, Healthcare Partners has 5 different regions throughout Southern California: From the Pa-

cific Ocean to the San Gabriel mountains. From the City to the Valley you can find a HCP provider to meet your needs.



The HCP IT team—having fun!

HCP IT team works closely with the Care team to improve the tools their

providers and Care Team use on a day to day basis.

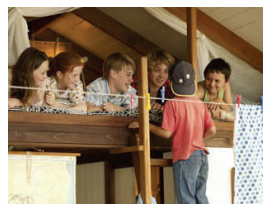
Leading IT at HCP is CIO, Zan Calhoun. Greg Mason and team work hard keeping all the systems running including IDX, Allscripts, and HCP Connect.

Jenny Naranjo is the primary contacts for HCP-Connect and she ensures that the Care team and the providers make the most of the system features. HCP has been a major contributor to the development of Access Express. They are currently working to roll out Concurrent Review.

U.S. Faces Largest Measles Outbreak in Seven Years as Kids Head to Camp (By KATE BARRETT—ABC World News with Charles Gibson) <http://www.abcnews.go.com/Health/story?>

They're getting ready to pack their bags and head to camp. But as kids prepare to share close quarters, there's something parents should know: The United States is facing its largest measles outbreak in seven years -- and measles spreads fast.

After someone with measles coughs or sneezes, the virus lingers for up to two hours after that person walks away."The thing about measles is that it's extremely contagious,"



said Anne Schuchat, director of the Center for Disease Control and Prevention's National Center for Immunization and Respiratory Diseases. "Somebody could get measles without ever having been in the office at the same time as the first child."

The CDC Thursday announced a series of measles outbreaks between

January and April 25 that resulted in 64 measles cases in the United States -- the highest number reported in the same time period since 2001. Officials blame a spike in the number of travelers bringing measles in from Israel and Europe. Once in the United States, measles has been able to take hold because more and more people are choosing not to get vaccinated, Schuchat said. "My suggestion would be that summer camps oblige all foreign students to be immunized," said Dr. William

Schaffner, chairman of the department of preventive medicine at Vanderbilt University's School of Medicine in Tennessee. As for American students spending the summer away from home? "Clearly they ought to have their immunization status completely reviewed," he said.

What to Look For

A rash, high fever, runny nose, cough and red, watery eyes are all symp-

toms of the measles, according to the CDC. But for parents and camp counselors, that could look a lot like other problems as well. Fortunately, Schnaffer said there are other distinguishing symptoms, including a "very, very characteristic" rash that starts on a person's trunk and spreads to the limbs, face and the neck. Upon closer observation, doctors also see tiny white spots on the inside of the infected person's mouth.

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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.

The status of PHRs. Do we build or partner?

Do you currently have a PHR solution? Are you looking for one? After years of research and review we are asking you this question so we know the direction our clients are looking to take. .

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 Look

We have begun the conversion to .NET! You will see the new look in release 4.2 as the main menu has been updated.

We have kept the pages simple and easy to use, while enhancing the application with new .NET features.

Gone is the drop-down menu, no more links at the bottom of the page. A new sleek look allows users to expand or hide the menu as they roll through Access Express.

This means you will need to do some education and training with users once you are ready to deploy the new release.

News & Events

We are joining the IDX Western Region Users Group. We have been working with the WRUG team and plan to exhibit at the Fall conference in San Diego.

We will work with all vendors and where possible join in support of our clients and their host systems.

This year we will sponsor the upcoming ICE conference, November 13—14, 2008 in San Francisco.

We continue to look for new business partner relationships to add additional functionality to Access Express. EMR integration is high on our list for 08-09.