

WLT COMPLETES ANOTHER SUCCESSFUL YEAR!

BRINGING ENHANCED SYSTEM CAPABILITIES TO MEET YOUR GROWING NEEDS

At WLT, we understand that the insurance industry is continuously evolving and as these changes occur, so do the needs of our Clients. As a result, last year alone, we released more than 200 enhanced system features for the **MediClaims for Windows** and **CompClaims for Windows** Systems. The following are just a few of those new features.

On the **MediClaims for Windows System**, we have added the ability to automatically assign coverage codes based on the patient's age. This was added to the already existing ability to assign coverage codes based on a combination of procedure code, place of service, diagnosis code, provider type, and/or procedure modifier. Therefore, when processing claims the most appropriate benefit is automatically assigned by the system without the need for manual intervention by a claims adjuster. In addition, coverage codes can now also be assigned based on the revenue codes for hospital claims along with a combination of the place of service, patient age, or any of the other components that can be used for benefit mapping with procedure codes.

In December 2004, WLT held a Client Focus Group for the **MediClaims for Windows** COBRA Module at our corporate office in Clearwater, Florida. At that time we received valuable input from our Clients on how we can better meet their COBRA processing needs. As a result, in 2005, WLT developed automatic COBRA Notification, Continu-

ation of Coverage, and Termination letters. In addition, we created a new "Administrative Report". For COBRA billing, we added the ability to include COBRA participants on the group or location bill for rates such as administrative fees, but still be able to bill premiums for those participants individually.

The FSA Module was enhanced for auto-flex creation through health claims processing to create flex payments using available funds for any dollars that are considered to be the "Employee's Responsibility" instead of just the deductible and out-of-pocket. This module was further enhanced with the ability to process a partial refund on a flex payment.

Benefit plans now can be set up to indicate if a time-frame limit is tooth and/or surface specific for dental processing. Also within Plan Maintenance, a different fee schedule rate can be used for inpatient claims versus the standard schedule used for in-network repricing on the system.

In Edited Claims Maintenance, we have added a button to list all possible duplicate claims when the applicable edits have been triggered. This is similar to the screen that appears in Manual Adjudication when a duplicate edit is triggered. These screens assist claims adjusters in making informed decisions when accepting or overriding duplicate edits without the need for lengthy claim searches to find possible duplicate claim information.

The Claim Void, Reset, or Debit-Adjust program has been enhanced

with the option to automatically recreate a claim once it has been debit-adjusted if a previously processed claim needs to be reversed and reprocessed. This claim can now be reprocessed without anyone having to manually reenter it.

In order to provide claims administrators with a tool to help with continuous quality improvement, WLT developed a Claim Audit Report. This option will randomly select a given percentage of claims to list for review, and the report can be run for all processors or for a selected processor.

Through the WLT Certified Partner program, some new features have been integrated into **MediClaims for Windows**. Coalition America, Inc. (CAI) was WLT's first Certified Business Partner. In collaboration with CAI we developed a solution to take out-of-network claims processed on the system and transmit them via EDI (using the 837 HIPAA compliant transaction sets) directly to CAI for repricing. The bills are efficiently and quickly returned electronically for auto-adjudication. The process also provides key edits of the claims prior to sending to CAI, resulting in improved workflow and a reduction in costs associated with "ineligible" claims. Another of WLT's Certified Business Partners is AdminiSource. They provide a fully integrated and comprehensive system to effectively address the challenges inherent in the healthcare payment and remittance distribution process. WLT has developed a check production procedure in which a check file with explanation of benefits information can be transmitted directly to AdminiSource via FTP during the check update process. For more information regarding these and other Certified Business Partners, please visit the WLT website at www.wltsoftware.com/newsite/partners.html#partners.

On the **CompClaims for Windows System**, we have added the ability to do Occupational Accident Processing inclusive of deductible options. In addition, we have created a Premium Billing and Agent Commissioning Module.

This year, and in the years to come, we will continue to provide our Clients with exemplary customer service and support, and we look forward to the challenge of meeting the ever-changing needs of our industry.

WHAT'S INSIDE

2005 System Enhancements Overview	1
MediWeb Update, E-mail Routing	2
WLT Exchange Updates	2
WLT Client Conference 2006	2
Annual June Training Session	3
Introduction to Report Writing	4
WLT Holiday Schedule	4



UPDATE Spotlight on Email Routing

MediWeb is full of great features!

Our newest development is Email Routing, which allows Benefit Administrators (BAs) to organize and efficiently handle customer service requests via HIPAA compliant secure email. This also enables Employers to share benefit information through email, which significantly reduces your call load.

BAs may customize the inboxes based on their preferences and needs, by assigning all or selected Groups to one inbox, and assigning selected users to monitor these inboxes.

Another great advantage of Email Routing is the email notifications that are sent to inform you of any new messages.

Unique features include:

- HIPAA Compliance with upcoming Security Regulations
- Secure email without requiring users to add technology/costs
- Upload/Download files through the secure browser
- Instant Notifications of events such as On-Line Enrollments, Claim Questions, Change of Coverage, etc.
- Outlook Style email
- Customizable Routing to different departments
- And MORE!

For more information on how to order MediWeb for your organization, contact your account representative!



UPDATE

WLT has developed a series of **MediClaims for Windows** complimentary products aimed at making Benefit Administration/Communication easier. The first in the series, MediWeb is the industry's only fully integrated Customer Relationship Management (CRM) package aimed at making your organization more profitable.

MediWeb comes with an entire EDI routing module at a fraction of a cost of traditional systems. For instance, did you know that you can utilize the EDI routing system to: upload eligibility and accumulator data, and download claims and provider files to and from your PPO/PBM for only a small fee?

MediWeb is now connected with 20 PPOs and 4

PBMs and growing! Thanks for all of your help in getting your vendors to comply!

Our next product, MediFaxASP is an automated real-time faxback system designed to send an automated facsimile back to healthcare providers. This information contains real-time eligibility, accumulators, claim status, and schedule of benefits. Ask your account representative about MediFax ASP today!

Our third product, MediScan, should be out in April. MediScan will allow you to convert all of those paper claims, into EDI claims...COMING SOON!!!

WLT Client Conference 2006

Mark your calendars now as preparations for WLT Client Conference 2006 have begun!

WLT Client Conference 2006 will be held the week of October 25th through October 27th, 2006, at the Sheraton Sand Key Resort on Sand Key Beach. The Sheraton is offering conference attendees a special daily room rate of \$179.00 for single/double occupancy. Both "Pre" and "Post" conference accommodations may be secured on a space available basis at the conference rate. In order to receive the negotiated group rate, please call Sheraton's reservations department at (727) 595-1611, fax your information to (727) 596-1117, or visit their website at: www.sheratonkey.com and let them know that you will be attending WLT Client Conference 2006. Please be sure to make your reservations early to guarantee your accommodations.

This year's conference will follow a similar format to last year's conference. WLT will host a **MediClaims for Windows System** training session Monday



through Wednesday, October 23 through October 25, 2006, and a **CompClaims for Windows System** training session on October 24, 2006 for those Clients that are interested in attending. These training sessions provide the opportunity for you to refresh your knowledge of your WLT System(s), learn how to use all of the great new features, and also learn about the new modules that have been added over the last year. Both training sessions will be held at our Clearwater office site and will run from 9:00 a.m. to 5:00 p.m.

Wednesday evening WLT will host a welcome reception to kick off WLT Client Conference 2006! Thursday and Friday's agenda will include presentations provided by each department, breakout training sessions, Client Roundtable discussion and much, much more! More details will follow in the next newsletter!

The WLT staff looks forward to seeing everyone at this year's conference!

ANNUAL **JUNE TRAINING SESSION**

WLT's annual June training sessions for the **MediClaims for Windows System** will be held the week of June 12-15, 2006, and June 16, 2006 for the **CompClaims for Windows System**. Both sessions will provide a thorough review of the systems and will include the latest updates. WLT invites all Clients to attend these training sessions. The training sessions will be very beneficial to those of you who:

- Trained more than a year ago.
- Are currently in the implementation phase.
- Have been live on the system for 120 days.
- Experienced turnover in staff.
- Anyone who has not yet upgraded to the **MediClaims/CompClaims for Windows Systems**.

WLT has always received very positive feedback from new Clients on how important it is to schedule a training session about 120 days after going live on their systems. When new Clients initially train on their systems, they may not be sure of exactly what questions to ask. However, once they start processing on their systems, they become more familiar with what questions to ask that pertain to their type of business.

MediClaims for Windows System training session format:

Monday through Thursday June 12-15, 2006
 Review of **MediClaims for Windows System**
 Hands on Training
 Question & Answer session

CompClaims for Windows training session format:

Friday, June 16, 2006
 Review of **CompClaims for Windows System**
 Hands on Training
 Question & Answer session

The training sessions will be held at WLT's office in Clearwater. The training sessions will begin at 9:00 a.m. and end at 5:00 p.m. Please take this opportunity to mark your calendars and take advantage of these training sessions.

If you are interested in attending this year's June training session for the **MediClaims for Windows System** or the **CompClaims for Windows System**, please contact any Client Service representative to register. Please register by May 19, 2006, in order for us to reserve adequate meeting space.



Sheraton Sand Key Resort on Sand Key Beach

Introduction to Report Writing

Last month, WLT held their first introductory class for report writing. While the class utilized Crystal Reports as the report writing tool, there was an emphasis on understanding the database first. The Data Dictionary is an essential tool to use as it not only lists the tables in the database with the columns those tables contain, it also describes the relationships between different tables. When creating an external report using a report writing program, it is important to first have a paper prototype of what you want the report to look like. Creating a new report is easier when you have something in front of you to reference. You should have also already answered the following questions: What kind of information needs to be on the report? Does the report need to be restricted to a particular date or group? Does the report need to be sorted in a certain order? Does the report need to have column totals on it? Having this information with you when you begin to create the report will definitely make the process smoother. With proper preparation and a better understanding of the database, your ability to create custom reports is limited only by your imagination. We will be offering this class again during WLT Client Conference 2006 and we look forward to seeing you there!

WLT *Holiday Schedule*

WLT will be closed in observance of the following holidays.

Memorial Day

Monday, May 29th

Independence Day

Tuesday, July 4th

Labor Day

Monday, September 4th

Thanksgiving

*Thursday, November 23rd
& Friday, November 24th*

Christmas

*Monday, December 25th
& Tuesday, December 26th*

New Years

January, 1st 2007



OnLine is published quarterly by *WLT Software of Florida, Inc.* WLT specializes in the development and servicing of fully integrated systems and data for insurance claims administrators. WLT provides systems and data for the administration of employee benefit plans, workers' compensation, managed care, flexible benefits, claims editing/unbundling, bill review, premium billing, 24-hour coverage, long- and short-term disability, HIPAA, and COBRA.

This publication is intended to provide accurate information on the subjects discussed. It is distributed with the understanding that the user is solely responsible for the use of any information contained herein, and that WLT assumes no liability whatsoever in connection with its use. The material in this newsletter may not be reprinted without advance written permission from *WLT Software of Florida, Inc.*

Telephone (727) 442-9296
Toll Free (877) 807-4730
Fax (727) 443-4936
www.wltsoftware.com

WLT Software of Florida, Inc.

Insurance Software Specialists
 831 N. Hercules Ave.
 Clearwater, FL 33765

Address Correction Requested