



Over the past 3 years we have received many positive responses to our e-book, Spice It Up! So we are glad to announce that we have updated the e-book to include the latest collection techniques. You can download Spice It Up 2.0 free of charge by clicking on the picture of the book below. I hope you enjoy the book. As a reminder, Dave and I are available to conduct training seminars based on the book at your office. The seminars are free of charge. Just call Dave or me and we will set up a date.

### **Collection Tip of the Month**

I recently read an article where the writer declared 2015 as "the year of the healthcare hack." Also, the Chicago Tribune ran an article on April 19th called "Safeguard Medical ID's From Theft" that warns patients to be careful with their medical information. As retailers have beefed up their security, cyber-criminals are moving into the healthcare arena. The Medical Identity Fraud Alliance reported that medical ID theft grew 22% in 2014 and victims paid more than \$13,000 in out-of-pocket costs to resolve the crime.

Medical identity theft can happen many ways. In the past 6 months cyber-criminals have hacked Anthem, Inc. (the second largest U.S. insurer) that compromised 80 million medical records and Community Health Systems which compromised 4.5 million health records. Many consumers do not even know that their medical records have been hacked until it is too late. The Tribune article reported that a study showed that 80% of people do not read their explanation of benefits. Also, it is common practice for someone who buys stolen medical insurance information to put in a change of address so the original card holder may not receive the EOB.

**All NEW! All FREE!**

What can you do to prevent medical ID theft and not accidentally accept stolen medical insurance in your office?

1. Work with your EHR vendor to password protect your computer system and see if the information can be encrypted.
2. Make sure that you have controls in place to protect your physical office records. Limit the people who have access to your records and conduct training programs for your employees on how to protect health information.
3. Many offices are taking photos of their patients and storing them into their EHR software.
4. Ask patients for photo ID's like their driver's license.
5. If you do have a breach, you are required by HIPAA to report it to the U.S. Department of Health and Human Services and notify the media and public if the breach affects more than 500 people.



**Download yours today**

Following is a link to an article from HealthIT.gov to learn more about health information security:

<http://healthit.gov/patients-families/your-health-information-security>

## **Independent Physicians Advisors Meeting:**

The IPA is a group of independent physicians that meet on a monthly basis to discuss various healthcare issues. It is a great way to network with your peers who are facing same issues that you are. The goal of the IPA is to improve core business operations for independent healthcare providers through shared learning and support. Their members provide key strategy and operational services that foster sustainable growth and enable the physician and practice owners to focus on patient care. The next meeting will be held on Thursday, May 14, starting at 7:30 a.m. Location is the Redstone Grill in Oak Brook Terrace. The topic is: Fraud Protection.

**Put our experience to work with our document library...**



**Download Patient Information Forms, Patient Payment Tracker, Past Due Letters, Collection Scripts and more...**

**Click Here**

You can sign up by clicking on the following link: <http://www.ipamd.com/seminars.php> . If you have any questions, please do not hesitate to call me.

## **How Can I Earn CEU's By Attending a CDA Seminar?**

Many of you belong to various professional medical office management associations and are looking for industry professionals to conduct a seminar at your local or state meetings. CDA is now offering a free seminar called "9 Red Hot Ingredients to Fire Up your A/R Collections in Just 30 Minutes a Week?" for your medical or office managers association. We will be conducting a seminar for the American Association of Professional Coders in February and they will receive 2.0 CEU's towards their professional

certification for attending. Also, we were approved by the American Academy of Medical Administrators are allowing their members 1.5 CEU's for attending a live seminar or webinar.

You can view a short video on the seminar by going to <https://www.cdac.biz/spiceitup>

If you are interested in learning more about how you can bring our seminar to your association, please call Dave or Tony.

## **Thank You For Your Trust!!**

We are looking to help more clients like you. The greatest form of flattery is when one of our clients refers us to one of their colleagues. If you know someone that can benefit from our services, let us know and we will be glad to follow up.

## **Chef Dave's Kitchen**

### **Maple Orange Glazed Ham**

Shallow Baking Pan  
Preheated 325 degree oven  
Time to Prepare: 2 Hours

1 fully cooked shank ham roast, approx. 8 lbs.  
2 cans (1 lb. 2 Oz each) sweet potatoes  
3 large red apples cored and cut in eight's  
2/3 cup maple syrup  
1/2 cup reconstituted orange juice  
3 cups packed down brown sugar

Place ham fat side up in pan. Insert meat thermometer in center of thickest part of meat with tip avoiding fat or bone. Bake 1 1/2 hours. Remove ham from oven; drain pan drippings (save for pan frying) and cut away the rind if present. With top of knife, make cuts in a diamond pattern. Arrange sweet potatoes and apples around ham. In saucepan, combine syrup, juice, and brown sugar; heat until sugar is dissolved. Pour hot syrup over ham, potatoes and apples. Return to oven, heat uncovered 25-30 minutes longer, basting occasionally until apples are tender and thermometer registers 130 degrees. Serves 8 to 10.

All the best,

Tony Muscato, VP of Sales

[www.CDAC.biz](http://www.CDAC.biz)



**Spice it Up!**

