

## **Dermatology Coding Alert**

### **Ask the Right Practice Management Software Questions**

Making sure you get concrete answers to all of your questions is critical when you're choosing an MPM software vendor and system.

Add the following questions to your list to ensure you're getting the best system for your practice:

- Will the software be able to send a claim/encounter form in the HIPAA standard X12 837 content and data format to all payers?
- Is the entire system considered HIPAA-compliant?
- How are upgrades handled? Are they included in the initial cost? How often are upgrades performed? Do they require much system downtime and a new version of the software? It's important to check on how often the company will perform upgrades, the cost of those upgrades and the service level of the provider.
- What are the costs: initial, upgrade, maintenance, integration, etc.?
- Am I allowed/able to purchase add-ons such as an electronic health records (EHR) system from another company to ensure I get the best products for my practice? Does the vendor support integration, meaning will they work with another vendor to make sure their products work together?
- What training and follow-up support does your company provide to my office staff?