

Health Information Compliance Alert

Get Answers to These Critical MPM Questions

Making sure you get concrete answers to all of your questions is critical when you're choosing a medical practice management (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 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?