

FOR RELEASE OCTOBER 13, 2008

Hospital Documentation Improvement Efforts Get More Power

Meta's Electronic Physician Query Software Adds CMS-Compliant Query Templates

Seattle, WA — Meta Health Technology announced today at the 80th AHIMA Convention in Seattle that it is offering FairCode Associates' DRG-specific query library as an option to hospitals that purchase Meta's Electronic Physician Query software. The integration of query templates will enable users of the Meta software to quickly and easily generate CMS-compliant queries.

Queries Impact Financials, Patient Care

Meta's Electronic Physician Query product was developed in response to a widespread hospital initiative to improve the quality of patient chart documentation. Closing the loop between the coder or CDI Specialist and the physician, the product automates and expedites the physician query process. At the same time, it gives hospital management tools to measure the effectiveness of the process. Using Meta's application, the user can quickly generate a query and obtain a response from the doctor. Where appropriate, the physician can provide documentation to substantiate a specific diagnosis that should be included in the patient's abstract and billing claim.

It's generally understood that accurate patient records are an important factor in providing safe and effective treatment. However, in the new regulatory environment and with the potential for RAC reviews, each patient chart that lacks documentation can also cause the hospital to lose revenue to which it is entitled. Therefore, obtaining detailed documentation from the physician is crucial for accurate reimbursement, as well as for patient care.

Users Improve Documentation with Less Staff Time

An additional challenge for hospitals is that documentation improvement personnel often have difficulty devising effective and consistent queries, so the responses they get back from physicians may not be complete. FairCode's query templates were developed by a team of clinical professionals, based on their extensive experience with diagnoses and conditions that often require clarification. Integrating these OIG-compliant templates with the Electronic Physician Query software gives users easy access to these efficient tools, resulting in documentation improvement with less staff time invested.

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“FairCode’s query library is a natural and valuable addition to our Electronic Physician Query product, and we are delighted to be able to offer it to our clients,” said Eli Nahmias, President and CEO of Meta Health Technology. “Using the templates, our users can work even more efficiently. The query is complete and the language is clear, so they only have to go to the physician once.”

According to Dr. Tracey Goessel, President of FairCode Associates, “Our extensive query library has been used in over 350,000 clinical audits, across multiple groupers, including MS DRGs, APR DRGs and the New York State Grouper. It provides a clean trail of communication between the coder, clinical documentation specialist or auditor and the attending physician. We are pleased that Meta, with their powerful delivery platform, has selected our library for their clinical content.”

About Meta Health Technology

Meta Health Technology is a full-service provider of health information management solutions for hospitals, physician group practices, long-term care facilities and HMOs. Headquartered in New York City, the company has served the healthcare industry exclusively for 30 years. Meta’s clients range from small community hospitals to many of the largest and most prestigious medical facilities across the United States and in Canada. The company provides a level of client service that is unmatched in the industry.

Meta’s CHARMS 2000™ is a comprehensive suite of HIM applications designed to automate and augment critical HIM functions, including abstracting and coding, chart tracking, deficiency management, release of information, document management, electronic medical record, electronic signature and department management.

More information about Meta Health Technology is available at www.metahealth.com, or by calling 800-334-6840.

About FairCode Associates

FairCode Associates, LLC is a healthcare consulting firm established in 2001 to improve coding documentation and compliance in hospitals, ambulatory surgery centers and physician practices. Headquartered in Towson, MD, the company is dedicated to the correct documentation of patient acuity, and to ensuring that clients receive full compensation for the care that they render. Staffed entirely by physicians and coding professionals, the company performs clinical documentation audits that have resulted in \$70 million in recovered funds for its clients.

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