

NEWSLETTER



Welcome to the New Year.
We hope it will be fun and prosperous for you all.
A special welcome to our new customers this month.

NEW FEATURES THIS MONTH

UPDATES

Program updates occur as module updates at any time during the month. You may see the following update messages from time to time:

- 1) Program file updates requiring you to be out of a specific program (Figure 1). If there is a new program module to be updated and that module is open, this message will come up. If you click on the individual coloured boxes, it will show you which program, OCX or DLL files need to be closed.
- 2) DLL file updates require you to be completely out of LOTS on the computer (Figure 2). If a DLL file associated with a program module is in use and can't be updated, a message will display a list of programs that are open. It will prompt you to close these programs to allow the update to run.

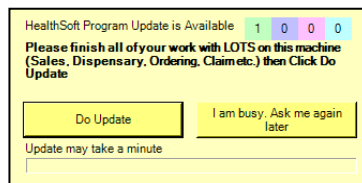


Figure 1

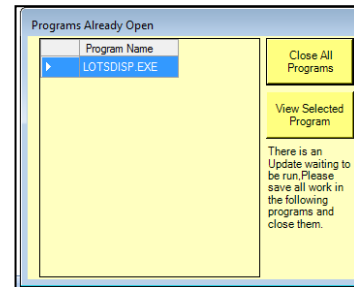


Figure 2

NB: Remember to check the 'Update Details' tab on the LOTS Start Menu to see what has changed.

CLAIMS

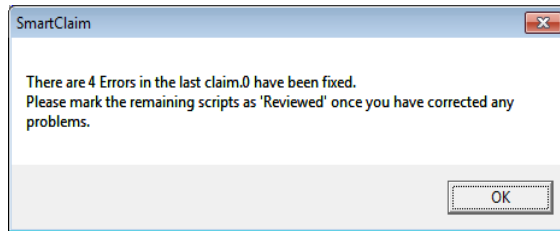
Claim Errors Reports

It is important you check this report after getting the Claim Response for your claim. We have seen instances where the Claim Errors Report has not been dealt with. Remind your staff to check for errored scripts on these reports every time you get a Claim Response.

We've put in a new feature to help. When accessing SmartClaim, LOTS will check if the LAST Claim Errors Report has been reviewed. If the claim errors on your last report have not been marked as 'Reviewed', then an alert message will come up. Please do NOT ignore it. The following is an example of a message that may come up:



NEW FEATURES THIS MONTH, contd.



It is important that the Claim errors are checked before you do the next claim. Go to SmartClaim, Claim Response tab, open the Claim Response, then the 'Errored Items' tab.

In the script screen, when you tick the buttons on the 'Claim' panel to send the script back into the claim, LOTS will automatically mark any associated claim responses as being reviewed and will show which claim they will be sent in.

SmartClaim Reponse Period:23/12/2011							
File Sort							
Complete Report Variance Report Errored Items Invoice							
Script Number	PDE	Qty	Date Disp	Status	Reviewed	T.Cat	Error
19905/3	2223716	28	19 Dec 2011	Resubmit In Next	<input checked="" type="checkbox"/>	I	0597:Quantity claimed to date is more than the total quantity prescribed
20008/3	2223716	28	22 Dec 2011		<input type="checkbox"/>	I	0597:Quantity claimed to date is more than the total quantity prescribed
20083/2	2324105	30	22 Dec 2011		<input type="checkbox"/>	I	0152:The original of this repeat is not a paid item in the Health Benefits database 0599:Invalid special authority number
22089/2	799882	4	17 Dec 2011		<input type="checkbox"/>	I	0152:The original of this repeat is not a paid item in the Health Benefits database

CLAIM RESPONSES

When accessing SmartClaim on the claim machine, LOTS will check if the last 8 claim responses have been received. If not, a claim response will be requested from MOH Sector Services starting with the latest claim period. Note that only one claim response can be requested at a time. LOTS will request the latest claim response first and then request the others when you go back into the claim module again. LOTS will bring up a message when the Claim Response arrives.

PRODUCT GROUP REPORT

You can access this report from the Sales Report Menu, as well as on the Stock Report Menu.

CHARGES

Many of our customers are now installing their own hardware, and this has led to an unprecedented demand on both our remote support software and our support technicians' time. Unfortunately, both these resources are expensive and the fairest way to cover them is on a 'user pays' basis.

We have decided to implement a flat fee of \$95 + GST for help to remotely set up LOTS software on a new machine, and the associated peripheral configuration.

Other hardware 'remote support' help eg. setting up a new printer, moving a master machine etc and/or software support not related to LOTS (such as Anti Virus software), will be charged on a time basis of \$31.25 + GST per 15 minutes.

Please note that the existing monthly maintenance and support fees paid to HealthSoft cover ongoing LOTS software development, Database updates and general LOTS software support. The fees are not designed to cover extraordinary support such as hardware setup, breakdowns and configuration, which are items outside our control.

We know that extra charges are never popular, but we hope that you understand why these need to be implemented.