

VertexDr

FASTER SUPPORT: JUST A FEW CLICKS AWAY

JUNE 8-9, 2017 | VERTEXDR CLIENT FORUM

Ted Newman & Carissa Falcone

a MERIDIAN MEDICAL MANAGEMENT company

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Windsor, CT 01095

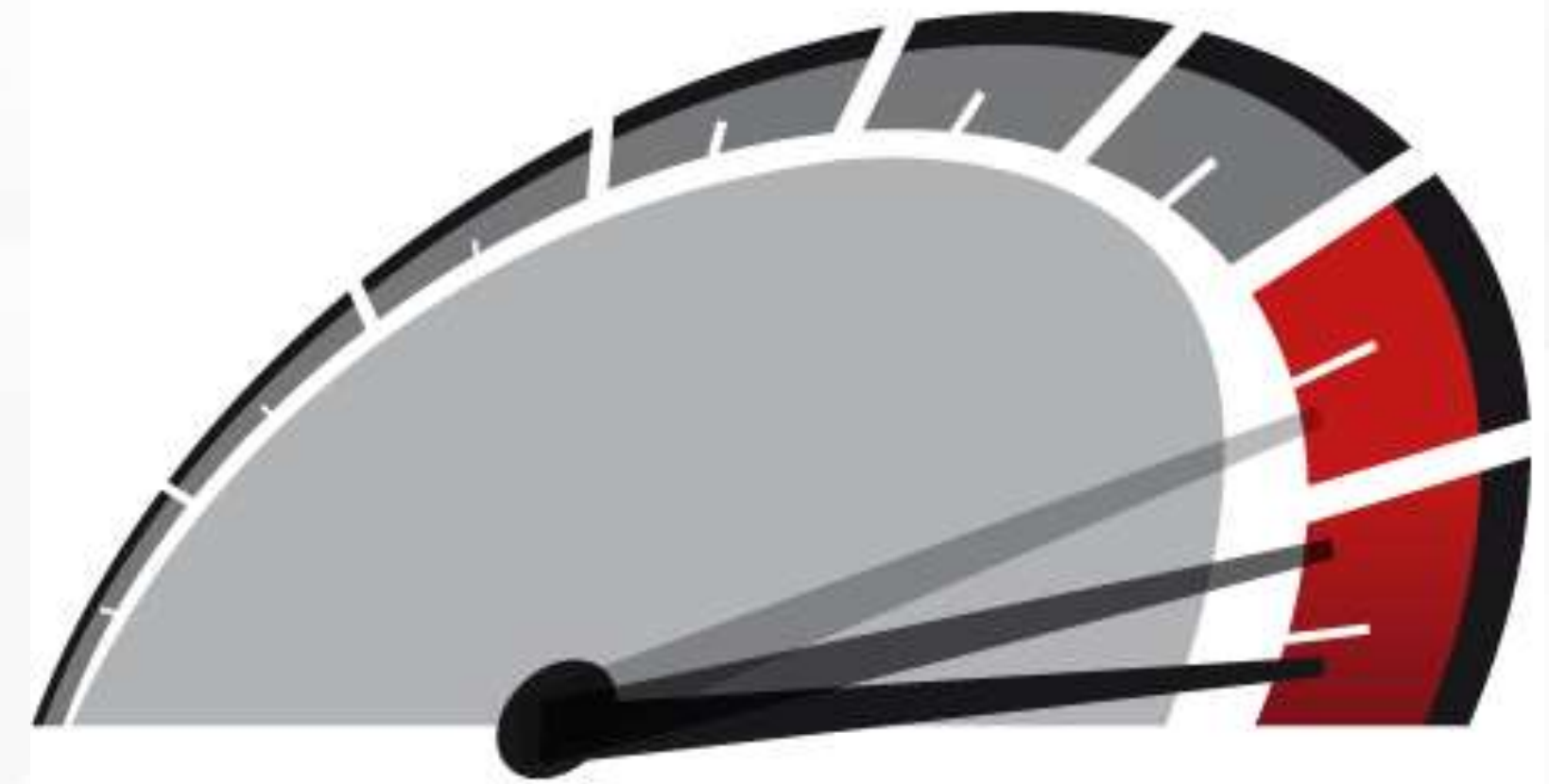


Please silence or turn off all
electronic devices at this time.

THANK YOU

Faster Support Agenda

- Existing Support Process
- Mtrak Support Process
- Mtrak Tutorial
- VertexDr Training Portal



Existing Support Process

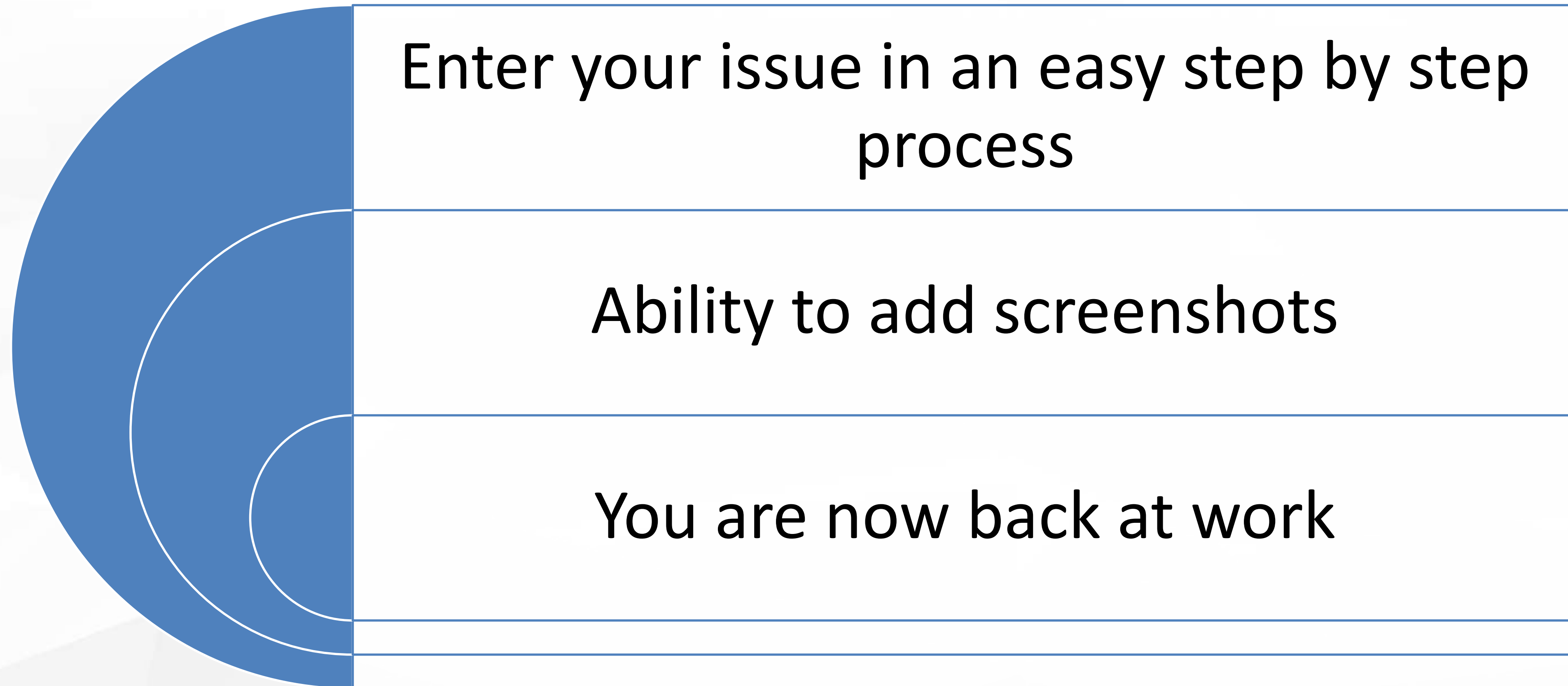
- Telephone Calls
 - On hold
 - Waiting queue
 - No traceability
- Email, no identification, client ID, practice name and potential issues with PHI

Existing Support Process

- You explain your issue
- We ask for clarification
- We research further and call you back
 - More questions
 - Further research
 - Turbo sessions



Mtrak Process: *You are in control*



Mtrak Process: *Resolution*

- ✓ Our research process begins
- ✓ You can now track the progress of your Mtrak via the application or email
- ✓ Mtrak issue is resolved many times without your intervention
- ✓ Expanded reporting options

Mtrak Benefits

- No Waiting on the Phone
- Work Directly with Assignee
- Instant Document Exchange
- Track Progress
- Directly Add Notes
- Quicker Resolution Time
- Access to Past Issues



Getting Started with Mtrak

Access Mtrak via Two Methods

1. Via VertexDr
2. Web Page

Access Mtrak from VertexDr

The screenshot displays the VertexDr web application interface for user Carissa Falcone, MD. The interface includes a navigation menu on the left with options like Messages, Authorizations, Review, and Tasks. The main content area shows a 'My Desktop' view with a date of Thursday, May 04, 2017, and a 'Last refresh at 1:44:27 PM'. The dashboard lists several activity metrics: 4 Messages, 0 Prescription Refill Tasks, 0 Appointments, 0 Pharmacy Refills, and 231 ATB Work List items. A pie chart visualizes the ATB Work List data, showing 98.30% (231 items) in orange and 1.70% (4 items) in yellow. The VertexDr logo is prominently displayed at the bottom of the dashboard. A status bar at the very bottom of the window shows counts for 6 Tasks, 4 Messages, 4 Documents, 11 Authorizations, 0 Refills, and 0 Suspense Results.

Activity	Count
Messages	4
Prescription Refill Tasks	0
Appointments	0
Pharmacy Refills	0
ATB Work List	231

Category	Count
Tasks	6
Messages	4
Documents	4
Authorizations	11
Refills	0
Suspense Results	0

VertexDr

VertexDr

Meridian VertexDr (Version 8.2)

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Client Support: (860) 688-0033 or (800) 327-0955
Support Hours: 7:00 AM to 6:00 PM EST
Mtrak: [Mtrak Login](#)
WebSite: www.vertexdr.com
Build: 8.2.5.0
System Time: 5/4/2017 1:44:44 PM

This product is licensed to:

EMRGE TEAM TEST DATA
TEST

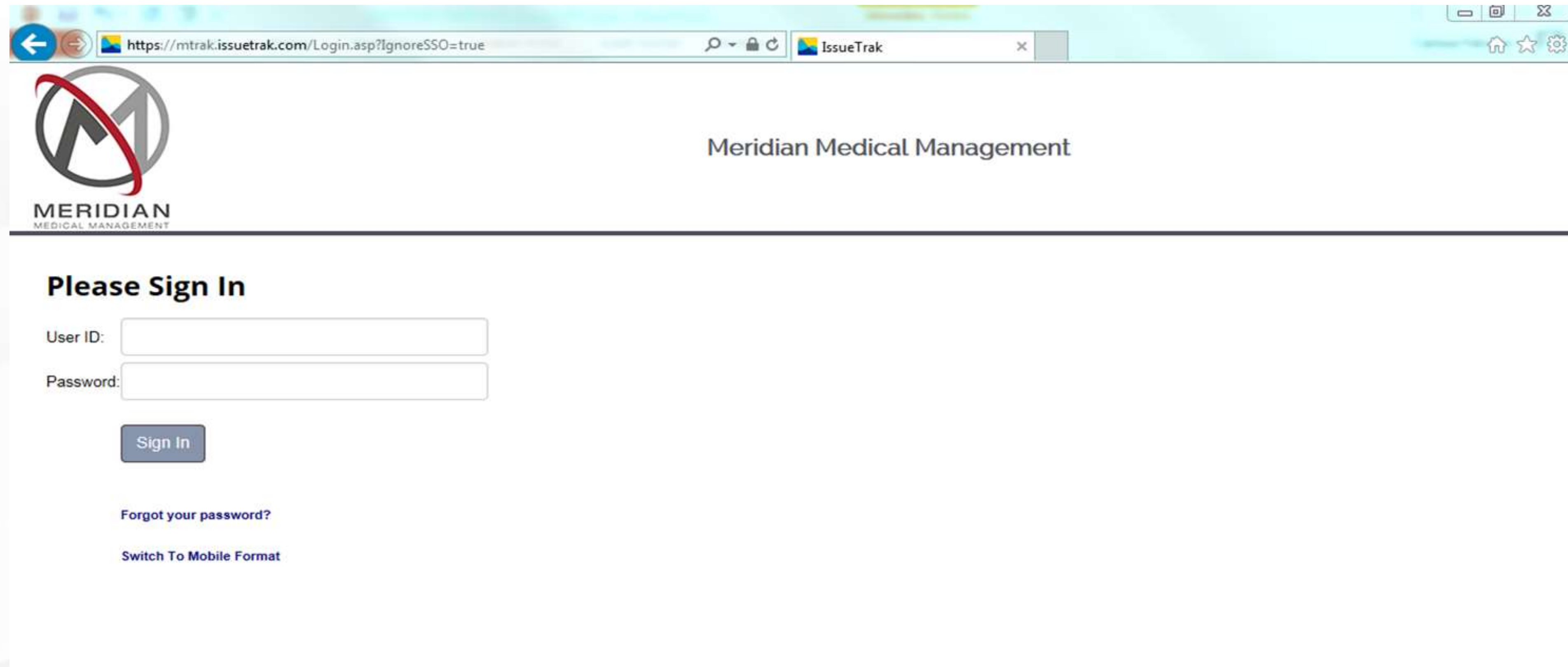
[Support](#)

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[OK](#)

Access Mtrak from Webpage



The screenshot shows a web browser window with the URL `https://mtrak.issuetrak.com/Login.asp?IgnoreSSO=true`. The page features the Meridian Medical Management logo on the left and the text "Meridian Medical Management" on the right. Below the header, there is a "Please Sign In" section with two input fields: "User ID:" and "Password:". A "Sign In" button is positioned below the password field. At the bottom of the sign-in section, there are two links: "Forgot your password?" and "Switch To Mobile Format".

Meridian Medical Management

Please Sign In

User ID:

Password:


[Sign In](#)

[Forgot your password?](#)

[Switch To Mobile Format](#)

Mtrak Home

Home Welcome, Demo, Meridian Log Out Issue #



Meridian Medical Management

My Mtrak

- Dashboard
- Dashboard Settings
- My Issues**
- My Settings
- Change Password
- Submit Issue
- Search Issues
- Lookup Issue #
- Calendar
- Knowledge Base
- Projects
- Reports
- Scan PC

My Issues

last login attempt: 06/20/2016

Welcome to IssueTrak



Global Issues (0)As Submitter (1)As Next Action (0)Reports


Issue #	Status	Opened	Submitted By	Organization	Assigned To	Next Actioned	Subject	Priority	Severity	Issue Type	Last Activity
62517	Open	05/04/2017	Demo, Meridian	VertexDr	CT-M3, Support		New Provider	Medium		Application/Software Support CT	05/04/2017

<Previous Next>

Page 1 of 1 (1 records total)

Submit Issue

Home Welcome, Demo, Meridian  Log Out Issue # 



Meridian Medical Management

My Mtrak

Submit Issue

Search Issues

Lookup Issue #

Calendar

Knowledge Base


Projects


Reports

Scan PC

Submit Issue

Please begin by selecting Quick Pick or Issue Type.

Quick Pick: 

* Issue Type: 



Overview

* Issue Type: Application/Software Support CT

* Subtype 1: Provider

Subtype 2: New

Subtype 3:

Subtype 4:

Issue Status: Open

Required By Date: mm/dd/yyyy

* Priority: Medium

* Subject: New Provider

* Full Description:

File Edit Insert View Format Table Tools

Undo Redo Bold Italic Underline Text Color Background Color Font Family Font Sizes Bulleted List Numbered List Indent Decrease Indent Increase Link Image

New provider - starting July1

Target Date: mm/dd/yyyy



Target Date: mm/dd/yyyy

Task	Assigned To	Completed	Time
------	-------------	-----------	------

Supporting Info

Project:

Include Attachment(s)? (upload screen will display on submit)

Asset: [details](#) | [history](#)

Billable:

System:

Programming Version:

Change Management:

Level:

Location: [details](#) | [history](#)

* Required

Submit Issue

My Issues

Home

Welcome, Demo, Meridian



Log Out

Issue #



MERIDIAN
MEDICAL MANAGEMENT

Meridian Medical Management

My Mtrak

Dashboard

Dashboard Settings

My Issues

My Settings

Change Password

Submit Issue

Search Issues

Lookup Issue #

Calendar

Knowledge Base

Projects

Reports

Scan PC

My Issues

Welcome to IssueTrak



Global Issues (0)

As Submitter (1)

As Next Action (0)

Reports

📅 last login attempt: 06/04/2017

Issue #	Status	Opened	Submitted By	Organization	Assigned To	Next Actioned	Subject	Priority	Severity	Issue Type	Last Activity
64369	Open	06/04/2017	Demo, Meridian	VertexDr	CT-M3, Support		AR for 85018	Medium		Application/Software Support CT	06/04/2017

<Previous

Next>

Page 1 of 1 (1 records total)

Symbol	Legend
E	Escalated Issue
📎	Issue has Attachments
G	Global Issue
L	Linked Issue
🟡	Issue is half-way Out of Compliance
🔴	Issue SLA is Out of Compliance

View Issue

View Issue #64369

Add Note

Close

 [Email Issue](#)

Issue #: 64369

SLA in Effect: **NONE**

Organization: [VertexDr](#) [history](#)

Submitted By: [Demo, Meridian](#) on 06/04/2017 2:27PM [history](#)

Class: General

Overview


Issue Type: Application/Software Support CT

Subtype 1: Reports

Subtype 2:

Subtype 3:



Subtype 4:


Issue Status:  - [New](#) [history](#)

Required By Date:

Priority: Medium

Search Issues

Home Welcome, Demo, Meridian  Log Out Issue # 



MERIDIAN
MEDICAL MANAGEMENT

Meridian Medical Management

My Mtrak
Submit Issue
Search Issues
Lookup Issue #
Calendar
Knowledge Base
Projects
Reports
Scan PC

Search Issues

Search Criteria

Issue Status:

Global Status:

Issue Class:

Priority:

Issue Type: Show Inactive Issue Types

Subtype 1:

Subtype 2:

Subtype 3:

Subtype 4:

Project:

Project Category:

Search All: keyword search

or

Subject: keyword search

Notes: keyword search

Region:

Issues:

Cause:

Target Date: Start: End: mm/dd/yyyy

Date Opened: Start: End: mm/dd/yyyy

Date Closed: Start: End: mm/dd/yyyy

Required By Date: Start: End: mm/dd/yyyy

Total Time Open: days less than more than equal

Adj Time Open: days less than more than equal

Labor Hours: hours less than more than equal

****Searching on tasks requires a Search Output of 'Task List'**

Task Description: keyword search

Task Assigned To:

Task Date Completed: Start: End: mm/dd/yyyy

Search Output Options

Search Title:

Output: Include Criteria in Results

Sort Order 1: Asc

Sort Order 2: Asc

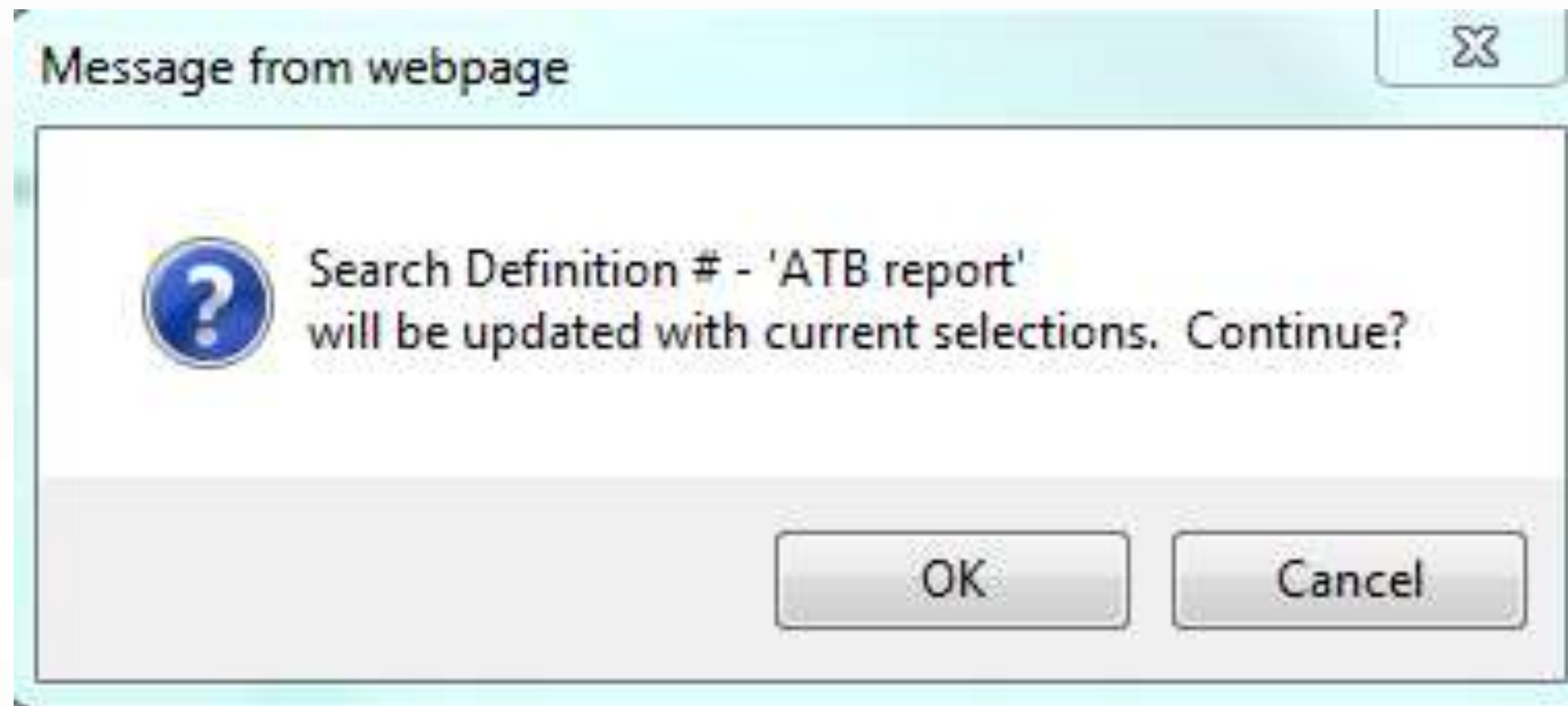
Sort Order 3: Asc

[Save New Search](#)

Share

[Retrieve Saved Searches](#)

Approve Search Changes





MERIDIAN
MEDICAL MANAGEMENT

Meridian Medical Management

My Mtrak

Submit Issue

Search Issues

Lookup Issue #

Calendar

Knowledge Base

Projects

Reports

Scan PC

Saved Search 169 was successfully created!

Search Issues

Search Reset New Search

Search Criteria

Issue Status: [dropdown] [dropdown]

Global Status: [dropdown]

Issue Class: [dropdown]

Priority: [dropdown]

Issue Type: [dropdown] Show Inactive Issue Types

Subtype 1: [dropdown]

Subtype 2: [dropdown]

Subtype 3: [dropdown]

Subtype 4: [dropdown]

Project: [dropdown]

Project Category: [dropdown]

Search All: keyword search

or

My Reports

Home

Welcome, Demo, Meridian



Log Out

Issue #



Meridian Medical Management

My Mtrak

- Dashboard
- Dashboard Settings

My Issues

- My Settings
- Change Password

Submit Issue

Search Issues

Lookup Issue #

Calendar

Knowledge Base

Projects

Reports

Scan PC

My Issues

Welcome to IssueTrak



Global Issues (0)

As Submitter (1)

As Next Action (0)

Reports

last login attempt: 06/04/2017

My Reports
Hide Shared Reports

ATB report (S)
Providers (S)
Statements (S)

(S) Saved Search

* Shared

Run Report

Edit Report

Delete Report

Symbol

Legend

E

Escalated Issue



Issue has Attachments

G

Global Issue

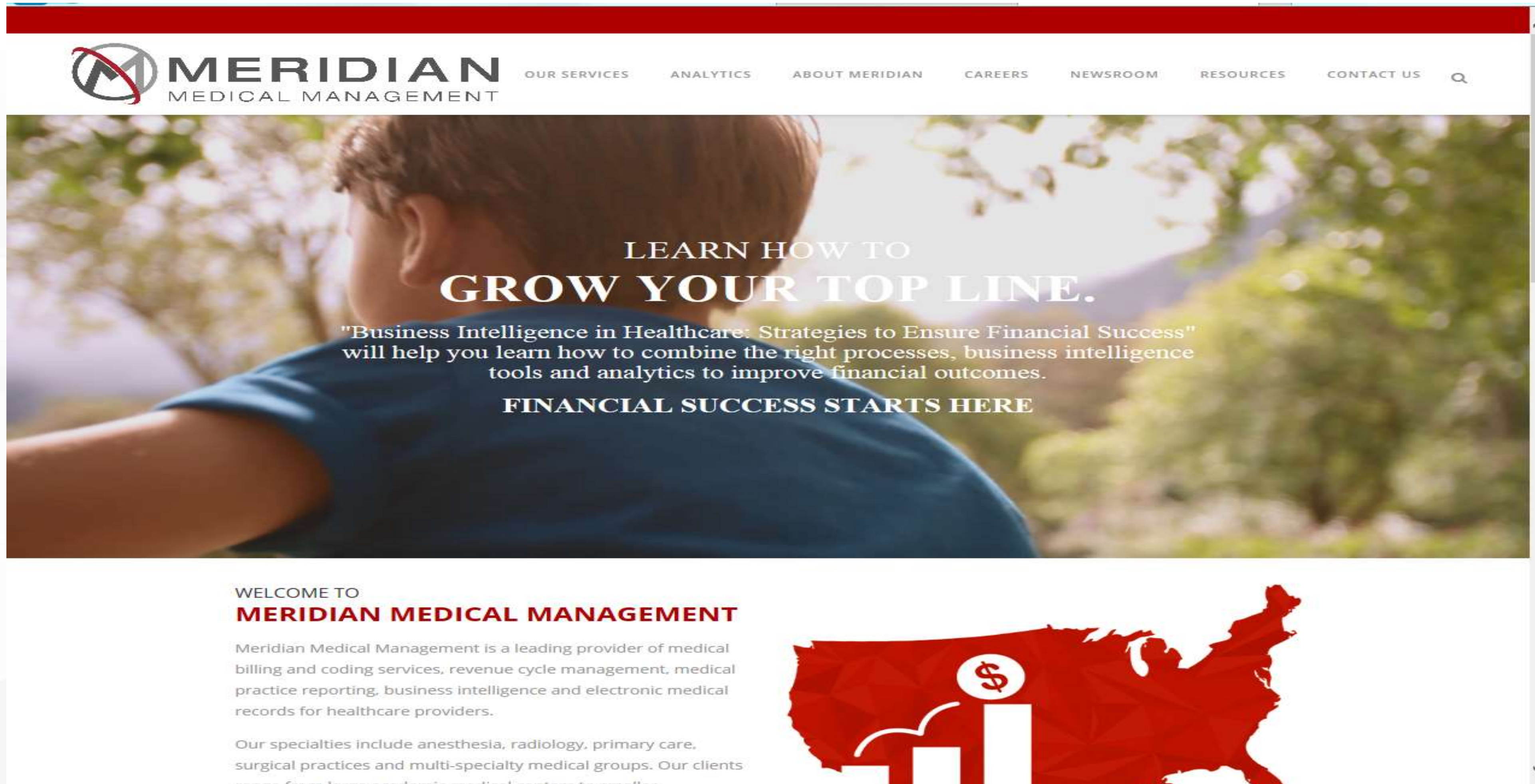
Utilize the Training Portal

- Access Training Videos
- VertexDr System Guides
- Enhancement Documentation



TRAINING

Training Portal



The screenshot shows the Meridian Medical Management website. At the top is a red navigation bar with the company logo and menu items: OUR SERVICES, ANALYTICS, ABOUT MERIDIAN, CAREERS, NEWSROOM, RESOURCES, and CONTACT US. Below the navigation is a large hero image of a person's back looking out over a green landscape. The text on the hero image reads: "LEARN HOW TO GROW YOUR TOP LINE." followed by a quote: "'Business Intelligence in Healthcare: Strategies to Ensure Financial Success' will help you learn how to combine the right processes, business intelligence tools and analytics to improve financial outcomes." and "FINANCIAL SUCCESS STARTS HERE". Below the hero image is a white section with the heading "WELCOME TO MERIDIAN MEDICAL MANAGEMENT" and a paragraph describing the company's services. To the right of this text is a red graphic of the United States map with a bar chart and a dollar sign icon overlaid on it.

MERIDIAN
MEDICAL MANAGEMENT

OUR SERVICES ANALYTICS ABOUT MERIDIAN CAREERS NEWSROOM RESOURCES CONTACT US

LEARN HOW TO
GROW YOUR TOP LINE.


"Business Intelligence in Healthcare: Strategies to Ensure Financial Success" will help you learn how to combine the right processes, business intelligence tools and analytics to improve financial outcomes.

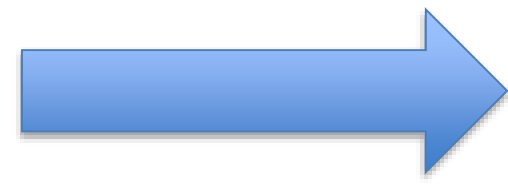
FINANCIAL SUCCESS STARTS HERE

WELCOME TO
MERIDIAN MEDICAL MANAGEMENT

Meridian Medical Management is a leading provider of medical billing and coding services, revenue cycle management, medical practice reporting, business intelligence and electronic medical records for healthcare providers.

Our specialties include anesthesia, radiology, primary care, surgical practices and multi-specialty medical groups. Our clients range from large academic medical centers to smaller...





OUR SERVICES

ANALYTICS

MEDICAL BILLING

REVENUE CYCLE
MANAGEMENT (RCM)

ON PREMISE REVENUE
ACCELERATION PROGRAM
(OPRAP)

ELECTRONIC MEDICAL
RECORDS (EMR)



VERTEXDR



MEDICAL CODING

TRANSCRIPTION

VertexDr



ENTER VERTEXDR TRAINING PORTAL

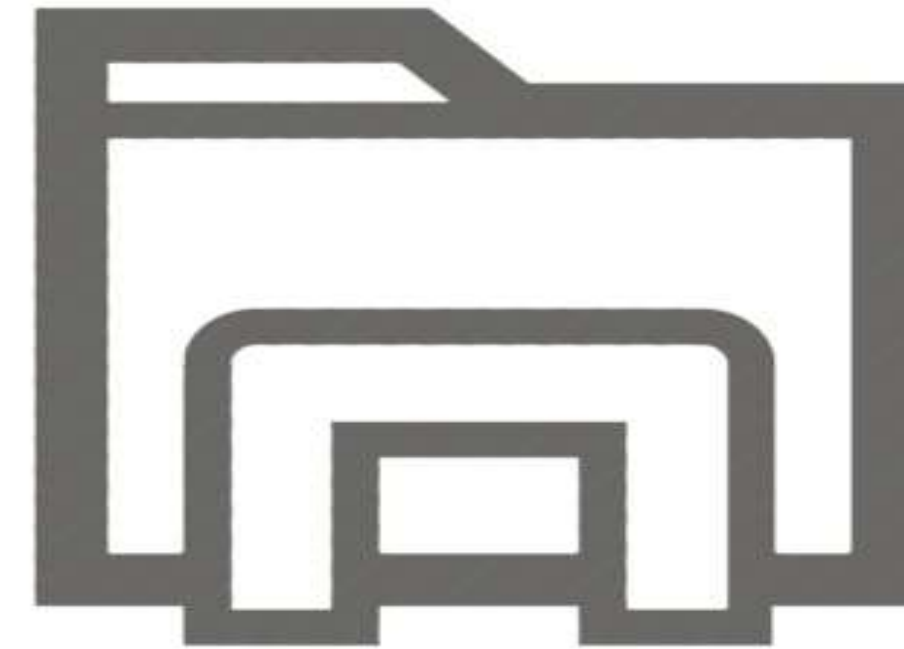
<http://www.m3meridian.com/training-portal/>

VertexDr Training Portal

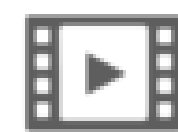
Video Library



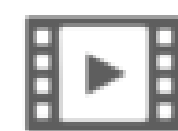
Document Library



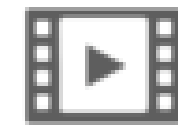
VertexDr Video Library



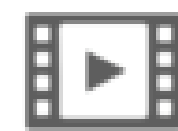
CONFIRMING APPOINTMENTS



LOCATING A PATIENTS NEXT APPOINTMENT



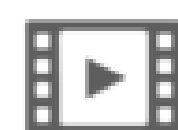
LOGGING IN AND THE MY DESKTOP AREA



MANAGING PATIENT PHARMACIES



MANAGING POSTING BATCHES



PRESCRIBING MEDICATIONS

Presentation Available Post Forum



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THANK YOU!

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