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CACTUS Software's Future Compatibility with MS Windows

As Microsoft retires support for older versions of its Windows Operating Systems, CACTUS Software also will begin to phase out compatibility with Windows 2000 and Windows XP (below SP3). Our next CACTUS upgrade is due out at the end of October and it will require work stations to be running Windows XP SP3 or above...

[Click here to view the full article](#)



Additional ID Fields Chip Petersen

I'm often asked, "Can you give me some good examples of why we would use the View Additional ID field on the Provider Corporate, Provider Entity and the Assignment forms?" I am also asked, "What's the difference between using the View Additional IDs on the Corporate tab versus the Entity tab?"...

[Click here to view the full article](#)



September marks the return of students to schools of higher learning. Here are some famous quotes to celebrate their journey:

"Live as if you were to die tomorrow; learn as if you were to live forever."
-Mohandas Gandhi

"Sixty years ago I knew everything; now I know nothing; education is a progressive discovery of our own ignorance."
-Will Durant

"The important thing is never to stop questioning."
-Albert Einstein

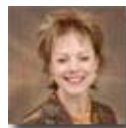
"I have never let my schooling interfere with my education."



NAMSS-You Are Invited!

While attending the NAMSS Conference in Orlando, please join CACTUS Software for our annual client appreciation event at a performance of Blue Man Group. If you have not done so already please RSVP by Sept. 20th...

[Click here for more information](#)



MSP Competency-Effective Communication Donna Goestenkers -guest contributor

TIME OUT! My second scheduled article entry regarding effective communication must take a detour. Why? An experience that I recently had while with a CVO client epitomizes the impact poor communication can have on making a first impression!...

[Click here to view the full article](#)



Fall Training Workshops

We once again invite our clients to attend one of our training workshops here in the Kansas City area this Fall. This allows you to enjoy the best weather our unique city has to offer and some of the best CACTUS hands-on training and credentialing networking experiences available. We are limited to a total of 16 attendees for each three-day session. The cost for this three-day training event is \$950 for the first attendee and \$850 for all additional attendees from your institution.

+HCPro Ask +HCPro

Why is it a myth that clinical privileges are defined, determined, and granted by the clinical department?

A: The clinical department is involved in the credentialing process, but as MSPs are well aware, the department can grant recommendations but not approval of criteria and for privileges. In fact, it is necessary to consult with each clinical department to obtain

-Mark Twain

"When the student is ready the teacher will appear."

-Lao Tzu

"Purpose of education is to replace an empty mind with an open one."

-Malcolm Forbes

"Learning is not compulsory ... neither is survival. "

-Henry Ward Beecher

"You can lead a boy to college, but you cannot make him think."

-Elbert Hubbard

"The illiterate of the 21st century will not be those who cannot read and write, but those who cannot learn, unlearn and relearn."

-William Shakespeare

"Knowledge exists to be imparted."

-Emerson

"The teacher is one who makes two ideas grow where only one grew before."

-Elbert Hubbard

"I care not what subject is taught, if only it be taught well."

-T.H.Huxley

"Imagination is more important than knowledge. Knowledge is limited. Imagination encircles the world"

-Albert Einstein

"When a teacher calls a boy by his entire name, it means trouble."

-Mark Twain

Deadline to Register Oct. 5

Please look over the Fall schedule below and make plans now to register if you are interested. To register you will need to download and fill out the [Registration Form](#). Please email [Greg Hall](#) for additional information.

2010 Fall Training Workshops

Beginners Workshop	Oct. 12-14
Crystal & CACTUS Workshop	Oct. 12-14
Hospital Workshop	Oct. 26-28
Managed Care Workshop	Oct. 26-28

[Click here for more information](#)



CACTUS Webinars

Are you interested in expanding your capabilities and integration in CACTUS? Find the solutions you are looking for with the aid of CACTUS optional modules. We offer monthly Webinars covering the many optional modules available for your CACTUS. For the month of September be held on Wednesday, Sept. 29th at 10:00 AM and 3:00 PM CT.

These Webinars are free and last about 60 minutes each. Tune in on Wednesday, Sept. 29th at 10:00 AM CT, for the CAQH Management Module, or 3:00 PM CT to learn more about iObserver & Scanning.

For more information or to register, email [Bryan Robbins](#) or contact him directly at 800.776.2305 Ext 4025.

September

CAQH Management Module	Sept. 29-10:00 AM (CT)
iObserver & Scanning	Sept. 29 - 3:00 PM (CT)

appropriate criteria for applicants and reapplicants for privileges, but it is not within the department's power to have the final say on criteria, or to make the final determination of privileging a candidate for application or reapplication.

This week's question and answer is from HCPro's [Converting to Core Privileging: 10 Essential Steps to a Criteria-Based Program](#).



Online Training
60 min. courses

Our upcoming schedule has courses that are great for the advanced user looking to build upon their CACTUS knowledge as well as the beginning user looking to learn the basics of CACTUS. These classes begin at 10:30 AM CT, last about an hour and fill up quickly (we have a limit of 10 attendees per class) so please email [Greg Hall](#) today to register.

All you need to participate in any of our online classes is an Internet connection and a speaker phone. We will email logon instructions the Monday before each class and you will be invoiced \$75 after your participation. You may invite as many people to attend a class as you can fit around your monitor or projection screen.

September

Advanced Documents	Sept. 7
Privileges	Sept. 14
Managing Addresses/Institutions in CACTUS	Sept. 21
Advanced Flat Files	Sept. 28

October

Introduction to CACTUS	Oct. 5
Creating & Editing Basic Queries	Oct. 12
Creating & Editing Basic Documents	Oct. 19
Creating & Editing Basic Reports	Oct. 26

Contact CACTUS:

Contact us toll-free at **800.776.2305** or visit us at www.CACTUSsoftware.com for more information on any of the products and services available through CACTUS Software.

Add CACTUSnewsletter@CACTUSsoftware.com to your email address book to ensure you will continue to receive your issues.

"CACTUS Juice" is the free monthly e-mail newsletter for Medical Staff Services Professionals brought to you by CACTUS Software.

CACTUS Software is the leading provider management and credentialing software vendor in the industry.

To stop receiving these messages, please email our newsletter staff at Newsletter@CACTUSsoftware.com with a quick note.

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As Microsoft retires support for older versions of its Windows Operating Systems, CACTUS Software also will begin to phase out compatibility with Windows 2000 and Windows XP (below SP3). Our next CACTUS upgrade is currently due out at the end of October and it will require work stations to be running Windows XP SP3 or above.

This upcoming upgrade is NOT a mandatory upgrade for CACTUS users. If your operating system is Windows XP SP2 or below, you will still be able to use your existing configuration without any issues. But please note that anyone wishing to upgrade to future releases of CACTUS will need to be running a later operating system than Windows XP SP2.

What's happening?

Future Visual CACTUS upgrades will not support the following Windows Operating Systems:

- Windows XP SP2
- Windows XP SP1
- Windows XP
- Windows 2000 Server
- Windows 2000 (any Service Pack)

Why is this happening?

1. Evolution of software; as we strive to provide the latest and greatest software we inevitably have to face serious decisions in terms of frameworks and supported operating systems. In the interest of the existing and future software we have chosen to adopt Microsoft's .NET 4.0 Framework, which does not support Windows Operating Systems below Windows XP SP3. While the results of this new framework will be mostly "behind-the-scenes" improvements, the addition of new framework provides new possibilities for the evolution of a product line.
2. Microsoft officially ended support of Windows Operating Systems below Windows XP SP3. While backwards compatibility is very important to us, the security and stability of your operating environment is just as important, if not more. End of Support for a Windows Operating System means no more Operating System updates or non-security fixes, which could leave your workstation or server open to malicious intent.

What do we need to do if we use Windows 2000 or XP (below SP3)?

1. Visit [Microsoft's Official Notification of End-of-Support for Windows 2000 and XP SP2](#) for official recommendations and resources.
2. If you don't require the features in the next VC upgrade, don't upgrade. While we do recommend staying current for the latest enhancements and corrections, you are welcome to remain on Visual CACTUS 3.10 until otherwise required.

If we stay on 3.10 because we use Windows 2000 or XP (below SP3), when/why would we need to upgrade?

1. The number one reason would be the retirement of the NPDB's ITP Interface. While there is no date associated with the retirement of this interface, we could face it at any moment. The replacement of this interface is in development and will be based on the new .NET 4.0 Framework, which will require an Operating System of XP SP3 or above.
2. You want to take advantage of an awesome new feature or functionality only available in the next version of

Visual CACTUS. Numerous new features and functionality already planned or in development may require the .NET 4.0 Framework, and again, will require an Operating System of XP SP3 or above.

Per Microsoft:

[Microsoft's Official Notification of End-of-Support \(EOS\) for Windows 2000 and XP SP2](#)

Microsoft would like to remind customers that support for two key Microsoft products, Windows 2000 and Windows XP Service Pack 2, has come to an end. This transition date marks the natural progression in the support of these products, and is in accordance with the Microsoft Support Lifecycle policy.



The [Windows 2000 End-of-Support Solution Center](#) is a starting point for planning your migration strategy from Windows 2000 to Windows 7, Windows Server 2003, Windows Server 2008 or Windows Server 2008 R2.

For users of Windows XP with Service Pack 2 (SP2), to ensure that you will receive all important security updates for Windows you need to upgrade to Windows XP with Service Pack 3 (SP3) or later versions such as Windows 7. For more information, see [Support is ending for some versions of Windows](#)

What does "End-of-Support" mean for Windows 2000?

At the end of the Extended Support phase for Windows 2000, customers will **not** have access to the following:

- New security updates
- Non-security hotfixes
- Free or paid assisted support options
- Option to engage Microsoft's product development resources
- Updates to online content (Knowledge Base articles, etc.)

What does "End-of-Support" mean for Windows XP SP2?

For service packs, the end of support is 12 or 24 months after a new service pack is released. Support for the previous service pack is either 12 or 24 months, depending on the product family. At the end of support for a service pack, customers will **not** have access to the following:

- New security updates
- Non-security hotfixes
- Option to engage Microsoft's product development resources

Guidance for customers:

Unsupported products or service packs pose a significant risk to your computer's security. Therefore, Microsoft advises customers to migrate to the latest supported service pack and/or product prior to the end of support. Our latest products, such as Windows 7 and Windows Server 2008 R2, provide greater security, reliability, environment-friendly features, and a host of other benefits.

Resources:

[Windows Lifecycle Policy](#)

[Windows 2000 Server Lifecycle](#) (Extended Support Expired 7/13/10)



I'm often asked, "Can you give me some good examples of why we would use the View Additional ID field on the Provider Corporate, Provider Entity and the Assignment forms?" I am also asked, "What's the difference between using the View Additional IDs on the Corporate tab versus the Entity tab?"

One potential use for this field is for the storing of user names and passwords for practitioners. Typically organizations that are responsible for the completion of online applications, such as physician organizations, hospitals and doctors offices need this information readily available.

You can track the information if you are responsible for accessing your practitioner's NPI account, the CAQH application or other accounts where you would need this information. I would recommend the use of the View Additional ID field on the Provider Entity tab. (See Figure 1)

Figure 1

This field also exists on the Provider Corporate form, but I recommend the use of it on the Provider Entity to reduce the misuse of it and keep it within the Entity that is responsible for this information. When you are trying to determine which User Defined Field (UDF) to use, think about whether the information needs to be shared or not, if not, you will not want to use a UDF on the Provider Corporate Tab.

In the example below, the plus sign on the right was selected to add the CAQH information. The User Defined Field One is labeled User Name and User Defined Field Character Two is labeled Password. Several fields were turned off in front of these two fields to move them closer to the Type to eliminate the need to scroll to the right to view the fields. (See Figure 2)

Active	Type	User Name	Password
<input checked="" type="checkbox"/>	CAQH	AAbb	ShrimpToast



Figure 2

Another possible use for the View Additional IDs could be the tracking of a previous affiliation with the organization especially if you are using the original date for the new original date. (See Figure 3)

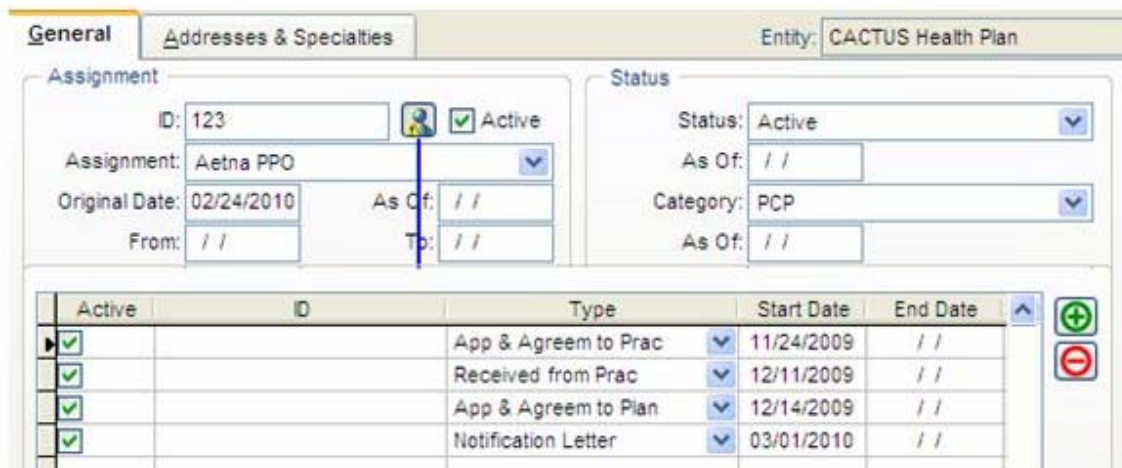
Active	ID	Type	Start Date	End Date
<input checked="" type="checkbox"/>		Previous Appt.	01/01/1991	12/31/1994

Figure 3

Notice I reactivated the Start and End Date that was previously turned off in Figure 2. The purpose of this is to demonstrate the versatility of being able to configure the form in a variety of different ways.

Something else you will want to take notice of is that when data exists in these fields the  will change to . Therefore you will not need to waste your time checking to see if information exists or not; you will be able to tell by looking at the icon.

The View Additional IDs field can be used on the Assignment record for all organizations that are tracking the progress of the Provider Enrollment process. In Figure 4 it is demonstrated how the various steps in the enrollment process are tracked with the date the information was sent for each step in the process. Why keep a separate Excel spreadsheet when you can store it in CACTUS on each practitioner's record? In the example below we know when the application and agreement were sent to the practitioner, when we received it back, when we sent the two items to the plan and when the organization received the notification letter of the practitioner's acceptance into the plan.



The screenshot shows the 'General' tab of an 'Assignment' record for 'CACTUS Health Plan'. The ID is 123 and the status is Active. The assignment is for 'Aetna PPO' with an original date of 02/24/2010. Below this is a table tracking enrollment steps:

Active	ID	Type	Start Date	End Date
<input checked="" type="checkbox"/>		App & Agreem to Prac	11/24/2009	//
<input checked="" type="checkbox"/>		Received from Prac	12/11/2009	//
<input checked="" type="checkbox"/>		App & Agreem to Plan	12/14/2009	//
<input checked="" type="checkbox"/>		Notification Letter	03/01/2010	//

Figure 4

You can see the use of these fields offer you a lot of flexibility to track different types of information to meet your organization's needs. I have just given you a number of examples that are a little different from what the original intent of the fields were (which was to track if the practitioner had multiple ID numbers).

If you need help configuring the View Additional IDs User Defined Fields or you just want to bounce a few ideas off of us prior to implementing them, please do not hesitate to contact us.

Chip Petersen, CPMSM, CPCS
 Consultant/Trainer
ChipP@CACTUSSoftware.com

You Are Invited!

...as a Guest of CACTUS Software.



"THE SHOW ROCKS!"
— The New York Times

**BLUE
MAN
GROUP**

While attending the NAMSS Conference in Orlando, please join CACTUS Software for our annual client appreciation event at a performance of Blue Man Group on Monday, October 4th, 2010.

Blue Man Group is best known for its widely popular theatrical shows and concerts that combine music, comedy and multimedia theatrics to produce a totally unique form of entertainment. The blissful party atmosphere created at the live events has become the trademark of a Blue Man Group experience.

Reserve your ticket by sending an email with the following information to CACTUSParty@CACTUSSoftware.com

Company and City:

Name of the person(s) attending:

Email, Phone and Cell Phone:

*CACTUS will provide 2 tickets per client with additional tickets available for purchase.

- The Blue Man Group theatre is located in Universal CityWalk®, between Hard Rock Café® and the entrance to Universal Studios® theme park.
- CACTUS will provide round-trip bus transportation between the hotel and the theatre. We will leave the hotel at 6:45 PM. Performance begins at 8:00 PM.
- There is a short walk (approximately 5-10 minutes) from the bus drop-off to the theatre. Please contact us if you require special assistance.



Dear Colleagues,

TIME OUT! My second scheduled article entry regarding effective communication must take a detour. Why? An experience that I recently had while with a CVO client epitomizes the impact poor communication can have on making a first impression! You know, that first three seconds that someone takes to evaluate an MSP when they meet for a first time. Fair or not, every new encounter involves a mutual evaluation of another person's impression about us. These first impressions are almost impossible to reverse, they set the tone and they create the attitude of competence. Interestingly, this real-life example correlates to this series on effective communication. The aspect of communication that is addressed below in "Case in Point," wasn't specifically going to be part of this series, but after this encounter, I decided it was critical to add as a detour from this series to become an instant heads up lesson for all MSPs!

Case in Point: It's all about the handshake! I arrived at my client destination as scheduled and met with the department Director to discuss the approach of my assessment and to validate our mutual expectations. My first impression of the Director was positive – a firm handshake, a professional appearance, a well-organized office and appropriate questions and knowledgeable responses. However, when I began my tour of the credentialing office and met with his team of MSPs, I was hit in the face by the stale energy in the air, the apparent lackluster sense of motivation, the lowered eyes and the absence of a greeting or a simple shake of the hand. Wow, forget about my original purpose for this assignment. My call to service was greater!

I immediately reached out to these MSPs and learned their indifference, unhappiness, hopelessness and distrust was due to the actions of destruction from their previous Director. The newly hired Director is definitely the right fit for this organization and is the one I would have selected to lead these MSPs into new practices, healthy behaviors and renewed hope. He is committed to rebuilding a solid, competent and satisfied team of professionals. The need for the assessment is on hold and may still be warranted at some time, but the issues affecting these MSPs is the new priority.

The Director and I are focused on doing the right things first. Our immediate call to action – as simple as it may seem – involved a daily greeting to each MSP by using their first name accompanied with a firm and confident handshake! The handshake was a foreign gesture to this team of seven. It required the Director and I to do several warm up exercises, to repeatedly reinforce our expectations and then consistently practice an effective handshake with these MSPs. It's amazing how this personalized greeting and a handshake immediately began to change the morale of not just one of these MSPs but this team of seven. There's definitely more work to be done, but this organization, this Director and this team of MSPs are up to the task and are recharged to meet the challenge. I'm excited to be part of this project and to see the results!

This case study illustrates how a smile, a warm greeting and a confident handshake can become mighty communication tools to achieve both internal and external benefits! Please, don't let email, faxes, Twitter, the telephone, Facebook or other social media options replace the value of true and real communication. It all starts with a smile and a handshake.

Here's what MSPs can do to improve their communication handshake:

- A warm and friendly smile.
- A firm yet comfortable grip.
- Direct eye contact.
- Slight forward body positioning.
- Use appropriately; know your environment/culture.

Next month I'll reconnect with my five-part series by presenting my second writing on how MSPs can improve their effectiveness through enhanced communication skills.

"Go confidently in the direction of your dreams. Live the life you have imagined."
- Henry Thoreau

Until next we speak...SMILE

--Donna Goestenkers, CPMSM
President-Team Med Global Consulting
Healthcare Consultant, Speaker, Educator, Author, & Mentor
618-830-0057
donna@teammedglobal.com



The MSP Competency Network™ is a leading industry initiative that provides to every MSP the opportunity to design and participate in personalized individual, partnership or group education, training and mentorship sessions. These customized sessions, using all available modalities, are designed exclusively for MSPs desiring or directed to pursue competence in the Medical (Staff) Services Profession. So, what key area(s) of MSP development does your roadmap lead? What is in your toolbox? To get help in customizing your professional development plan, contact me at donna@teammedglobal.com or 618.830.0057.



Written By: Greg Hall, Head of Client Services

We invite our clients to attend one of our training workshops here in the Kansas City area each Spring and Fall. This allows you to enjoy the best weather our pretty city has to offer and some of the best CACTUS hands-on training and credentialing networking experiences available. We are limited to 16 attendees for each three-day session. The cost for this three-day training event is \$950 for the first attendee and \$850 for all additional attendees from your institution.

Deadline to register Oct. 5.

Please look over the fall schedule below and make plans now to register if you are interested. Please email [Greg Hall](mailto:Greg.Hall) to register or for additional information.

2010 Fall Training Workshops

Oct. 12-14, [Crystal Training Workshop](#)

Oct. 12-14, [Beginners Training Workshop](#)

Oct. 26-28, [Hospital Training Workshop](#)

Oct. 26-28, [Managed Care Training Workshop](#)

Additional Information About Spring Training Workshops

Host Hotel: [Hyatt Place Overland Park Convention Center](#)

The Hyatt Place is located next door to our CACTUS Software building in Overland Park, KS and is within walking distance of where we will hold our training sessions. We have secured a discounted room rate of \$112 per room for this conference. Please phone the Hyatt Place's toll-free phone number 1-888-492-8847 and ask for **Hyatt Place Overland Park Convention Center**. Once you are connected to the host hotel, please specify you are with the **CACTUS Software Group**.

The cutoff date for the \$112 rate is October 1, 2010. Please make your reservations before this date.

The direct phone number for the Hyatt Place is 913-491-9002. The address is: 5001 West 110th Street, Overland Park, KS 66211. Our contact at the Hyatt Place is Cendra Flessner. Cendra's extension is 5103 and she should be able to assist you with any problems you might encounter. If you experience any difficulties booking your room(s), please phone Greg Hall at 800-776-2305 x4020.

Transportation from and to Kansas City International (MCI) airport: [Super Shuttle of Kansas City](#)

Arrival: The Super Shuttle of Kansas City is available at the Kansas City International Airport upon your arrival and will drive you to The Hyatt Place Overland Park Convention Center. There is no need to reserve this shuttle or call them. Just pick up any of the white shuttle phones in the terminals and ask where to pick up the shuttle for the Hyatt Place in Overland Park. Be sure to tell the driver you have reservations at the Hyatt Place Overland Park Convention Center. You will catch the Super Shuttle of Kansas City outside any of the terminal doors. It is about a 45-minute drive from the Kansas City airport to Overland Park. Super Shuttle of Kansas City direct phone number is 816-243-5000 ext. 1. The shuttle cost is \$54 to the hotel.

Departure: The training will conclude on Thursday at approximately 1:00 PM. Please book your return flight for after 4 PM if at all possible. You will need to arrange for the airport shuttle to pick you up at the Hyatt Place at your desired time of departure. This can be arranged by phoning the Super Shuttle at 816-243-5000 ext. 1 or through the Hyatt Place front desk.

Meals: The Hyatt Place will provide a free continental breakfast each morning at the hotel restaurant. Your lunch will be provided by CACTUS each day at noon at the training center. You are free in the evenings, but we'd like to invite you to join us for dinner on Wednesday evening. There are some great restaurants in the area and we always have a memorable time during these outings. Thursday night the [Town Center Plaza](#) shops are open until 9 PM for your shopping convenience.

Payment: The tuition for the training course is \$950 per attendee and \$850 for each additional attendee from your institution. Please make checks payable to **Computer Technology Corporation**. You will be invoiced after you have received confirmation of your registration.

Registration: Click this link to download the [registration form](#). Submission instructions are on the form.

Please feel free to email or phone me with any questions you have concerning the upcoming training sessions.

Sincerely,

Greg Hall

Director of Client Services
800.776.2305 x4020
GregH@VisualCACTUS.com