

Misys PM and Allscripts Tiger

YEAR END SURVIVAL GUIDE



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IMPORTANT NOTE ABOUT CLOSING THE YEAR:



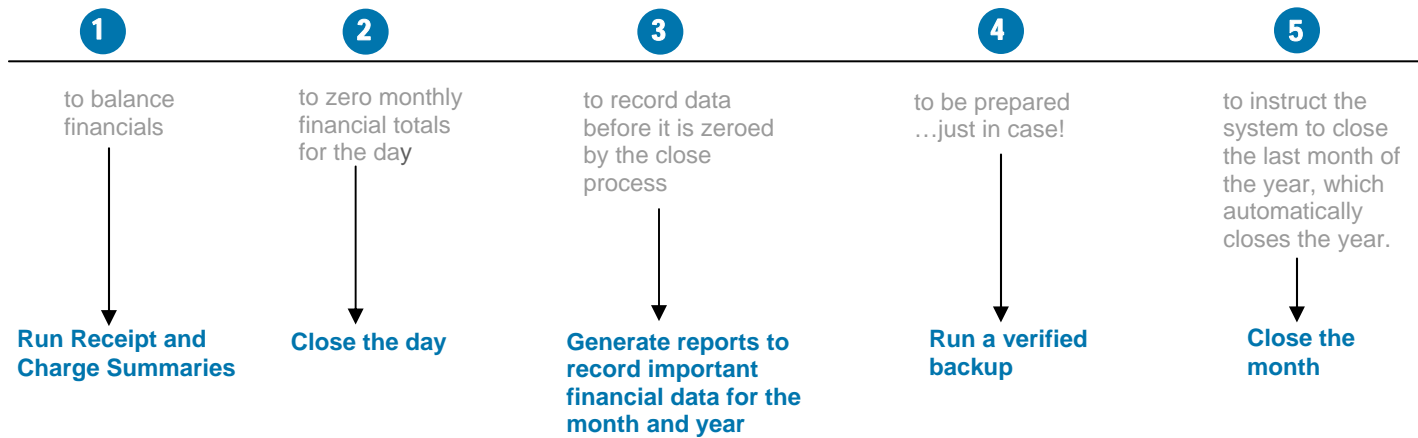
You do **NOT** have to close the year before beginning to enter transactions for next year!

As is always the case, you can continue posting up to 14 days past your last closed date. However, if your practice is on Open Item Aging and Billing, this will cause your Aged Accounts Receivable Report to be out of balance since it will include unposted transactions. An easy workaround is to temporarily turn off Open Item Aging and Billing just long enough to run the Aged A/R. Contact support for a password to change this parameter.



WHAT DOES CLOSING THE YEAR INVOLVE?

As your fiscal year end approaches, the thought of closing your accounting year can be daunting. But if you look at the steps involved, you'll see the year end closing process is very similar to the monthly closing processes you already perform.



FIRST THINGS FIRST!

WHAT IS A FISCAL YEAR END DATE?

The fiscal year end date defines the twelve-month period that your office uses for accounting purposes. The fiscal year may or may not be the same as a calendar year; therefore, it is important to verify your fiscal year end date before you perform any closing activities.

Note: Please contact Client Support Services if you are considering changing your fiscal year end date. Changing the fiscal year at the improper time can affect the accuracy of your financial reports.



It is very important to verify when your fiscal year ends. If it ends on the same month you are closing, for example December, the year is closed when you close the month. If you mistakenly close the month before posting all transactions that need to be posted for the month, you will need to log a call for assistance. Client Support Services can reopen the year but this is a billable service which is charged at an hourly rate.

WHERE CAN I FIND MY FISCAL YEAR END DATE?

In Allscripts Tiger, the fiscal year end date is displayed in the *Month of Fiscal Year End* box on the Practice Demographics parameters screen. To view the date, click **Workbook>Parameters>Practice Demographics**.

In Misys PM™, you can check the fiscal year end date from the Master menu, by typing 136 and pressing **Enter**, and then choosing 1) Practice demographic info. Field 9 displays the Fiscal Year End date.

After you have verified your end-of-year date, you can determine what tasks you need to complete when closing the year. The following KBase Articles cover some considerations and recommended tasks regarding closing the year.

SEARCH KBASE FOR THE FOLLOWING:

(To search, enter the KBase Article# into the Search box on the Client Support page, and then click **Search Knowledge Base Articles**.)

ALLSCRIPTS TIGER

- KBase Article 00003809: Year End: Things to Consider
- KBase Article 00001950: General Information about Closing the Year
- KBase Article 00003797: Year End Processing Checklist
- KBase Article 00001966: Managed Care Module and Year End Closing

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- KBase Article 00003739: Year End: Things to Consider
- KBase Article 00003740: Year End Processing Checklist
- KBase Article 00001949: Important Information about Closing the Year

IF YOU HAVE FINISHED REVIEWING THE CHECKLIST AND CONSIDERATION ARTICLES, IT'S TIME TO START THE CLOSE OF YEAR PROCESS!

UPDATING FINANCIALS AND CLOSING THE DAY

1

DO I USE THE SAME PROCEDURE THAT I NORMALLY USE TO CLOSE A DAY TO BALANCE FINANCIALS WHEN I AM CLOSING THE LAST DAY OF THE YEAR?

Yes, you use the same procedure because you are closing the day, just like any other day. This day just happens to be the last working day of your fiscal year. So, you need to balance and update your financials by running your Charge and Receipt Summaries.

2

WHAT IF MY DAY WILL NOT CLOSE?

If the day will not close, use the same correction procedure you would use any other day: find and update any charges or receipts that have not been updated.

TIP: Remember to check that the following have been updated:

- deleted transactions
- transactions posted as a zero amount
- transactions entered on a different batch number

For troubleshooting Close of Day, refer to the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00003867: Close of Day Checklist

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KBase Article 00003057: Close of Day Checklist

3

REPORTS, REPORTS, REPORTS!

HOW DO I KNOW WHICH REPORTS TO RUN?

The table on the right contains a list of recommended month-end and additional year end reports you should print **BEFORE** you close your fiscal year end month.

Please note: The following list of reports is not intended to be all-inclusive for your office. You may need to print additional reports based on your business practices.



REMEMBER, THE ACTUAL CLOSE OF MONTH PROCESS DOES NOT PRODUCE ANY REPORTS! YOU MUST RUN THE REPORTS PRIOR TO CLOSING THE MONTH!

ALLSCRIPTS TIGER

<p>Month End</p> <p><u>Aged Accounts Receivable</u>: Select Workbook, Aged Accounts Receivable</p> <p><i>How?</i></p> <ul style="list-style-type: none"> On the Definition tab, set <i>Accounts to include</i> to All Accounts and select the <i>Process Zero Balances</i> check box. <p>On the Print Options tab, select Totals Only. Note: Pending Amounts will already be checked.</p>
<p><u>Daily Recap Report</u>: Select Reports, Financial Monthly, Daily Recap. (There are no constraints for this report). Select Print or Print Setup.</p>
<p><u>Doctor's Financial Report</u>: Select Reports, Financial Monthly, Doctor's Financial. Set Report Order to <i>MTD, YTD</i>.</p>
<p><u>Receipt Analysis Report</u>: Select Reports, Financial Monthly, Receipt Analysis</p> <p><i>How?</i></p> <ul style="list-style-type: none"> Set the first level to Doctor, the second level to Category, and the third level to Transaction Type. <i>Do not select</i> Include lines with Zero Totals or Page Breaks.
<p>(optional) <u>Procedure Analysis Report</u>: Select Reports, Financial Monthly, Procedure Analysis Codes.</p>
<p>(optional) <u>Patient Type Financial Report</u>: Select Reports, Financial Monthly, Patient Type Financial. Set Report Order to <i>MTD, YTD</i>.</p>
<p>(optional) <u>Procedure Analysis Report</u>: Select Reports, Financial Monthly, Procedure Analysis. (Set the levels as needed and report order as MTD,YTD. You do not need to include lines with zero totals.)</p>

For additional details on constraints, please refer to KBase Article 00001947 - Important Reports to Run for Year End

HOW DO I KNOW WHICH REPORTS TO RUN?

The table on the right contains a list of recommended month-end and additional year end reports you should print **BEFORE** you close your fiscal year end month.

Please note: The following list of reports is not intended to be all-inclusive for your office. You may need to print additional reports based on your business practices.



REMEMBER, CLOSING THE LAST MONTH OF THE FISCAL YEAR DOES NOT PRODUCE ANY REPORTS! YOU MUST RUN THE REPORTS PRIOR TO CLOSING THE MONTH!

To set appropriate constraints for the following reports, refer to KBase Article - 00003744: Important Reports to Run for Year End.
<u>Aged A/R</u> : Highlight All Reports, Select 1) Aged A/R, Field 10) Total Only=Y, Field 16) Print all acct's? =Y, Field 27) Aging Type Field = 2, Field 30) Age Zero Balances=Y
<u>PM Monthly Recap Report</u> : Highlight All Reports, Select 3) Miscellaneous Reports, 4) PM Monthly Recap report.
<u>Doctor's Financial Report</u> : Highlight All Reports, select 3) Miscellaneous Reports, Select 3) Doctors financial report, Current Month Only answer "N".
<u>Receipt Analysis Report</u> : Highlight All Reports, select 3) Miscellaneous Reports, Select 6) Receipt analysis report, 1) First level: answer "1" for Doctor Page break? "N" 2) Second level: answer "2" for Category Page break? "N" 3) Third level: answer "3" for Trans type 4) Include lines with zero totals? "N"
(optional) <u>Service (Procedure) Analysis Report</u> : Highlight All Reports, select 3) Miscellaneous Reports, Select 7) Service analysis report. There are three levels, select a variable for each level and answer N to page break, N to Include lines with zero totals and 1-Mtd,ytd. If you only want two levels reported, leave level 1 blank and answer level 2 and 3. If you only want one level reported, answer level 3 only and leave levels 1 and 2 blank.
(optional) <u>Patient Type Financial Report</u> : Highlight All Reports, select 3) Miscellaneous Reports, Select 10) Patient type financial report, 1) Current Month Only: answer "N" 2) Patient type 0000 9999
(optional) <u>Service Analysis by Patient Type Report</u> : : Highlight All Reports, select 3) Miscellaneous Reports, Select 16) Service analysis by patient type.



You may find the following KBase Articles helpful:

ALLSCRIPTS TIGER

KBase Article:00001812:

Determining What Report to Run

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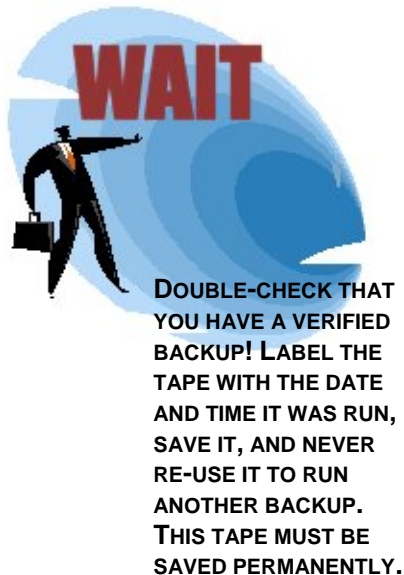
KBase Article:00001811:

Determining What Report to Run

<p>ADDITIONAL REPORTS TO RUN AT YEAR END</p> <p>To set appropriate constraints for the following reports, refer to ALLSCRIPTS TIGER KBASE ARTICLE 00001947 - IMPORTANT REPORTS TO RUN FOR YEAR END MISYS PM KBASE ARTICLE 00003744 - IMPORTANT REPORTS TO RUN FOR YEAR END</p>
<p>Insurance Company Financial Report</p> <p><i>Why?</i> To print the total payments received and the write-offs for each insurance company. Additionally, it calculates a write-off percentage.</p>
<p>Referring Doctors Financial Report</p> <p><i>Why?</i> To print the charges, by month, that each referring doctor has sent to the practice.</p>
<p>Average Charge by Doctor Report (Ins avg chg by doctor - R625 -RPT INS AVG CHRГ BY DR)</p> <p><i>Why?</i> To list, by doctor, how many of each selected procedure the doctor has performed, total charges generated, and the average charge per unit for a given date range.</p>
<p>Insurance Payments by Doctor and Location Report (Ins pay by dr & loc - R625 -RPT INS AVG CHRГ BY DR)</p> <p><i>Why?</i> To list the total amount of charges for which insurance payments have been received. The report shows charges posted to each doctor at each location and the total amount of payments and write-offs posted against those charges for a given date.</p>
<p>Insurance Payment Analysis Report (Ins pay analysis - R624 -PRT INS PAY ANALYSIS)</p> <p><i>Why?</i> To list, by insurance company and procedure, the amount the practice is being reimbursed by each insurance company.</p>
<p>Service Analysis by Patient Type Report (optional)</p>

4 BACK UP YOUR SYSTEM!

DO I REALLY NEED TO BACK UP MY SYSTEM BEFORE CLOSING THE YEAR?



BACK UP YOUR SYSTEM!

Yes, Yes, Yes!

Back up your system data using the Verify option. Remember that **only verified backups can be restored to your system.**

After running the backup, check the backup report for errors. If errors are listed, notify Client Support Services immediately.

If there are no errors, date and archive your end-of-year backup tape.

Note: If you are closing your month first thing in the morning, you can archive the nightly backup tape from the night before instead of running a manual backup. Always make sure that it is a good backup and there are no errors.

Want more information about backups? Refer to the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00002793: Performing a Manual Backup for Windows® 2000 or 2003 Server OS

KBase Article 00002790: Backup Tapes: Storage and Rotation

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KBase Article 00001159: Determining If Your AIX Backup Is Successful

KBase Article 00002721: Performing a Manual TAR Backup on IBM® AIX® Systems

MICROSOFT WINDOWS AND IBM AIX OPERATING SYSTEMS

KBase Article 00002769 Checking Your Backups

5 CLOSING THE YEAR

JUST ONCE PLEASE!

NO REPORT IS GENERATED BY THE CLOSING PROCESS. DON'T REPEAT THE CLOSE OF THE MONTH PROCESS BECAUSE YOU DID NOT GET A REPORT.



YOUR FISCAL YEAR IS CLOSED!

If you have closed the day, have run all the reports you need, and have a verified backup, you are ready to close the month and the year.

This is the easy part! The system will AUTOMATICALLY close the year; you do not have to run any additional closing processes.

ALLSCRIPTS TIGER

1. From the Navigational toolbar, click **Workbook>Financial Updates**. Click **OK**.
2. Click the **Close of Month** tab.
Remember when you are closing the last month of the fiscal year, the year is closed also.
3. Click **Activate**, and follow the prompts to close the month as well as the year. You will get a warning message that you will be closing the fiscal year:
Example: The following month is set as your fiscal year end: December 2008
You are about to close the year of: 2008
Do you want to continue?
4. If you are ready to close the year, click **Yes**.

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1. From the Master menu, highlight **Misc. processing**, and then press **2** to close the year.
You will get a warning message indicating that you are closing the fiscal year:
Example:
Current period to be closed: 12
Fiscal year end currently set to: 12
You should have already run your month end reports. If you have made a mistake, enter an "N" to the question now being asked. If the current period is not the end of the fiscal year, enter an "N" and call Client Support Services. If you continue, you will close the year.
2. Enter Y to close, N to abort.
3. Type Y if you are ready to close the year.

OOPS AND OH No!

**I FORGOT TO RUN SOME
IMPORTANT REPORTS BEFORE I
CLOSED THE YEAR.**

**IS THERE ANY WAY TO RE-
CREATE THEM?**

You can re-create the reports by running the following Open Item Reports with the constraints as defined in the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00003802: Rerunning Year End Reports

KBase Article 00003238: v8.0 Saving Year End Report Constraints

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KBase Article 00003734: Re-creating Month/Year End Reports

REPORTS YOU CAN RE-CREATE USING THE OPEN ITEM FINANCIAL ANALYSIS REPORT

- Close of Day Report
- Doctors Financial Report (month to date)
- Doctors Financial Report (year to date)
- PM Monthly Recap Report

REPORTS YOU CAN RE-CREATE USING THE OPEN ITEM EXPECTED ANALYSIS REPORT

- Service Analysis Report
- Receipt Analysis Report
- Patient Type Financial Report
- Ins Company Financial Report
- Service Analysis by Patient Type Report

**WHAT DO I DO IF MY SYSTEM
STOPS RESPONDING AFTER THE
CLOSING PROCESS HAS
STARTED?**



**DO NOT QUIT THE APPLICATION
BEFORE THE CLOSING
PROCESS HAS COMPLETED!**

If your system seems to “hang” or stop responding after you have begun the closing process, refer to the record-lock troubleshooting steps below.

DO NOT QUIT THE APPLICATION.

1. Check for a record lock. Have all users log out of the application to see if a record is released allowing the closing process to continue. If you are using multiple screens, be sure to check all screens for open patient records. If it is not practical to have all users log out, check each terminal in your office to make sure a patient record is not displayed on the screen. If you find an open patient record, have the user close the patient record to see if the closing process resumes.

Please review the following KBase Articles to help you determine if a record lock is causing your system to hang.

KBase Article 00003771: Releasing Record Locks for Allscripts Tiger on IBM AIX Servers

KBase Article 00002861: Releasing Record Locks for Misys PM on IBM AIX Servers

KBase Article 00002868: Releasing Record Locks for Allscripts Tiger on Windows Servers

KBase Article 00003063: Unlocking PATLOCK and Physical Locks

For clients running 8.0 releases and higher:

KBase Article 00003808: v8.0: Releasing Record Locks for Allscripts Tiger on IBM AIX Servers

KBase Article 00003018: v8.0: Releasing Record Locks for Misys PM on IBM AIX Servers

2. Be patient. Your system may be running slow on the day you close so give your system a few extra minutes to complete the process.
3. If you have followed the preceding steps and your system is still not responding, log a call to Client Support Services for assistance.

I CLOSED THE YEAR WITHOUT REALIZING CRITICAL TRANSACTIONS HAD NOT BEEN ADDED.

CAN I REOPEN THE YEAR TO ADD THE TRANSACTIONS?



Client Support Services can reopen your year, but it may be a billable service. If you have closed the year in error, please answer the following questions *before* you contact Client Support.

- Have charges and/or receipts been entered in the new month?
- Have charges and/or receipts been updated in the new month?
- Has the year been closed?
- Was this the last month of the fiscal year?

OPTIONAL BUSINESS AT YEAR END

FEE SLOTS

I WANT TO MODIFY CERTAIN FEES FOR THE NEW YEAR. CAN I? HOW?



Yes, you can modify your fees at year end and many practices do just that. You can even go ahead and modify your fees before the end of the year and have them activated on January 1. You can do this by creating a Date Sensitive Redirect (This is helpful for Medicare fee schedules received in advance of the new year.)

If you want to modify all fees using the Automatic Fee Calculation, you can set up a percentage amount to be applied to all fees. This saves you from having to manually increase each fee!

*****Note:** Be sure you have a verified backup before running the using the utility to increase your fees.

Details on Date Sensitive Redirects and Fee Schedule Changes are included in the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00001973: Changing the Fee Schedule

KBase Article 00001975: Making Future Fee Schedule Changes Active

KBase Article 00001977: Adding a Fee Schedule

KBase Article 00001979: Automatically Changing a Fee Schedule

KBase Article 00001983: Resetting Date Sensitive Redirects

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KBase Article 00001972: Changing the Fee Schedule

KBase Article 00001974: Making Future Fee-Schedule Changes Active

KBase Article 00001976: Adding a Fee Schedule

KBase Article 00001978: Automatically Changing a Fee Schedule

KBase Article 00001984: Resetting Date Sensitive Redirects

APPOINTMENT SCHEDULE

I AM PLANNING TO OPEN THE APPOINTMENT SCHEDULER FOR FUTURE DATES. WHAT DO I NEED TO KNOW BEFORE I DO THAT?



If you are planning to open the Appointment Scheduler for the doctors in your office, please refer to the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00003948: Opening Appointment Schedule

KBase Article 00003800: v8.0 Replace Existing Schedule (version 8.00.5 and higher)

KBase Article 00001826: Permanent Appointment Scheduler Changes

KBase Article 00001941 Purging the Appointment Scheduler

KBase Article 00001732: Modify Existing Schedule

KBase Article 00003888: Change One Day a Month in Doctor's Schedule

Note: To determine your Allscripts Tiger version, from the Allscripts Tiger Ribbon menu, click **Help>About**.

MISYS PM

KBase Article 00003952: Mass Open Appointment Schedule

KBase Article 00001825: Permanent Scheduler Changes

KBase Article 00003953: Purging the Scheduler

BILLING

HOLIDAY MESSAGES

I WOULD LIKE TO INCLUDE A HOLIDAY GREETING ON MY BILLS. CAN I? HOW?

HAPPY HOLIDAYS!

You can easily add holiday greetings to your bills through the use of Fast Services Parameters. For step-by-step instructions, refer to the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00004133: FastBill Alternate Message Options Tiger Version

MISYS PM

KBase Article 00004132: FastBill Alternate Message Options Misys PM Version

Yes, you can modify the *Months to Update Budget Amount* to eliminate the December billing. Refer to the following KBase Articles for step-by-step instructions:

BUDGET MODULE BILLING

I WOULD LIKE TO EXCLUDE MY BUDGET MODULE PATIENTS FROM RECEIVING A BILL IN DECEMBER. CAN I? HOW?

ALLSCRIPTS TIGER

KBase Article 00002788: Do Not Send December Bills To Budget Module Patients

MISYS PM

KBase Article 00002787: Do Not Send December Bills To Budget Module Patients

HOLIDAY CARDS

I WOULD LIKE TO SEND HOLIDAY CARDS TO ALL MY PATIENTS. CAN I USE THE CORRESPONDENCE MODULE TO HELP ME CREATE AND PRINT LABELS FOR ALL MY PATIENTS?



Yes, Correspondence provides you a way to create labels for your patient lists. For step-by-step instructions, please refer to the following KBase Articles:

ALLSCRIPTS TIGER

KBase Article 00003956: Creating Patient Labels using Microsoft 2003

KBase Article 00003776: Creating and Printing Patient Labels using Microsoft Word 2002

KBase Article 00002513: Listing Patients by Doctor

MISYS PM

KBase Article 00002388: Listing Patients Registered by Doctor

KBase Article 00003959: Creating Patient Labels