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For Winter:

- Service Pack 2 is Ready
- TotalMD 09 FREE for existing clients
- NEW TotalMD ASP now available
- Tips from Tech Support

Your involvement continues to make TotalMD better!

www.totalmd.com



TotalMD ASP is Now Available!

Our pilot program is complete and we are now proud to launch TotalMD ASP to the general public! Here are some FAQs concerning our newest product:

What is TotalMD ASP?

TotalMD ASP is a web-based practice management solution that provides remotely managed and distributed software, services, and solutions to customers across a wide area network from a central data center.

Who is interested in an ASP?

- Billing Services
- Multiple-location medical practices
- Traveling therapists and practitioners
- Busy business owners that enjoy interacting with real-time data from the office, the offsite surgical center, at home, or any place with an internet connection
- Transcriptionists or office staff that work from home
- Businesses that enjoy using Advanced features and an included Tech Support contract for a low monthly fee

What is included in the ASP model?

- TotalMD Advanced, offering our best features
- Encoder Pro included for HCPCS, CPT, and ICD-9 coding (automatically updated every 90 days)
- Electronic Remittance Advice included (electronic insurance payments auto-post to the patient ledger)
- Technical Support included
- Hosting Service for all practice management data on a secured server, with daily backups and securities in place

TotalMD ASP is a service that allows for physicians or billing services to access TotalMD from any location with a high-speed internet access connection. The office can access TotalMD quickly and easily, in many cases increasing the speed of the program within the office.



The patient information is stored on a secured remote server that allows for multiple users to access real-time data from home, the office, or a remote location. The server has a number of securities in place, backs up data daily and has secondary backups in place for emergencies. This is a benefit for areas that have had difficulty in storing and saving data consistently in their current locations.

How does TotalMD ASP work?

The ASP model provides employers with the option to hire remote workers, to allow for more flexible work schedules, or to cooperate with a billing service to maintain real-time operation efficiency.

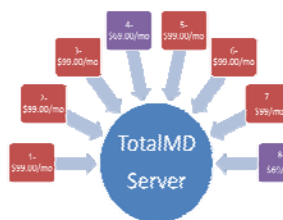
Because the service is web-based, users of Macintosh or Linux operating systems are able to use TotalMD! We are pleased to welcome these users to the TotalMD family.

What is the price?

We're glad you asked. TotalMD ASP is a monthly recurring fee of \$99 per month per concurrent user. Every fourth user receives a discount of \$30 to help with cost-savings to billing services and larger practices.

A concurrent user means one active licensed user log on at a time. Office Managers may have one user that accesses the system during the day, and one user that accesses the system at a different time in the evening— this equals ONE concurrent user, as the license is being used only one user at a time. If there are two users accessing the service at the same time, then the office manager would need two concurrent user licenses.

The example pictured below shows a medical office with 8 users accessing TotalMD ASP at the same time. The pricing shows \$99 per month for users 1-3, and the discount given to the fourth user in each case.



How do I order TotalMD ASP?

TotalMD ASP provides the Advanced software features, an unlimited support contract, and the freedom for physicians to access the information they need in any setting with an internet connection.

Feel free to contact TotalMD or a local TotalMD Dealer to begin using this web-based solution!

1-800-613-7597 option 1

We are pleased to offer TotalMD ASP to physicians and billing services worldwide, and look forward to providing innovative solutions to your office.

TotalMD 09 is FREE to Existing Clients!

This year, TotalMD has grown exponentially. With new suggestions coming to us weekly, specific features will be provided in the new TotalMD 09 release as a result of the feedback of our current existing clients.

We are offering this new release to our existing clients FREE OF CHARGE with our thanks for your involvement and interest in making TotalMD into the best Practice Management system on the market!

TotalMD 09 will be released in two to three small pieces between January and June of 2009.

What's Included?

- Interactive, mouse-free Ledger screen
- Appointment Book Pro Advanced Scheduler
- UB-04 Facility Claim Forms
- Real-time batch Eligibility through the Scheduler (available with participating clearinghouses)
- Electronic Secondary Claims
- Full Lytec Data Conversion!

As each section is ready, you will receive download information and instructions from the Tech Support team. TotalMD ASP clients will be updated automatically the morning of each release.

Essentials and Standard users can take this opportunity to upgrade to higher versions of TotalMD. This is a great time to upgrade and really gain a lot of additional features for a minimal price. We will even apply the money you have already paid for TotalMD towards the cost of the upgrade.

Thank you again for your input—we are proud to work with you.



TotalMD 09 will be ready for release in Late January!

It's the gift that keeps on giving!

Ledger notes help track a variety of activities within the ledger screen, allowing for a single source in following each transaction.

Focus on Ledger Notes

One of the new features of service pack 2 is the addition of a ledger note. Ledger notes help track a variety of activities within the ledger screen, allowing for a single source in following each transaction.

Offices can choose to add any type of note that they'd like in this open narrative section. Some uses include deductible information, co-insurance payments, appeals, claim submission notes, or whatever suits the practice best.

The note is created as a tool for the biller to use in telling the story of the claim and payment encoun-

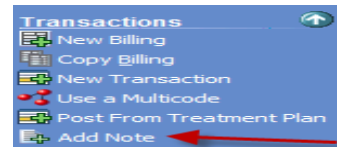
ters for a specific transaction.

To locate the Ledger Note, enter the ledger screen. In the commands column on the left hand side (in blue), you will find the section called "Transactions". The "Add Note" option is the last in this section. Once you select to add a note, the ledger will take you to the transaction note where the note can be added.

Select the account code as NOTE, and add a custom description and note that fit the needs of that transaction. Once the note is saved, the account code and description will appear as part of the line item included in the pa-

tient ledger. Simply click on the note to read the detail of what has been documented. You can also add line item procedure notes from the patient payment screen or the EOB payment screen.

The ability to have a ledger note is another helpful resource in creating the most complete notation concerning each claim. Please take the opportunity to see how the ledger note can benefit your billing documentation.



10/1/2008	Long, Michael	NOTE	Appeal		Completed
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Tips from Tech Support

Laptop computers allow for greater freedom and flexibility in our business opportunities.

In selecting a laptop for your medical practice or billing service to interact with TotalMD, there are several things to keep in mind. Please remember to verify system requirements,

network capabilities, and your ability to interact with your current office programs.

You will want to be able to back up information on a data storage device like a CD or flash drive, or use Windows remote desktop to access your office system from home.

Finally, program speed will increase if your laptop is able to be plugged into an outlet.

TotalMD ASP works from any location with Internet access, so checking your modem or Wi-Fi connection will also ensure your success in working with your laptop.

Tech Support
800-613-7597
option 2

8:00A to 5:00P PST
Mon-Fri





Electronic Medical Records help maintain patient clinical records in a digital format.

Electronic Medical Record Partners

Partnering with an EMR remains an integral part of clinical management for both facility and physician practices worldwide.

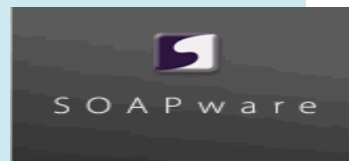
TotalMD is pleased to have partnered with some of the premiere EMRs in the market! If you are interested in an electronic clinical record solution— look no further!

The interface between the EMR and TotalMD is bi-directional and running constantly throughout the workday. As records are created or edited within one system, the information will import and export in a fluid connectivity between the

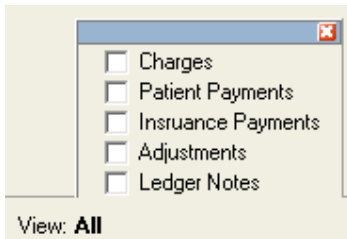
two programs using an HL-7 link.

Providers can create clinical records in the EMR and produce claims and a superbill from TotalMD with immediate access to superior clinical and financial data.

The connectivity of these programs is tightly constructed by both development teams to assure the success of each interaction. This close-knit relationship with our partners strengthens the integrity of the link and better communication between our products. TotalMD is pleased to offer EMR integration at a higher level!



Enhanced Ledger Views



Within the Ledger screen, it is now possible to customize the view of transactions, payments, adjustments, and notes within each billing number.

The view menu is located at the bottom right-hand corner of the Ledger screen. The word **ALL** is bolded to indicate that there is a checklist attached to this view.

Click on the word **ALL** to access the checklist and sort to locate the information needed. You can select more than one item to view at the same time.

After you have made your selections, close the checklist box and your selected view will appear

within the Ledger. Searching through large billing cases is easy!

To change the Ledger back to default, just click on the view option again and uncheck the selected items. When you close the checklist box— your default setting will be reinstated.

Adding searching capabilities to the Ledger View will help in locating financial transactions and greatly assist in managing the claims and collections process.

It is now possible to customize the view of transactions, payments, adjustments, and notes.



Clearinghouse Options!

We have several integrated clearinghouse partners in place with TotalMD, all with excellent services and cost-savings that meet your needs.

Call around, or just ask us to help you select the best option for your practice!



Direct Module **avality** provides unlimited claims to over 1500 payors nationwide!

Apex National and local payor services, responsive to immediate needs and requests.

ENS Longstanding record in providing consistent claim and coding services within the industry.

Gateway Popular clearinghouse with enrollment process and claims features.

NHS Well-established company that takes care of the enrollment process for you.

TotalMD will currently work with any print-image clearinghouse nationwide. For an additional charge, we will work to develop an ANSI format module with a non-partnering clearinghouse of your choice.

Our partners are ready to help!



About Us

We've moved to a larger facility!
Please note our new address!

TotalMD
4115 E. Valley Auto Drive
Suite 101
Mesa, AZ 85206

800-613-7597 toll free
480-924-1974 fax
sales@totalmd.com
support@totalmd.com



TotalMD is full-featured medical software designed to simplify your office with advanced practice management features which makes getting paid easy and fast!

TotalMD features a unique navigational design that sets it apart for other software. Easily navigate from screen to screen, even while in the middle of updating a patient record or appointment. Use electronic claims along with automatic insurance posting to instantly and automatically enter in the insurance payments. The software remembers which screens you have been working and allows you to easily return exactly where you left off. Multitasking at the front desk has never been easier.

With an experienced leadership team specialized in Practice Management and Dealer Team development, TotalMD is committed to providing simple, effective, current Practice Management resources to small and medium sized physician offices and billing services. Our focus is to bring strong local representation and a suite of supporting products and services that reflect our business values to the clients that need them most.

Service Pack 2 is Here!



Service Pack 2 is available in November 2008. With it, the most current changes and small add-in features to help increase the value of your software.

The Service Pack will be located on the TotalMD website for download, and our technical staff will also contact your office to assist with these updates as needed.

We are pleased to offer these small improvements and feel that you will enjoy these feature add-ons based on your own suggestions and insight.

Service Pack 2 will be available for download on the TotalMD website at the beginning of November.

What's New?

- Default dates in the ledger and payment screens
- Encoder Pro added to the Multi-link setup
- Deleted insurance payments and adjustments now update correctly
- Speed improvements to patient reminder statement
- Ability to add ledger notes
- ...and lots of nice little

housecleaning updates just for you!

Please continue to share your feedback with us. Your suggestions and input help us to maintain our growth and develop TotalMD into the product that you need and enjoy.

Our focus is to provide you with consistent and effective service, and an outstanding value for your Practice Management needs.

Relax. Enjoy the little things that TotalMD can do to make your experience even better!