



### FOR IMMEDIATE RELEASE

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## **Pennsylvania Announces PROMISe Billing System Deadline**

*Direct, state-wide Medicaid billing for human services providers  
to be fully operational by July 1, 2009*

**PITTSBURGH, PA, March 2, 2007** – The transition to Provider Reimbursement and Operations Management Information System (PROMISe) billing becomes a reality in July 2009, when Pennsylvania completes implementation of its state-wide human services billing system. Esteam, LLC, a leading provider of comprehensive software solutions for human services agencies, is helping a number of forward-thinking providers gain a significant jump on the deadline with TOTAL: Record, the Esteam solution for improving clinical and reimbursement processes.

“A two-year window for implementing a new billing process as comprehensive and complex as PROMISe is actually a tight timeframe,” said George Pashel, chief executive officer of Esteam. “TOTAL: Record’s ability to create comprehensive, easily manageable patient records helps providers of all sizes streamline the billing process in ways that will greatly ease the transition to Pennsylvania’s direct payment system as it comes online.”

The deadline is much closer than it appears, Kevin Casey, deputy secretary of the Office of Mental Retardation, Pennsylvania Department of Public Welfare, cautioned a recent gathering of The Provider Alliance attended by Esteam.

Casey told the gathering that, as of July 1, 2009, providers will be required to bill directly through PROMISe. Administrative entities, which may include existing county agencies, will continue to monitor providers and provide other administrative services once direct billing is implemented. Casey also noted that the federal Centers for Medicare & Medicaid Services (CMS) originally sought a July 1, 2007 deadline for full PROMISe implementation.

Organizations such as The Provider Alliance will offer training on the new system to members, and OMR also will offer training as the deadline nears.

“There’s still a great deal of work that needs to be done, but direct billing by July 2009 is a requirement for CMS waiver renewal,” Casey said. “We will continue to seek input from providers across the state as we develop the work plan. It will be a very difficult, intense process over the next two and one-half years, and we’ll need the entire human services community pulling together to make it work.”

Pashel noted that TOTAL: Record currently helps customers meet the widely varying billing requirements of county agencies administering Medicaid and other funding today, and provides a proven process that will ease and enable full compliance with PROMISe. TOTAL: Record provides a single repository for clinical and financial information that eliminates repetitive data entry, along with the potential for human error for Esteam customers. The result is more accurate and efficient electronic invoicing that meets each payor’s specific requirements under

current reimbursement systems—and a more seamless transition to PROMISE billing as it rolls out across the state.

In fact, TOTAL: Record users participating in current PROMISE pilot programs across Pennsylvania report dramatic improvements in billing productivity and accuracy that lower invoice rejection rates, along with faster turnaround on receivables that improves cash flow.

“TOTAL: Record is a powerful tool to meet the clinical and financial information management needs of human services providers, and enable them to more effectively address evolving billing requirements like those posed by PROMISE,” said George Pashel, chief executive officer of Esteam. “Our solutions are already proving their value daily—not only as billing tools, but as enablers of greater productivity and, ultimately, improved service quality within the organizations we serve.”

### **About Esteam**

Esteam is a leading provider of software, services and expertise focused on improving the quality of human services. Esteam solutions address a significant shortcoming in the human services market. Organizations don't have the resources, time, or money to support the increasingly complex regulatory reporting and documentation requirements. Designed to be used throughout the organization, Esteam offers **Total: Impact**, the most comprehensive suite of software, strategic consulting services, and deployment expertise for significantly improving the performance of human services organizations. Esteam provides mission critical solutions for leading human services organizations such as Pressley Ridge, The Barbor Institute and Keystone Human Services. For more information please contact us at [info@esteam.net](mailto:info@esteam.net) or by telephone at (412) 322-0629 or [www.esteam.net](http://www.esteam.net).

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