1 the problem…

Inconsistent Processes

Fragmented Filing Systems

Inadequate Training Procedures

Missed Opportunities

Steve and Maegan have been partners in an estate planning law firm for four years. Although they have an assistant, Tracy, they recognize that they could benefit from hiring an Office Manager as combined they spend about 40% of their time on administrative tasks.

However, with no formal processes in place they knew it would be difficult to attract a well-qualified and competent Office Manager. There are four computers in their office suite and because there is no company network, client documents are often temporarily “saved” and transferred to other computers via flash drive, email, or CD. The lack of a company network has also caused them to miss important client meetings and even court appearances due to mishaps in calendar scheduling. And the lack of documented processes only compounds the problem in creating a consistent, high quality client experience.

Steve and Maegan have worked tirelessly to build their practice and worry that they will soon burnout if they are not able to effectively disseminate workload.

FORM 8-1

SECRETARY'S CHECKLIST FOR SCHEDULING APPOINTMENTS

A. GENERAL INFORMATION

1. Appointment is for: ☐ Self ☐ Relative ☐ Other

2. Client is:

If single, d

3. Name of C

Name of C

Street Addr

City_____

Home Phon

Work Phon

Age of Clie

4. Name of C

Street Addr

City_____

Home Phon

Form 3 -- Health Insurance Premiums

(This report is used to provide evidence of recurring health insurance premiums.)

Authority for allowing prospective, 12 month annualization of recurring medical expenses.
38 CFR 3.272 (g) Exclusions from income; Medical Expenses. Within the provisions of the following paragraphs, there will be excluded from the amount of an individual's annual income any unreimbursed amounts which have been paid within the 12-month annualization period for medical expenses regardless of when the indebtedness was incurred. An estimate based on a clear and reasonable expectation that unusual medical expenditure will be realized may be accepted for the purpose of authorizing prospective payments of benefits subject to necessary adjustment in the award upon receipt of an amended estimate, or after the end of the 12-month annualization period upon receipt of an eligibility verification report.

M21-1-4 –16.31 Medical Expenses; Authorization Procedures; b. (4) Insurance. Premiums paid by the claimant for health, medical or hospitalization insurance, e.g., the Social Security Medicare deduction, are allowable medical expenses. Premiums paid for life insurance or burial insurance are not allowable medical expense deductions.

Name of Veteran	Veteran Social Security Number	Name of Spouse or Surviving Spouse	Spouse Social Security Number

MEDICARE PART B INSURANCE PREMIUMS

Is the veteran paying Medicare Part B premiums? *($93.50 per month for for 2007)*	Yes	No	Is the spouse or surviving spouse paying Medicare Part B premiums? *($93.50 per month for 2007)*	Yes	No

MEDICARE SUPPLEMENT OR MEDIGAP INSURANCE

Is the veteran buying Medigap Insurance (Medicare supplement insurance)	Yes	No	Is the spouse or surviving spouse buying Medigap Insurance (Medicare supplement insurance)	Yes	No
If yes, provide below the name of the insurance company. Please provide a copy of the most recent billing.			If yes, provide below the name of the insurance company. Please provide a copy of the most recent billing.		

MEDICARE ADVANTAGE PLANS

Is the veteran buying a Medicare Advantage Plan?	Yes	No	Is the spouse buying a Medicare Advantage Plan?	Yes	No
If yes, provide below the name of the insurance company. Also indicate if premiums are being paid from the Social Security check. If not, please provide a copy of the most recent billing.			If yes, provide below the name of the insurance company. Also indicate if premiums are being paid from the Social Security check. If not, please provide a copy of the most recent billing.		

STAND-ALONE MEDICARE PART D (PRESCRIPTION DRUG PLANS)

Is veteran buying stand-alone Medicare Part D?	Yes	No	Is the spouse buying stand-alone Medicare Part D?	Yes	No
If yes, provide below the name of the insurance company. Also indicate if premiums are being paid from the Social Security check. If not, please provide a copy of the most recent billing.			If yes, provide below the name of the insurance company. Also indicate if premiums are being paid from the Social Security check. If not, please provide a copy of the most recent billing.		

OTHER HEALTH INSURANCE PLANS

Is the veteran buying any other health insurance?	Yes	No	Is the spouse buying any other health insurance?	Yes	No
If yes, provide below the name of the insurance company. Please provide a copy of the most recent billing.			If yes, provide below the name of the insurance company. Please provide a copy of the most recent billing.		

2 how we helped...

Workflow Observation & Interviews
Business Process Documentation
Operational Tools Compilation & Categorization
Computer Network Preparation

We created a customized Case Management Operations Manual for Steve and Maegan (over the course of 90 days) by doing the following:

- Observe the workflow of every one in the office;
- Collect all data used for each type of law practiced including check-lists, template letters, and software;
- Develop case file nomenclature that included color-coding, acronyms and identification of Key Performance Indicators (KPIs);
- Provided information for I.T. vendor to properly set up a shared calendar and new network based on the departments identified in their Business Design Blueprint.

CASE MANAGEMENT PROCESS INDEX

Case Type	Acronym	Color
Estate Planning	EP	light blue
Special Needs Trust – 3rd Party	EPSNT	gold/yellow
Medicaid (Elder Law)	1SNT	purple
Probate	PB	brown
Guardianship/Conservatorship	GUCO	orange
Veterans' Benefits	VA	green
Special Needs Trust – 1st Party	MED	lime green
Small Business & Corporations	CORP	red
Business Buy/Sell	BUYSELL	blue

MEDICAID PROCESS - INITIAL CONSULTATION PREPARATION

1. email calendar appointment to Steve
2. create an electronic sub2-folder for the prospective client on the network under the "Prospects" sub-folder located in the "MEDICAID" main folder and name as such:

   MEDICAID
   Prospects
   Doe, J. – MED 1207

3. add the prospective client's contact information into Microsoft Outlook
4. begin assembling the packet of information to send to the potential client. The packet should include a printed copy of the following (additionally, you may also email this information as attachments to those clients that prefer email):
   a. *Elder Law Questionnaire form*
   b. *directions* to the office
   c. *Welcome letter* printed onto company letterhead
   d. *company newsletter*
   e. *staff introduction document*
5. remember to save an electronic copy of the *Welcome Letter* and name the file according to:

   [Client's Last Name, First Initial – Type of CaseMonthYear of Case – Document Type]

   Example: [Doe, J. – MED1207 – Welcome Letter]

6. place all printed documents from step #4 into a purple, laminated company folder in the following order:

Left-Hand Side	Right-Hand Side
- Directions - Company Newsletter - Staff Introduction	- Welcome Letter - Elder Law Questionnaire

7. place a business card in the folder and then place the folder into a large white mailing envelope
8. place the sealed white envelope with printed address label into the outbox bin located in the work room
9. bring all packages in the outbox bin to the post office every Tuesday and Thursday either 20 minutes before your lunch break or 20 minutes before your work day ends. Collect receipt for postage, bring back to the office, and place in Steve's inbox.

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3 value & results…

↑Owner's Equity

↑New Hire Training Capacity

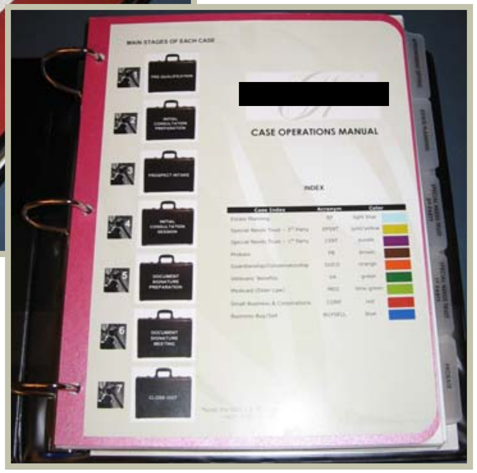
↑Operational Capacity

↑Time for Practice Development

Maegan and Steve now have a Case Management Operations Manual that houses the detailed processes for handling each type of case. Each process was accompanied with a flowchart (see page 4) as well as record-keeping procedures and passwords needed to access specialty software.

We made sure to train everyone on how to update and maintain their Business Process Manual and showed them how to store it on their new computer network. With this Business Process Manual, Maegan and Steve were able to:

- Hire and train a new Office manager 60 days after the Business Process Manual implementation,
- Eliminate time conflicts with scheduling client appointments
- Evaluate and monitor staff performance through well-defined and communicated KPIs,
- Leverage their documented case knowledge as assets by having some of their more proprietary processes valuated and included as an intellectual property asset on their balance sheet,
- Hired a new attorney a year later and opened a satellite office six months after that bringing in another $350,000 in revenue,
- Take a month-long joint European family vacation without a single call from the office to handle an issue.



Business Process Manual Contents

- Table of Contents
- Business Design Blueprint
- Service Delivery Blueprint
- Electronic Records Management System
- Paper Records Management System
- Work Space Logistics plan
- Customized Business Processes
- List of KPIs per Business Process
- List of Forms, Templates, & Checklists per Business Process

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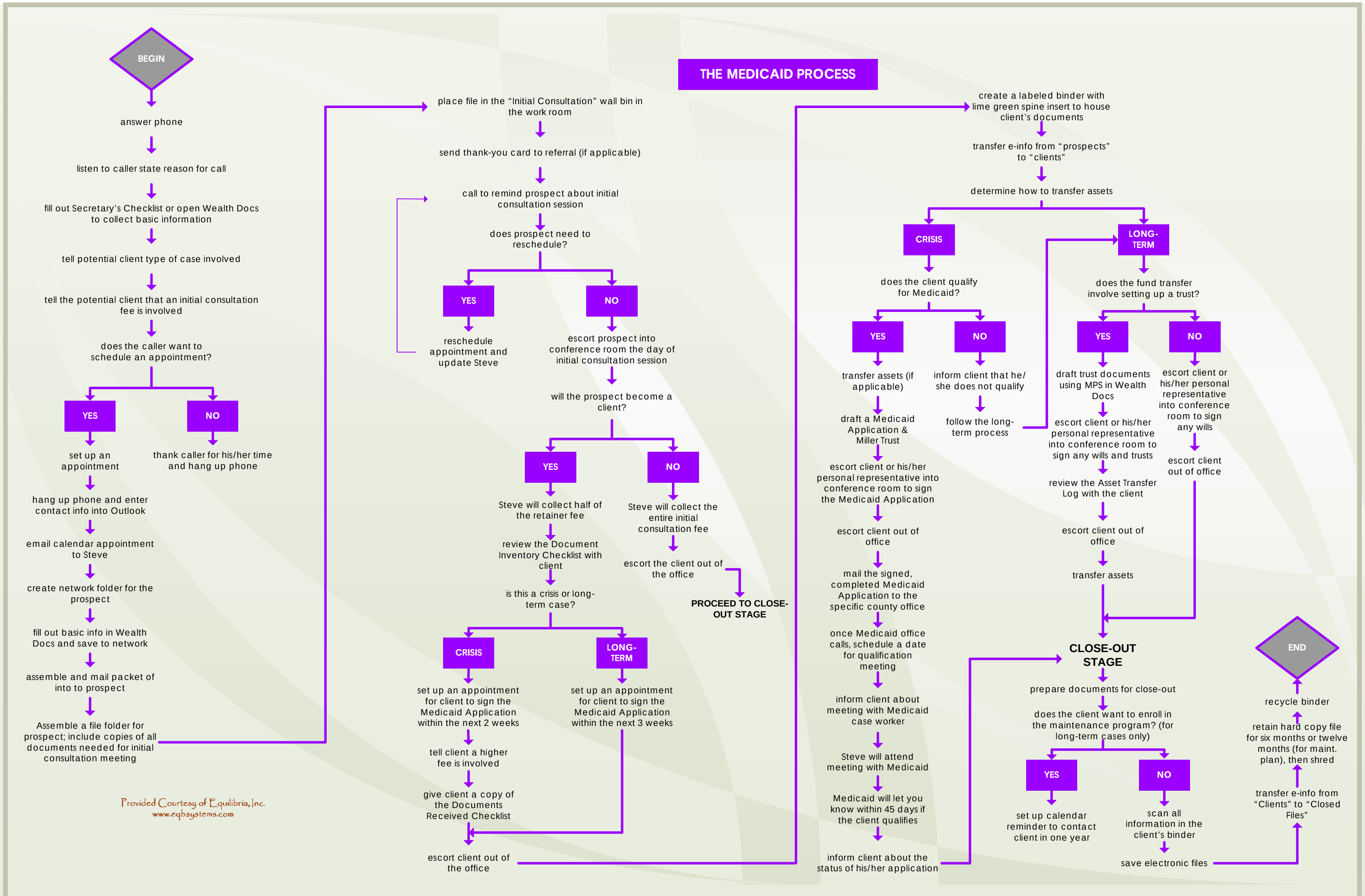

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