



**CompuGroup™**  
Medical

**What's New in**

**CGM webPRACTICE™ v2023.4.0**

**Updated Final Release Notes**

**November 29, 2023**

**CGMwebPRACTICE™**

Fully Web-Based Practice Management Suite



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## INTRODUCTION

This document provides an overview of new features, resolutions, and enhancements available in the release of CGM webPRACTICE v2023.4.0. Each section defines the specific feature and/or enhancement associated with the new CGM webPRACTICE release, as well as any resolved issues.

## NEW FEATURES AND ENHANCEMENTS

This section is not meant to be cumulative and only contains information associated with the CGM webPRACTICE v2023.4.0 release.

**Note:** You will need to complete the **\*\*\*Action Required\*\*\*** items (where applicable) to make sure your system functions properly with this updated version.

As with all updates, for all new menu functionality, you will need to identify which users you want to have access to the new menu functions. Then, you must activate the new menus using the *Model User Menus* function located on the *System, User Management* menu. You must also set the security level that you want on the new menus using the *Change Function Security* function located on the *System, User Management, Function Security Menu*.

### Summary of Action Required Items

Page #	Function	Action
13	Import Fee Schedules	Load the updated files if applicable
13	Load the HCPCS Codes	Load the updated file if applicable
13	Load ICD-10-CM Codes	Load the updated file if applicable
13	Import RVU Unit Values	Load the updated file if applicable
13	Load the AMA CPT® Codes	Load the updated file if applicable

### Summary of Changes to Document

Preliminary Release Notes were released October 30, 2023.

Section	Function	Added/Deleted/Revised
Patient	History-Insurance Ledger	Revised
Tables	Load the AMA CPT® Codes	Added
Patient	Patient Summary Screen	Revised
System	Superbill Wizard	Revised
Tables	Interface Notifications	Added
General Enhancements	Multiple functions	Added

## General Enhancements

### Patient Control Number (Pat Ctrl #)

Due to multiple requests, the format of the Patient Control Number has been changed from C##### to include the Patient Account # at the beginning of the number, so it will be easier to lookup patients from the information provided on EOBs. For example, if a patient control number is C2010855 and the patient account number is 26240, now the patient control number will be **26240C2010855**. The number preceding the "C" is the patient's account number.

This change will not be in effect until 11-29-2023, when it will be automatically released to all clients that have the 2023.4.0 update installed.

Each function that currently displays the Pat Ctrl # has been updated to display this new format.

- **History – Encounter View** (*Patient > Change Patient Data > History - Encounter View*) - The **Pat Ctrl #** will display:
  - When you hover over the claim tab. The **Pat Ctrl #** will display only when the claim status is *sent or denied*.

Service	Primary Claim File to AETNA, Status: Sent on 11/16/2023	Pat Ctrl # 26597C2016532	\$ Charge	\$ Ins Bal	\$ Pat Bal	\$ Tot Bal	Ins Img
11/16/2023	99214	OFFICE O/P EST MOD 30-39 MIN	\$325.00	\$325.00	\$0.00	\$325.00	F
Totals:			\$325.00	\$325.00	\$0.00	\$325.00	

- When you review the Transaction Details, the **Pat Ctrl #** will display only when the claim status is *sent or denied*.

Acct Date	Date	Code	Description	Dr	Lc	Diagnosis	Amount	Applied I	Img
11-14-2023	4:39PM	AET - AETNA	Claims Printed Profile: Default Profile - Pat Ctrl # 26597C2016166				0.00		
11-14-2023	4:39PM	AET - AETNA	Filed				147.00		



## General Enhancements (cont.)

- On the auto-generated EOB between **ACCT #** and **ICN #**.

AET											
P O BOX 740800											
ATLANTA, GA 303740800											
Auto-Generated EOB - Electronically Posted											
INJ MED CENTER I SOUTHWEST ACC					Provider #: 1942307921						
					Date: 11/15/23						
					Check/EFT #: PG9500026						
PERF	PROV	SERV DATE	POS NOS	PROC MODS	BILLED	ALLOWED	DEDUCT	COIN/COPAY	GRP/RC	AMT	PROV PD
-----											
NAME: Johnson, Noah		MID: 255454566		ACCT #: 26597		PAT CTRL #: 26597C2016411		ICN #: 89298119030062900026			
		1115 111523	1	99212 ~	62.32	50.00	0.00	5.00	CO 45	12.32	50.00
PT RESP		5.00		CLAIM TOTALS	62.32	50.00	0.00	5.00		12.32	50.00 NET
CLAIM STATUS: Processed as Primary											
CLAIM REMARK CODES:											
-----											

- **Patient Look-Up screens** – If you selected to have the **Pat Ctrl #** as a look-up option in the *Patient Look-up Integration* function, you can enter the **Pat Ctrl #** with or without the patient **Account Number** in front of it, with a 'C' in front of the **Pat Ctrl #**, or without a 'C', all methods are acceptable.

**Examples:**

26597C2016411

265972016411

C2016411

2016411

- **ERA Exception Report** (*Transactions > Electronic Remittance Advice (ERA) > Import and Post ERA Files*)

Nov 21, 2023		EASTSIDE MEDICAL							Page 1		
Electronic Remittance Exception Report											
Filename: CIGprim2664610222023.txt											
Payer: CIGNA											
File Date: 11-21-2023 Check Date: 11-09-1923 Check #: PG9500027 Check Amt: \$ 7.92 BATCH 1											
Acct #	Patient Name	ERA Line	Beginning Serv Date	Ending Serv Date	Procedure Code	Billed Amount	Allowed Amount	Adj Code	Exception Code		
26646	PITT, BRAD	1	10-22-23	10-22-23	36415	10.00	7.92	CO 226	23*		
	26646C2016895		23* The following Adj Code could not be posted: Code - . 226 . A \$0.00 payment was posted.								

- **Print EOB** (*Transactions > Electronic Remittance Advice (ERA) > Import and Post ERA Files*)

CIGNA										Page 1	
P O BOX 740800											
ATLANTA, GA 303740800											
INJ MED CENTER I SOUTHWEST ACC					Provider #: 1942307921						
					Page #: 1						
					Date: 09//11						
					Check/EFT #: PG9500027						
PERF	PROV	SERV DATE	POS NOS	PROC MODS	BILLED	ALLOWED	DEDUCT	COIN/COPAY	GRP/RC	AMT	PROV PD
-----											
NAME: PITT, BRAD		MID: 4646345		ACCT #: 26646		PAT CTRL #: 26646C2016895		ICN #: 89298119030062900027			
		1022 102223	1	36415 ~	10.00	7.92	0.00	0.00	CO 45	6.00	0.00
									CO 226	4.01	
PT RESP		5.00		CLAIM TOTALS	10.00	7.92	0.00	0.00		10.01	0.00 NET



## Collections (cont.)

**Manage Payment Plans** (*Collections > Patient Collections > Manage Payment Plans*)

**Work Accounts – Payment Plan** (*Collections > Patient Collections > Work Accounts > Payment Plan*)

**Non-Delinquent Payment Plan** (*Collections > Patient Collections > Non-Delinquent Payment Plan*)

A **Statement Comment** field has been added to the top and bottom portions of the screen. Both **Statement Comment** fields will display the current statement comment stored on the patient's account. The field in the top portion is display only, while the field in the lower portion of the screen you can overwrite it if needed and save it to the patient's account from within this function.

Manage Payment Plans		System Manager EASTSIDE MEDICAL (1)	
Patient Name:	BISCOE, GEORGE (26540)	Home Ph. / Work Ph.:	/
Guarantor Name:	BISCOE, GEORGE	Billing Group:	MEDICARE PATIENTS (MED)
Internal Comment:		Primary Carrier:	MED-MEDICARE Y
Last Statement:	05-19-2023	Secondary Carrier:	AARP-AARP Y
Statement Comment:	CONTACT THE BILLING DEPT RE: PAYMENT PLAN		
Last Ins Pmt:	\$5.93 on 03-23-2022	Send Statement:	Y
Last Per Pmt:		Last Visit:	02-26-2022
Collection Status:	PAYMENT PLAN FAILED (6)		
	Balance	Current	30
			60
			90
			120
			150
Patient:	116.81	0.00	0.00
Insurance:	-16.08	0.00	0.00
Total:	100.73	0.00	0.00
Start Date of Plan	12-17-2021		
Payment Amount \$	25.00		✓
Payment Days	30		✓
Next Payment Date	01-16-2022		
Last Payment Date			
Last Pmt Amount \$			
Status for Default	6	PAYMENT PLAN FAILED (6)	✓
Statement Comment	CONTACT THE BILLING DEPT RE: PAYMENT PLAN		



## Patient

### Patient Summary Screen (*Patient > Change Patient Data – Patient Summary Screen*)

The following enhancements were made to the balances displayed in the Guarantor section:

- Changed **Coll Sta** to **Collection Status**
- Added **Patient Collection Balance** below **Patient Balance**. This balance reflects the portion of the patient balance amount that is currently in the collection process in the non-collection database.
- The **Patient Balance** amount will display the total patient balance amount minus the **Patient Collection Balance**.
- Changed **Total Balance** to **Account Balance**, to make it consistent with the wording in the Transaction History screens.
- If the patient account has been moved to the Collection Database, then the **Collection Database Balance** amount will display in red font. This amount is the total of all balances that were transferred to the collection database. **Note:** If you have the *Patient Collections Integration* function set to **Transfer All** charges to the collection database and not just the delinquent charges, this amount will represent the patient balance owed for collections **and** any other balances that were transferred but not yet owed by the patient.

Change Patient Data		System Manager EASTSIDE MEDICAL (1)	
<b>Patient</b> Fox, Pansy (26621) 3663 S Central Ave Phoenix, AZ 85021 Phone: (H) E-Mail: SS: BD: 07-21-2003 (20) DR: CATHY CASTNER, MD, DO (1) Ref DR: ALTAMURA, MICHAEL PCP: Stat: 1st Vis: 05-04-17		<b>Guarantor</b> Fox , Pansy 3663 S Central Ave Phoenix, AZ 85021 Phone: (H) E-Mail: SS: BD: 07-21-2003 (20) Last Pat Pmt: 12-10-2022 Last Pat Pmt Amt: 50.00 Last Ins Pmt: 03-30-2023 Last Ins Pmt Amt: 65.00 Last Visit: 11-05-2022 Collection Status: 8 Last Statement: 08-30-2023 Patient Balance: 534.85 Patient Collection Balance: 0.15 Insurance Balance: 0.00 Account Balance: 535.00 Collection Database Balance: 15.00	
<b>Billing Information</b> BG: COL Alert: N Emp: Work Phone: Stat: Send Stmt: Y Prim Add: Y Aging Msg: Y Finance: Y ***ACCOUNT TURNED TO COLLECTIONS***		<b>Case Management</b>	



## Patient (cont.)

### Change Patient Data - Transaction History – Encounter View and All Transactions View (Patient > Change Patient Data > History)

Enhancements made to display reversed and negated transactions more clearly. The original transaction(s) now have a strikethrough and the reversed or negated transaction(s) contain a more detailed description.

#### Reversal - Encounter View

Encounter 11669 - 08/10/2023								
Case	0 - Not applicable			Status	Voided			
Billing Group	1			ICD-9 Diagnosis Code(s):	0 - NO DIAGNOSIS RECORDED			
				ICD-10 Diagnosis Code(s):	W61.91XA - Bitten by other birds, initial encounter			
Service Date	Code	Description	\$ Charge	\$ Ins Bal	\$ Pat Bal	\$ Tot Bal	Ins Img	
08/10/2023	99214	<del>Reversed Enc #11668</del>	<del>400.00</del>	\$0.00	\$0.00	\$0.00	V	
Last Saved 08/31/2023 01:26PM by MEL			Totals:	\$0.00	\$0.00	\$0.00	\$0.00	

Encounter 11668 - 08/10/2023								
Case	0 - Not applicable			Status	Voided			
Billing Group	1			ICD-9 Diagnosis Code(s):	0 - NO DIAGNOSIS RECORDED			
				ICD-10 Diagnosis Code(s):	W61.91XA - Bitten by other birds, initial encounter			
Service Date	Code	Description	\$ Charge	\$ Ins Bal	\$ Pat Bal	\$ Tot Bal	Ins Img	
08/10/2023	99214	<del>OFFICE O/P EST MOD 30-39 MIN</del>	<del>400.00</del>	<del>0.00</del>	<del>0.00</del>	<del>0.00</del>	<del>V</del>	
Last Saved 08/31/2023 01:23PM by MEL			Totals:	\$0.00	\$0.00	\$0.00	\$0.00	

#### Reversal - All Transactions View

08-10-23	08-10-23	0	1	F	99214	OV EST-LEV 4	400.00	VY
08-10-23	08-10-23	0	1	F	99214	Rev 99214 Ser/Date 08-10-2023;QA Test	-400.00	VY

#### Negate - Encounter View

Encounter 11719 - 10/02/2023								
Case	0 - Not applicable			Status	Negated			
Billing Group	BC			ICD-9 Diagnosis Code(s):	0 - NO DIAGNOSIS RECORDED			
Service Date	Code	Description	\$ Charge	\$ Ins Bal	\$ Pat Bal	\$ Tot Bal	Ins Img	
10/02/2023	99214	Negated Enc# 11718; charged to wrong acct	325.00	\$0.00	\$0.00	\$0.00		
Last Saved 10/02/2023 02:50PM by MGR			Totals:	\$0.00	\$0.00	\$0.00	\$0.00	

Encounter 11718 - 10/02/2023								
Case	0 - Not applicable			Status	Negated			
Billing Group	BC			ICD-9 Diagnosis Code(s):	0 - NO DIAGNOSIS RECORDED			
				ICD-10 Diagnosis Code(s):	W53.01XA - Bitten by mouse, initial encounter			
Service Date	Code	Description	\$ Charge	\$ Ins Bal	\$ Pat Bal	\$ Tot Bal	Ins Img	
10/02/2023	99214	<del>OFFICE O/P EST MOD 30-39 MIN-OFFICE O/P EST MOD 30-39 MIN</del>	<del>325.00</del>	<del>0.00</del>	<del>0.00</del>	<del>0.00</del>	<del></del>	
Last Saved 10/02/2023 02:49PM by MGR			Totals:	\$0.00	\$0.00	\$0.00	\$0.00	

#### Negate - All Transactions View

Acc/Date	Ser/Date	Case	BG	Code	Description	Org/Amt	Ins/Bal	Pat/Bal I	Img	Act
10-02-23	10-02-23	0	BC	F-99214	OFFICE O/P EST MOD 30-39 MIN	325.00		-Y		<input type="checkbox"/>
10-02-23	10-02-23	0	BC	F 99214	Negated Act/Date 10-02-2023; charged to wrong acct	-325.00		Y		<input type="checkbox"/>

## Patient (cont.)

### Change Patient Data - Transaction History – Encounter View and All Transactions View (*Patient > Change Patient Data > History*)

Corrections were made when negative payments and/or adjustments were posted through the *Payment Entry* function. The word ‘Negate’ has been changed to ‘Negative’ in front of the negative insurance adjustment or insurance payment in Encounter view. In addition, if a **Remark** was entered when the payment was posted, that description will print instead of the word ‘Negative’.

Service Date	Code	Description	
08/01/2023	99214	OFFICE O/P EST MOD 30-39 MIN	
08-31-2023	AETNA PMT		100.00
08-31-2023	W/O AETNA		300.00
08-31-2023	Negative - AETNA PMT		-100.00
08-31-2023	Negative - W/O AETNA		-300.00

### DMS – Historical Records (*Patient > Change Patient Data > DMS*)

All DMS Records that are set to store data in the Historical format have been enhanced to provide **Add/Edit Filter** and **Remove Filter** Action Column buttons, so you can locate the records you want more quickly. For example, NOTES, INOTES, etc.

Notes	
26619 - Fox, Sammy	
Date	Description
08-01-2023	Patient was instructed to bring ID and Ins card for the NP appt on 8-3-2023.

When you access the **Add/Edit Filter** page, you have the option to filter the record by Date. The date of the first note stored will automatically default.

Notes	
Filter Options	
Filter Records From Date	08-01-2023
Filter Records Through Date	08-22-2023

## Patient (cont.)

### History – Insurance Ledger (*Patient > Change Patient Data > History*)

Enhancements were made to the *Insurance Ledger* so the **Patient Control Number (Pat Ctrl #)** will display anytime an insurance claim has been ‘Sent’ or ‘Printed’.

**Note:** The **Pat Ctrl #** will only display for claims that are printed or sent after the 2023.4.0 has been installed.

Transaction History for 26629 - Parker, Zaina											
Accounting Date	08-22-2023	Service Date	08-22-2023	Procedure Code	99214 - OV EST LEV 4	ICD-9:	0	Procedure Amount	325.00 (1@325.00)	ICD-10:	W53.01XA
Per Dr/Ins Dr	1 - CATHY CASTNER, MD, DO/1	Encounter ICD-9	0	Ins Dr Taxonomy	Internal Medicine Physician (207R00000X)	DX's		Location	1 - MAIN OFFICE	Encounter ICD-10	W53.01XA, G44.201,
Ref Dr	ALT - MICHAEL A. ALTAMURA, MD	DX's	W21.11XD	Department		Sup#:	Ins: *	Alt. Desc.		Batch:	Asgn: Y
		Amount Remaining	\$ 325.00			Claim Hold Date:				Claim Hold Reason:	
Acct Date ▲	Date	Code	Description	Dr	Lc	Diagnosis	Amount	Applied	I	Img	
Date ▲	Time	Carrier	Action	User	Amount						
08-22-2023	11:47AM	AET - AETNA	Claims Profile - Printed Profile: Default Pat Ctrl # C2010508	ANBARIN	0.00						
08-22-2023	11:47AM	AET - AETNA	Refiled Test Refile for Paper Claim	ANBARIN	325.00						
08-22-2023	11:28AM	AET - AETNA	Claims Profile - Printed Profile: Default Pat Ctrl # C2010230	ANBARIN	0.00						
08-22-2023	11:28AM	AET - AETNA	Filed	ANBARIN	325.00						

## Reports

### Compile UDS Reports (*Reports > UDS Reports > Compile UDS Reports*) and Print UDS Reports (*Reports > UDS Reports > Print UDS Reports*)

Enhancements released for the following UDS Reports to meet the new reporting standards.

- Table 6A - Selected Diagnosis and Services Rendered
- Table 3B - Demographic Characteristics
- Table 5 - Staffing and Utilization

## Schedule

### Patient Check In/Out (Schedule > Patient Check In/Out)

The following enhancements and changes were made:

- Removed the **Select Status** Action Column button.
- Changed the name of the **Filter** Action Column button to **Add/Edit Filter** to be consistent with other functions.
- Added a **Remove Filter** Action Column button.

Patient Check In/Out									
System Manager EASTSIDE MEDICAL (1)									
MAIN OFFICE - Oct 11, 2023									
Time	Patient Name	Status	Doctor	Reason for Visit	Changed	Procedures	E-Superbill	Elig Status	
08:00A	Johnson, Noah (26597)	CHECK IN	1	ALLERGY SHOT	09:56A	✓	-	⊕	
08:10A	Dash, Khloe (26623)	CONFIRMED	1	FOLLOW UP OB		✓	ESB	⊕	
08:15A	SMITH, LAURA (25835)	CHECK IN	2	ALLERGY SHOT	09:57A		-	⊕	
08:25A	Dash, Kris (26626)	CONFIRMED	2	FOLLOW UP OB			-	⊕	
08:35A	Washington, George (26201)	CONFIRMED	1				-	⊕	
08:40A	Carter, Blue (26370)	CONFIRMED	2				-	⊕	

- Added a **Status** field to the **Add/Edit Filter** function.

**Patient Check In/Out**

Date:

Location:

Doctor:

Procedures:

Status:

CHECK IN (CI)

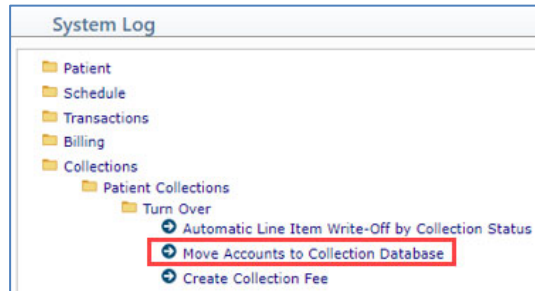
CONFIRMED (CONF)

EXAM RM 1 (1)

## System

### System Log (System > File Maintenance Menu > Look-Up Functions > System Log)

The **Move Accounts to Collection Database** function has been added to the Turn Over folder, so that each time the function is run a note will display.

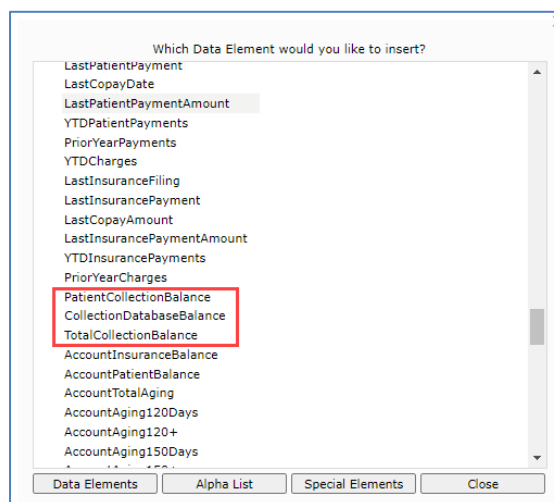


System Log			
Collections/Patient Collections/Turn Over/Move Accounts to Collection Database			
Date/Time ^	DB	User	Message
09-06-2023 05:14PM	1	MARS	For Collection Agency 1 for Date 07-03-2023 with Integration Transfer option as Delinquent

### Superbill Wizard (System > Superbill Wizard)

The following changes were made to the Data Element library:

- Changed the name of the **CollectionBalance** element to **PatientCollectionBalance**
- Added a new **CollectionDatabaseBalance** element, which is the patient balance from the collection database. **Note:** If you have the *Patient Collections Integration* function set to **Transfer All** charges to the collection database and not just the delinquent charges, only the 'patient balance' portion of the collection database balance prints.
- Added a new **TotalCollectionBalance** element, which is the collection balance in the current database plus any patient balance that is in the collection database.



## Tables

### Import RVU Unit Values (*Tables > Relative Value Schedule Table > Import RVU Unit Values*) **\*\*Action Required\*\***

The Centers for Medicare and Medicaid Services (CMS) have updated the 2023 Medicare Relative Value Unit files (RVUs) effective October 1, 2023. To receive the updated codes, you must load the **2023** file.

### Import Fee Schedules (*Tables > Fee Schedule Tables > Import Fee Schedules*) **\*\*\*Action Required\*\*\***

The Centers for Medicare and Medicaid Services (CMS) have released the following Fee Schedules:

- 2023 Medicare Clinical Laboratory Fee Schedule, effective October 1, 2023
- 2023 Medicare DME Fee Schedules; Prosthetics/Orthotics and Supplies (DMEPOS), effective October 1, 2023

The updated files are available for import by selecting 2023 in the **Fee Schedule Year** list and the applicable file name in the **Fee Schedule File** list.

### Load the HCPCS Codes (*Tables > Procedure Code Table > Load the HCPCS Codes*) **\*\*\*Action Required\*\*\***

Updates to the 2023 HCPCS data files, effective October 1, 2023 are available. To receive the updated codes, you must load the 2023 file.

### Load ICD-10-CM Codes (*Tables > Diagnosis Code Table > Load ICD-10-CM Codes*) **\*\*\*Action Required\*\*\***

The updated ICD-10 code set, effective October 1, 2023-September 30, 2024, is available for loading. This code set is included, so you are **not** required to purchase it.

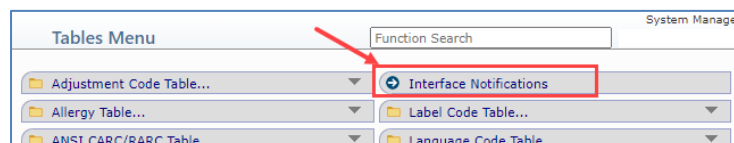
### Load the AMA CPT® Codes (*Tables > Procedure Code Table > Load the AMA CPT® Codes*)

#### **\*\*\*Action Required\*\*\***

The 2023 **PLA** CPT codes effective January 1, 2024, are available. The PLA codes are Vaccine Specific CPT Codes for Coronavirus Immunizations and can be loaded by selecting the **Pathology and Lab** code category.

### Interface Notifications (*Tables > Interface Notifications*) **\*\*\*Inbound Interface Clients Only\*\*\***

This function has been added to the **Tables** menu to make it more accessible. The function will only display when notifications exist that need to be worked for the database. This function was originally released in v2021.3.0 on the **System** menu (*System > Interfaces > Interface Notifications*)

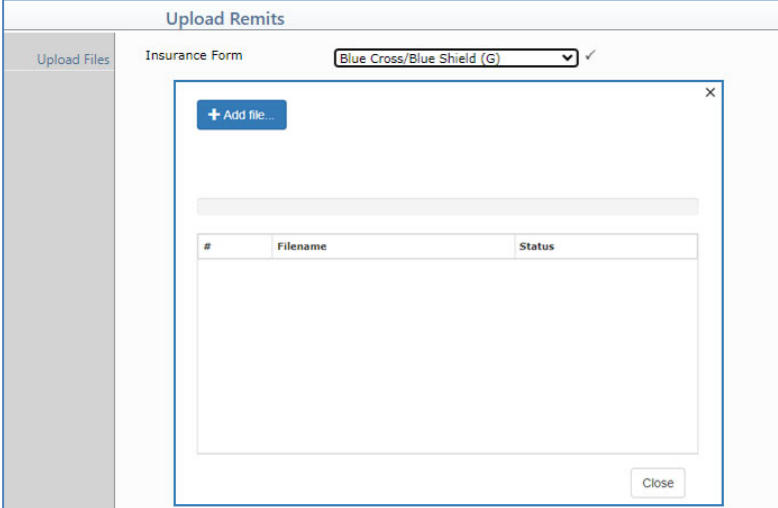


## Transactions

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### Upload Remits (*Transactions > Electronic Remittance Advice (ERA) > Upload Remits*) **\*\*Hosted Clients Only\*\***

An **Upload Files** Action Column button has been added so the standard upload files functionality is available.



The screenshot displays the "Upload Remits" interface. On the left, there is a sidebar with an "Upload Files" button. The main area is titled "Insurance Form" and features a dropdown menu set to "Blue Cross/Blue Shield (G)" with a checkmark. A modal window is open, containing an "Add file..." button, a search bar, and a table with the following structure:

#	Filename	Status
---	----------	--------

A "Close" button is located at the bottom right of the modal window.



## CGM webTOOLS™

### Procedure Entry Function (*Transactions > Procedure Entry Function – Check Codes*)

CGM webCODER™ will be powered by eMEDIX instead of FinThrive when the v2023.4.0 update has been installed and every client account will be automatically switched over to eMEDIX. Below are the changes and enhancements required for the switchover of service:

- The edit checks for **Check Codes** have been enhanced to provide more accurate results.
- The **CGM webCODER Website** Action Column button was removed since that functionality is no longer available.
- The *CGM webCODER Results* screen has been redesigned and a **Print** button has been added, so you can print the results.

- The ability to update modifiers within the *CGM webCODER Results* screen is no longer available.

### CGM webCODER Integration (*System > Database Maintenance Menu > Integrations > CGM webTOOLS Integrations > CGM webCODER Integration*)

Removed the **Website User** field, since the *CGM webCODER Website* functionality is no longer available.