



CompuGroup™  
Medical

**What's New in**

**CGM webPRACTICE™ v2024.3.0**

**Preliminary Release Notes**

**October 29, 2024**

**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 v2024.3.0. 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 v2024.3.0 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
9	Load ICD-10-CM Codes	Load the updated file if applicable
9	Import Fee Schedules	Load the updated files if applicable
9	Load the HCPCS Codes	Load the updated file if applicable
9	Load AMA CPT® Codes	Load the updated file if applicable
9	Import RVU Unit Values	Load the updated file if applicable

### Summary of Changes to Document

Preliminary Release Notes to be released October 29, 2024

Section	Function	Added/Deleted/Revised

## General Enhancements

### Printing Tables

The functions on the following menus related to printing tables have been enhanced, so you can now choose to include inactive codes.

- *Tables (Print)*
- *Schedule > Scheduling Table Maintenance (Print)*
- *System > User Management > Maintain Users (Print)*

To include inactive codes when printing a table, you need to select the sorting parameter of *Active/Inactive*. If you don't sort by *Active/Inactive*, only active codes will be included.

**Print the Patient Class Table**

Long or Short Format    Long    Short ✓

Sort Parameter       ✓

Begin with Sort  

End with Sort

If you want to print only Inactive codes, you can Begin and End Sort with "Inactive". Example:

Long or Short Format    Long    Short ✓

Sort Parameter       ✓

Begin with Sort  

End with Sort

**Note:** These changes only apply to tables that use the "standard" printing functionality. Standard tables in the system always have the same lead-in screen - showing the field to select Long or Short format, Sort Parameter, and Begin and End with Sort fields. There are some "non-standard" print functions on the Tables menu that were not changed, example: *Print the ANSI CARC/RARC Table*.

## Desktop Tools

### Support Icon

The **Support** icon has been updated to point to the CGM Customer Portal now.

The screenshot displays the CGM webPRACTICE User Desktop interface. The left sidebar contains various navigation icons, with the 'support' icon at the bottom highlighted by a red box and a red arrow. The main content area is divided into several sections:

- Practice Vitals Dashboard:** A table showing financial and operational metrics for 'Now', 'Today', 'MTD', and 'YTD'.

	Now	Today	MTD	YTD
Current A/R	508,767			
Days in A/R	1,229.27			
Charges		712	3,541	89,571
Payments		570		8,185
Adjustments				-4,752
Claims Denied			3,191	17,364
Primary Insurance Denial Rate				2.9
Claims Pending			711	711
Claims Refiled			1,361	463,330
New Pt. Appts				10
Appointments			1	288
- Task List:** A table with columns for Start Date, Task Type, Description, and Deadline. It includes an 'Add Task' button.
- Schedule for CATHY CASTNER, MD, DO:** A list of appointment times for Tuesday, September 10, 2024, ranging from 08:00A to 09:05A.
- Rolldex:** Patient information for MEDICARE COMMERCIAL PAYER (MED50), including address, contact details, and card type.
- Announcements:** A section stating 'There are no announcements for today' with an 'Add' button.

## Collections

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

- A new **Payment Plans Requested** check box has been added to the **Filter** which allows you to filter the current payment plans that were requested through CGM webPAY or the eMEDIX Payment Portal.

### Manage Payment Plans Filter

Start Payment Date  Through

Next Payment Date  Through

Patient Acct  ...

Plan Type  CGM webPAY  Non-CGM webPAY  All

Collection Status  ▼

Payment Plans Requested

- A new **Pmt Plan Req History** (Payment Plan Request History) Action Column button has been added that allows you to view all payment plan requests made through CGM webPAY or the eMEDIX Payment Portal.

Manage Payment Plans				
Add/Edit Filter		Acct# ▼	Patient	Plan Started
Remove Filter				Next Pmt Date
Print		25520	BAKER, ANTHONY	07-15-2024
Pmt Plan Req History		25727	Bass, Rob	06-24-2024
		26135	Arianno, Tara	07-16-2024

Payment Plan Request History									
	Acct#	Patient	Request Date	Source	Request	Requested By	Status	Reviewed By	Reviewed Date/Time
Add/Edit Filter	26708	Hansen, Tim	09-03-2024	CGM webPAY	\$113.83 every 2nd day of the month using VISA ending in 0011, Exp. Date: 12/2024	ANBARIN	Current		
Remove Filter	26623	Dash, Khloe	09-03-2024	CGM webPAY	\$376.24 every 1st day of the month using VISA ending in 0011, Exp. Date: 12/2024	ANBARIN	Current		
Print	26240	SHELTON, BLAKE	08-30-2024	CGM webPAY	\$109.04 every 19th day of the month using VISA ending in 0011, Exp. Date: 12/2030	MEL	Automatically dismissed after payment plan added.	MEL	08-30-2024 16:41:22
	26710	Annan, Kofi	07-30-2024	CGM webPAY	\$11.66 every 2nd day of the month using VISA ending in 0011, Exp. Date: 12/2024	MEL	Current		

## System

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

A **Payment Vendor** field has been added to allow the changing of the Payment Vendor between eMEDIX or TSYS. This will prevent any downtime from occurring when transitioning from TSYS to eMEDIX when collecting payments using CGM webPAY.

Payment Methods Security Level	<input type="text" value="9"/>
Save Payment Method on File	<input checked="" type="checkbox"/>
Days to Warn for CC on File Expiring	<input type="text" value="30"/>
Payment Vendor	<input checked="" type="radio"/> eMEDIX <input type="radio"/> TSYS ✓

**Note:** You should not change the vendor unless instructed by Global Pay or CGM.



## Tables

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### **Maintain ANSI CARC/RARC Codes** (*Tables > ANSI CARC/RARC Table > Maintain ANSI CARC/RARC Codes*)

The updated Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC), effective July 1, 2024, have been released.

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

Updates to the 2024 HCPCS data files, effective July 1, 2024 and October 1, 2024, are available for loading. To receive the updated codes, you must load the 2024 file.

### **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 2024 Medicare Relative Value Unit files (RVUs) effective July 1, 2024, and October 1, 2024. To receive the updated codes, you must load the **2024** file.

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

The 2024 **PLA** CPT codes effective July 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.

### **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:

- 2024 Medicare Physician Fee Schedule, effective July 1, 2024
- 2024 Medicare Clinical Laboratory Fee Schedule, effective July 1, 2024, and October 1, 2024.
- 2024 Medicare DME Fee Schedules; Prosthetics/Orthotics and Supplies (DMEPOS), effective July 1, 2024, and October 1, 2024.

The updated files are available for import by selecting 2024 in the **Fee Schedule Year** list and the applicable file name in the **Fee Schedule File** list.

### **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, 2024-September 30, 2025, is available for loading. This code set is included, so you are **not** required to purchase it.



## Tables (cont.)

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### **Import and Post ERA Files** (*Transactions > Electronic Remittance Advice (ERA) > Import and Post ERA Files*)

The updated CAQH CORE code combinations for Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC) and the associated Business Scenarios have been updated. The mandatory compliance date for the updated codes is January 1, 2025.

### **Maintain Doctor Codes** (*Tables > Doctor Code Table > Maintain Doctor Codes*) and **Maintain Group Taxonomy Numbers** (*Tables > Doctor Code Table > Provider Number Table > Group Taxonomy Number Table > Maintain Group Taxonomy Numbers*)

The updated Taxonomy Codes, effective July 1, 2024, have been released.

## Transactions

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### Transaction Details to Excel (*Transactions > Transaction Journals > Transaction Details to Excel*)

The following data elements have been added for this report:

- P1.14 Patient Rel to Guarantor
- P1.14d Patient Rel to Guarantor Description
- P1.16d Patient Responsible Doctor Description
- P1.19d Patient Primary Doctor Description
- P1.20d Patient Status Description
- P1.28d Patient Race Description
- P1.33d Patient Ethnicity Code - Description
- P1.34 Patient Race Other
- P1.34d Patient Race Other Description
- P1.40 Patient Sex Orientation
- P1.40d Patient Sex Orientation Description
- P1.41 Patient Sex Orientation Other
- P1.42 Patient Gender Identity
- P1.42d Patient Gender Identity Description
- P1.43 Patient Gender Identity Other
- P1.44 Patient Date Account Last Reviewed
- G1.10 Guarantor Social Security #

The descriptions of the following data elements have been changed:

Code	Old Description	New Description
• G1.9	Guarantor Telephone	Guarantor Phone Home
• G1.16	Guarantor Secondary Phone	Guarantor Phone Secondary
• G1.24	Guarantor Cell Phone	Guarantor Phone Cell