



CompuGroup™
Medical

What's New in

CGM webPRACTICE™ v7.4.11

Final Release Notes

March 21, 2016

Hosted Clients Release Date: Mar. 23, 2016

Self-hosted Clients Release Date: Mar. 30, 2016

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 v7.4.11. 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 v.7.4.11 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 service packs and 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 menu using the *Change Function Security* function located on the *System, User Management, Function Security Menu*.

Summary of Action Required Items

Page #	Function	Action
7	Upload Images function	*Hosted (ASP) Clients only* - Since the new customer portal replaces the previous Online Support Center (OSC), see the <i>Link Images</i> entry under the <i>System</i> section of these release notes for information on uploading images.
8	Load the AMA HCPCS Codes	Load the updated files if applicable.
8	Import the RVU Unit Values	Load the updated files if applicable.
8	Import Fee Schedules	Load the updated files if applicable.
8	Load the AMA CPT® Codes	Load the updated files if applicable.

Collections

Third Party Turnover Report (*Patient Collections, Turn Over Functions*)


The Excel version of this report now prints the Patient's **Cell Phone** and the Guarantor's **SSN, DOB, Home Phone**, and **Cell Phone** when you select the **Print Detail of Patients** check box. The columns were reordered to print the Guarantor's information followed by the Patient's information and many of the column headings were cleaned up.

Move Letters to Print File and Print/Send Collection Letters (*Patient Collections*)

Enhancements have been made to facilitate our new **CGM ECOLLECTIONS™** functionality. For complete details, watch the *What's New* page in *Help* for an announcement, indicating new content has been added for CGM ECOLLECTIONS. To learn how you can save time and money with **CGM ECOLLECTIONS**, contact our Sales Department at 877.891.8777 or send an email to cgm.us.sales@cgmus.com.

Desktop Tools

Support

The link for **Support**  has been updated so you can access CompuGroup Medical's new customer portal at <https://customerportal.cgm.com>.

Hosted (ASP) Clients only - Since the new customer portal replaces the previous Online Support Center (OSC), see the *Link Images* entry under the *System* section of these release notes for information on uploading images.

Note: Registration is required to access the new customer portal. Contact Customer Service to initiate registration.

Patient

Change Patient Data and Review Patient Information

Patient Summary Screen

The Guarantor section has been improved to display the last patient and insurance payment amounts and the dates those payments were posted.

DMS - HIPAA Information

Ten additional **PHI Release** fields have been added so you can enter up to 15 PHI Names per patient account.

History

The **Check/EFT #:** field was added to the auto-generated EOB to print the data entered in the **Check Number** field in *Payment Entry*.

History

Enhancements were made to every Transaction History View to display the **Patient's Cell Phone (C)** and **Guarantor's Cell Phone (C)** to the right of the **Home Phone (H)** field.

Reports

RVS Productivity by Insurance Dr (*Statistical Reports, Productivity Analysis Reports, RVS Productivity Reports*) *New Functionality*

With this new sorting option, you can print based on the **Ins Dr** stored on the claim.

Maintain Letters (*Data Management System, DMS Letter Processor*)

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Date of Service Payment Journal (*Transaction Journals*)

Previously, the menu function to access the *Date of Service Payment Journal* was unavailable for some of the Hosted (ASP) clients on the *Reports* and *Transactions* menus. This has been resolved.

Schedule

Maintain Type of Visit Codes (*Scheduling Table Maintenance*)

A new **Suppress webVERIFY** check box allows you to select which Type of Visit codes you want to suppress eligibility requests for when running the *Verify Eligibility* function.

System

Link Images (*Image Management*)

A new **Upload Images** button in the Action Column makes it easier to upload images directly within the *Link Images* function for both self-hosted and hosted clients. Previously, self-hosted clients were required to scan and save images to a folder on the CGM webPRACTICE server and hosted clients had to log onto the Online Support Center (OSC) to upload images.

For detailed information, see the *Upload Images* link on the *What's New* page in CGM webPRACTICE Help.

Patient Collections Integration (*Database Maintenance Menu, Integrations, Collections Integration*)

A new **CGM ECOLLECTIONS** check box has been added for informational purposes only to indicate when CGM ECOLLECTIONS has been activated for a database. For complete details, watch the *What's New* page in *Help* for an announcement later this month, indicating new content has been added for CGM ECOLLECTIONS. To learn how you can save time and money with **CGM ECOLLECTIONS**, contact our Sales Department at 877.891.8777 or send an email to cgm.us.sales@cgmus.com.

Tables

Import Fee Schedules (*Fee Schedule Tables*) – *Action Required*****

The Centers for Medicare and Medicaid Services (CMS) updated the 2016 Medicare Physician Fee Schedule effective January 1, 2016. The updated file was released in Patch # 7.4.10.10 on January 11, 2016. To receive the updated codes you must import the **2016** file by selecting 2016 in the Fee Schedule Year list and the applicable file name in the **Fee Schedule File** list.

Subsequently, CMS released two additional updates, which were released in Patch #7.4.10.15 on January 22, 2016 and Patch #7.4.10.18 February 9, 2016. If you loaded the file prior to February 9, 2016, you must import the 2016 file again to receive the latest updates.

Load the HCPCS Codes (*Procedure Code Table*) *Action Required*****

Updates to the 2016 HCPCS data files, effective January 1, 2016 are available. The function name has been changed to *Load the HCPCS Codes* to reflect the files are now provided by the Centers for Medicare and Medicaid Services (CMS) and no longer from the American Medical Association (AMA). To receive the updated codes you must load the 2016 file. These updates were released in Patch #7.4.10.3 on December 31, 2015.

Import RVU Unit Values (*Relative Value Schedule Table*) *Action Required*****

The Centers for Medicare and Medicaid Services (CMS) updated the 2016 Medicare Relative Value Unit files (RVUs) effective January 1, 2016. The updated file was released in Patch # 7.4.10.3 on December 31, 2015. To receive the updated codes you must load the **2016** file.

Subsequently, CMS released two additional updates, which were released in Patch #7.4.10.11 on January 15, 2015 and Patch #7.4.10.18 February 9, 2016. If you loaded the file prior to February 9, 2016, you must load the 2016 file again to receive the latest updates.

Load the AMA CPT® Codes (*Procedure Code Table*) *Action Required*****

The AMA released a revised 2016 CPT code set file containing three alterations to short and medium CPT Code Descriptions for 81170, 92499, and 90644, effective 1/1/16. To receive the updated codes you must re-load the **2016** file. These updates were released in Patch # 7.4.10.18 on February 9, 2016.

Tables (cont.)

Print Procedure Price List (*Procedure Code Table*)

Previously, when you tried to print this report sorted by Description, no results would print. This has been resolved. In addition, the **Begin with\End with Procedure Code** fields have been enhanced and renamed to **Begin with\End with Sort** and will accept either Procedure Codes or Descriptions.

Maintain Insurance Carriers (*Insurance Carrier Table*)

The **Policy # Format** field has been updated to allow multiple policy number formats to be entered as long as they are separated by a comma. Example: NNAAEEPA,NNEE,AAPNE.

Note: Each **Policy # Format** must be separated by a comma but no spaces should be entered between the comma and the next **Policy # Format**. See example provided above.

UDS Provider Details (*Doctor Code Table*) *FQHCs and CHCs Only*

This screen should aid in the implementation of FQHCs and CHCs. Due to an oversight, this screen was not included in past updates but it is already referenced in CGM webPRACTICE Help. We are releasing it now for information and future FQHC and CHC implementations.

Maintain Insurance Denial Codes (*Insurance Denial Code Table*)

The updated Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC), effective March 1, 2016 have been loaded into CGM webPRACTICE.



CGM webTOOLS™

Diagnosis Code Improvements *CGM webMOBILE™ clients only *****

The messages displayed when saving an Encounter that contains an invalid or inactivated diagnosis code have been improved to include the actual diagnosis code that has the issue. In addition, new functionality has been added in the background that allows a switch to be manually set by programming so you can elect to not allow incomplete diagnosis codes (such as header codes) from being saved on an Encounter. Contact Customer Service if you want to have this switch set.