What's New in

CGM webPRACTICE™ v7.4.13

Preliminary Release Notes

September 06, 2016

Hosted Clients Release Date: Sept. 21, 2016

Self-hosted Clients Release Date: Sept. 28, 2016

CGMwebPRACTICE™

Fully Web-Based Practice Management Suite

Table of Contents

INTRODUCTION

This document provides an overview of new features, resolutions, and enhancements available in the release of CGM webPRACTICE v7.4.13. 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.7.4.13 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 menus using the *Change Function Security* function located on the *System, User Management, Function Security Menu*.

Summary of Action Required Items

Page #	Function	Action
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.

CGM webPRACTICE Enhancements

CGM webPRACTICE Help

Updated *System Requirements* packets have been uploaded to *CGM webPRACTICE Help*. The *Client Computer Specifications* section for the Internet Browser has been updated with the minimum version of Internet Explorer 11, which must use Compatibility View and the following **Note** was also added:

If you are using Internet Explorer versions 9 or 10 we will no longer be able to provide support to you on Internet Explorer versions 9 or 10 after the "Support Lifecycle" date has passed. Please note that "Support Lifecycle" date for Internet Explorer versions 9 or 10 was January 12, 2016. Please consult a CGM US representative for details.

Updated *Technical Requirements* for all of the CGM webTOOLS™ have also been uploaded to *CGM webPRACTICE Help*. The minimum version of Internet Explorer has been updated to version 11, which must use Compatibility View.

Billing

Create Insurance File *(Insurance Billing Functions)*

Previously, several payers were denying secondary electronic claims for *Sequestration Adjustment is required on Medicare Crossover Claims* because the Sequestration Adjustment code 253 was not reported separately from the Contractual Adjustment code in Loop 2430 when Medicare was the primary payer. This has been resolved.

Create Insurance File

A new *Missing or Invalid Place of Service for Location (code)* exception will ensure claims include a valid Place of Service code. The Place of Service codes are stored for each Location Code in the **Equivalent Place of Service Code** fields in the *Maintain Location Codes* function. This exception applies to Professional and Institutional (UB) Claims.

Patient

Patient Registration and **Change Patient Data**

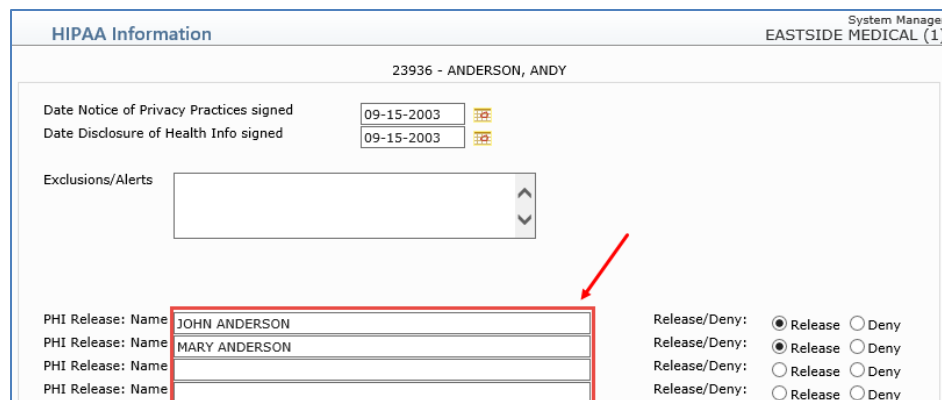### Patient Name and Address Information and Guarantor Information
When you change the **City** that defaults for the **Zip Code** entered, you now have the option to save that **City** as the new default for that **Zip Code.**

Insurance Policy Information
The **Workers' Compensation Medicare Set-aside (19)** code has been added to the **Medicare Supplemental Type** table.

DMS - HIPAA Information
The **PHI Release Name** field has been expanded from 20 characters to 50 characters.
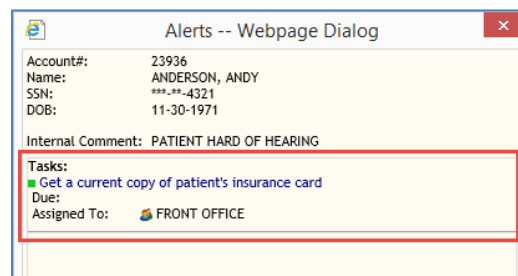
DMS - Alerts
Enhancements have been made to the **Tasks** section to determine when tasks should be displayed, based on if the **Display Tasks on Alerts to Assignees Only** check box has been selected in the *CGM webPRACTICE Default Values* function.

For additional information, see the *CGM webPRACTICE Default Values* entry under the *System* section.

Reports

Maintain CGM ECOLLECTIONS™ Letters ***CGM ECOLLECTIONS Clients Only***

A new **Pay this Amount** field has been added for situations when you do not want the **Total Account Balance** to print on an electronic collection letter. Now you can select a different balance to print in the **Pay This Amount** and **Balance Due** fields on the letter.

Credit and Small Balance by Billing Group and **Credit and Small Balance by Responsible Dr**

These reports have been enhanced so you can print them to *Microsoft Excel via MyReports.*

Schedule

CGM CONNECTION™ Results *CGM CONNECTION Clients Only*

A new **Print** button has been added to the Action Column so you can print the results displayed on the screen to *Microsoft Excel via MyReports,* to be filtered and sorted as necessary.

> **Note**: When CGM webPRACTICE version 7.4.14 is released, we plan to enhance this function so you can **Collapse** and **Expand** the results displayed for each appointment to toggle between viewing only the most recent result or all of the results.

System

CGM webPRACTICE Default Values (*Database Maintenance Menu*)
   The **Asterisk fill SSN** check box has been enhanced to also display the **SSN** field in any DMS patient Alerts with asterisk fill.

CGM webPRACTICE Default Values (*Database Maintenance Menu*)
   A new **Display Tasks on Alerts to Assignees Only** check box has been added so you can select if you want tasks to display in the Alerts window only for the User or User Group assigned to the tasks.

CGM webSCAN™ Integration (*Database Maintenance Menu, Integrations, webTOOLS Integrations***)**
New Functionality ***ScanSharp™ Clients Only***
   This function has been added to facilitate CGM US to activate CGM webSCAN and provides a method to enable/disable CGM webSCAN. The **Status** displayed in this function is informational only and controlled by CGM US. Initially, the **Status** field will be set to **Disabled** until CGM webSCAN is activated, at which time it will be set to **Enabled**. For additional information, see the *CGM webSCAN* entry under the *CGM webTOOLS* section.

Tables

Import Fee Schedules *(Fee Schedule Tables)* – *****Action Required*****
The Centers for Medicare and Medicaid Services (CMS) have released the 2016 Medicare Physician Fee Schedule effective July 1, 2016. The updated files are available for import by selecting 2016 in the **Fee Schedule Year** list and the applicable file name in the **Fee Schedule File** list. These updates were released in Patch # 7.4.12.3 on July 5, 2016

Load the HCPCS Codes (*Procedure Code Table*) *****Action Required*****
The Centers for Medicare and Medicaid Services (CMS) have updated the 2016 Medicare HCPCS code set effective July 1, 2016. To receive the updated codes you must load the 2016 file. These updates were released in Patch # 7.4.12.3 on July 5, 2016.

Import RVU Unit Values *(Relative Value Schedule Table)* ****Action Required****
The Centers for Medicare and Medicaid Services (CMS) have updated the 2016 Medicare Relative Value Unit files (RVUs) effective July 1, 2016. To receive the updated codes you must load the 2016 file. These updates were released in Patch # 7.4.12.3 on July 5, 2016.

Maintain Insurance Denial Codes (*Insurance Denial Code Table*)
The updated Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC), effective July 1, 2016 have been loaded into CGM webPRACTICE. In addition, the Long Description for code **MA01** was updated to correctly reflect, "*within 120 days*" instead of "*6 months*."

Maintain Insurance Denial Codes (*Insurance Denial Code Table*)
The **Long Description** field is no longer limited to a specific size and the latest update released on July 22, 2016 has been loaded to provide every long description exactly as issued.

CGM webTOOLS

CGM webSCAN *ScanSharp Clients Only*

ScanSharp has been enhanced and rebranded as CGM webSCAN. Although the product name has changed, the screen-by-screen functionality of CGM webSCAN remains the same as ScanSharp. CGM webSCAN includes the following enhancements over ScanSharp.

- Supported on Windows 7, 8 and 10 (ScanSharp was only supported on Windows 7)
- Interfaces with Inuvio's latest document capture product: *PatientCollector Desktop Edition,* which has better card recognition capabilities and an enhanced card template database over the *Express Service Application* for ScanSharp
- The demographic information is retrieved from the barcode (if available) on Driver Licenses. ScanSharp exclusively used OCR (Optical Character Recognition) to retrieve the demographic information from the card, which was less reliable than the barcode.

Notes:

- CGM webSCAN will **not** automatically install when you install the v7.4.13 update.
- Although you will still be able to use ScanSharp after you have installed v7.4.13, we encourage you to contact Customer Service to initiate the upgrade process so you can take advantage of the enhanced technology. During the process of transitioning clients from ScanSharp to CGM webSCAN, if you contact Customer Service for a new card template, they will expedite an upgrade request to Implementation for you.
- After you have been upgraded to use CGM webSCAN, the **ScanSharp** Action Column button in the *Change Patient Data* and *Patient Registration* functions will change to **CGM webSCAN** and cannot be switched back to use ScanSharp.

For additional information, see the *CGM webSCAN Integration* entry under the *System* section.