



CompuGroup™
Medical

What's New in

CGM webPRACTICE™ v2022.1.0

Final Release Notes

February 9, 2022

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 v2022.1.0. 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 v2022.1.0 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
8	Import Fee Schedules	Load the updated files if applicable
8	Import RVU Unit Values	Load the updated files if applicable
8	Import Anesthesia Base Units	Load the updated codes if applicable
8	Load the HCPCS Codes	Load the updated files if applicable

Summary of Changes to Document

Version 1 of Preliminary Release Notes to be released February 1, 2022.

Section	Function	Added/Deleted/Revised
Tables	Maintain Post-Op Days	Added
Transactions	Procedure Entry Function	Added
Billing	Create Insurance File & Create Insurance Status	Added

General Enhancements

Table Codes

Enhancements made to ensure that when any Table codes are added or edited, those changes are stored in both the **System Log** and in the **History** for each Table code.

Note: The quantity of data stored in the System Log and Table History has also been increased. The System log will now store the last 5000 changes and the Table History limit has been removed and will store all changes.

Billing

Create Insurance File and Create Insurance Status (*Billing > Insurance Billing Functions*)

Enhanced these functions to capture and provide details if the create process gets stuck due to a 'Locked' patient account while creating claims. A message will display in the **Create Insurance Status** screen stating which patient account it is attempting to access and lock to perform the necessary tasks. This allows you to identify which account is currently being accessed by another User, so you can request they complete their work and exit the patient account, so the Insurance Create can continue processing.

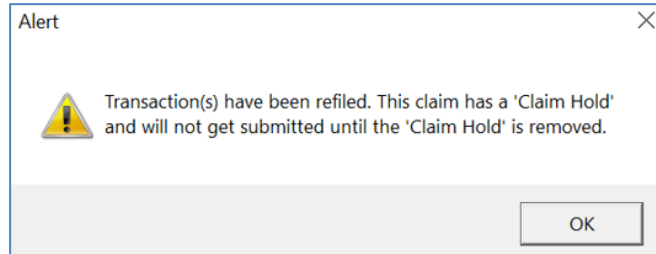
Create Insurance Status						
Refresh	Billing Group	Date Created	Ending Date	Ending Time	User Name	
	A All Billing Groups	Creating Insurance File...	Attempting Lock on Account 50			
	INS INSURANCE PATIENTS	03-16-2021	03-16-2021	11:36A	SYSTEM MANAGER	
	REN Renee TEST	08-27-2021	08-27-2021	04:16P	CompuGroup Medi	

Patient

Change Patient Data

History (Patient > Change Patient Data > History)

Corrected the **File** or **Refile** actions on an encounter to take Claim Holds into account. If there is a claim hold in place, you will receive a message stating the claim has a Claim Hold and it will not be submitted until the Claim Hold is removed. For example:



History - EOB preview (Patient > Change Patient Data > History)

Enhanced auto-generated EOBs to print insurance denials and denial descriptions when you manually post a \$0 payment to apply a denial to a charge.

BCBS OF CLEVELAND PO BOX 272530 Toronto, M6G 1Z6 WEBSITE www.bcbsofcleveland.com Auto-Generated EOB - Manually Posted EASTSIDE MEDICAL													
								Date:	01/03/22				
								Check/EFT #:	726991642				
PERF	PROV	SERV DATE	POS	NOS	PROC	MODS	BILLED	ALLOWED	DEDUCT	COIN/COFAY	GRP/RC	AMT	PROV PD
NAME Affleck, Violet MID 643654154 ACNT 26329 ICN 530211804025202													
4783598		0101 010119 11	1		99214		100.00	81.12	0.00	0.00	CO 45	18.88	61.12
										20.00	FR 3		
FT RESP		20.00			CLAIM TOTALS		100.00	81.12	0.00	20.00		38.88	61.12 NET
GLOSSARY: Group, Reason, MOA, Remark and Adjustment codes CO Contractual Obligation. Amount for which the provider is financially liable. The patient may not be billed for this amount. PR Patient Responsibility. Amount that may be billed to a patient or another payor. OA Other Adjustment. PI Payer Initiated. CARC CODE DESCRIPTION 3 Co-payment Amount 45 Charge exceeds fee schedule/maximum allowable or contracted/legislated fee arrangement. Note: This adjustment amount cannot equal the total service or claim charge amount; and must not duplicate provider adjustment amounts (payments and contractual reductions) that have resulted from prior payer(s) adjudication. (Use only with Group Codes PR or CO depending upon liability)													

Schedule

Check In/Out Payment Journal (*Schedule > Scheduling Printing Menu > Check In/Out Payment Journal*)

CGM webPAY™ Clients Only

In v2021.4.0 this report was updated to print a 'Note' when you collected an unposted CGM webPAY payment but did not receive the payment Receipt. After the payment was posted, the note would no longer print. Another change has been made so the first part of the original note will always print - even after the payment has been posted, to provide more history for the payment transaction. For additional information, see the *Payment Journal (All sorting options)* entry under the *Transactions* section.

Jan 25, 2022										
Check In/Out Payment Journal										
Sorted by Date and Totaled by Payment Method										
From 11-24-2021 Through 11-24-2021										
Acct	Patient Name	Date	Pmt Type	Pmt Method	Pmt Code	User Code	Loc Code	Date Posted	Check#	Amount
208	HILL, AUDREY R	11-24-2021	COP	WP	CO	MARS	1			10.00
130	OLIVER, SARAH K	11-24-2021	ROA	WP	CROA	MARS	HAY	11-24-2021		50.00
63	HUDSON, GERRY	11-24-2021	ROA	WP	CROA	MARS		11-24-2021		10.00
NOTE: The payment Receipt was not received from the Merchant for this transaction.										

System

Demographic Look-Up (*System > File Maintenance Menu > Look-Up functions > Demographic Look-Up*)

Enhanced the function so that any changes made to Credit Cards stored on the patient's account will now display.

Demographic Changes for Account 23936 - ANDERSON, ANDY				
Date ^	Time	Record	User	Action
10-29-2021	05:05P	Credit Card	System Manager	Deleted
10-29-2021	05:05P	Credit Card	System Manager	Deleted
10-29-2021	05:04P	Credit Card	System Manager	Changed
10-29-2021	05:04P	Credit Card		

Demographic Changes for Account 23936 - ANDERSON, ANDY		
23936 - ANDERSON, ANDY		
Credit Card Changed at 05:04P		
User:	System Manager (MGR)	
Date:	10-29-2021	
	Before	After
Card Type	Visa	Visa
Card Number	xxxx xxxx xxxx 5439	xxxx xxxx xxxx 5439
Expiration Date	12/2020	12/2023
Card Holder Name		ANDY ANDERSON
Card Holder Zip Code		85012
Default Card	No	Yes

Tables

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:

- 2022 Medicare Physician Fee Schedule, effective January 1, 2022
- 2022 Medicare Clinical Laboratory Fee Schedule, effective January 1, 2022
- 2022 Medicare DME Fee Schedules; Prosthetics/Orthotics and Supplies (DMEPOS), effective January 1, 2022

The updated files are available for import by selecting 2022 in the **Fee Schedule Year** list and the applicable file name in the **Fee Schedule File** list.

Import Anesthesia Base Units (*Tables > Procedure Code Table > Import Anesthesia Base Units*) ****Action Required****

The Centers for Medicare and Medicaid Services (CMS) have updated the Anesthesia Base Units file, effective January 1, 2022. You must load the **2022** file to receive the updates.

Notes: If you do not select the **Overwrite Existing Base Units** check box, the base units will only be updated for procedures that do not have anything entered in that field.

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

The updated Taxonomy Codes, effective January 1, 2022, have been released.

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

The code descriptions have been updated so they contain more detailed information. For example: 111NN0400X used to display only "Neurology" but now displays "Neurology Chiropractor".

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 2022 Medicare Relative Value Unit files (RVUs) effective January 1, 2022. To receive the updated codes, you must load the **2022** file.

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

Updates to the 2022 HCPCS data files, effective January 1, 2022, are available. To receive the updated codes, you must load the 2022 file. In addition, a new check box for **Wound Management** has been added, so you can include codes A2000-A2999 if needed.

Tables (cont.)

Maintain Orders Codes (*Tables > Orders Code Table > Maintain Orders Codes*)

Removed the **Orders Class** field as this field was not used.

Load the AMA ICD-9-CM Codes (*Tables > Diagnosis Code Table > Load the AMA ICD-9-CM Codes*)

Removed this function as it is no longer used.

Maintain Post-Op Days (*Tables > Procedure Codes Table > Post-Op Days Table > Maintain Post-Op Days*)

Corrections made to the function so that the applicable procedure codes for the selected **Type of Service** are identified properly and provided in a list for the **Begin with/End with Procedure Code** fields. In addition, a confirmation message has been added, so you will know the procedure code(s) was updated.



Transactions

Edit an Encounter (*Transactions > Edit an Encounter*)

Resolved an issue that would prevent you from editing credit adjustments. Previously, the **Doctor Code** and **Location Code** fields were 'required' but displayed as 'inactive' on the screen, so you were unable to edit those fields and therefore store the edit(s). A new screen will now display when you edit credit adjustments that no longer contains fields for the **Doctor Code** or **Location Code**.

Edit an Encounter

Adjustment Code

Amount \$

Remarks

Adjustment Date

Batch Number

Payment Journal (All sorting options) (*Transactions > Journals > Payment Journal*) ***CGM webPAY Clients Only***

In v2021.4.0 this report was updated to print a 'Note' when you collected an unposted CGM webPAY payment but did not receive the payment Receipt. After the payment was posted, the note would no longer print. Another change has been made so the first part of the original note will always print - even after the payment has been posted, to provide more history for the payment transaction. For additional information, see the *Check In/Out Payment Journal* entry under the *Schedule* section.

Jan 25, 2022									
Posted Payments Journal									
From 11-24-2021 Through 11-24-2021									
ID#	Guarantor Name	Acct Date	Payment Code	Amount	Unapplied Amount	Date	Code	Transaction Paid Description	
130	OLIVER, SARAH K	11-24-21	CROA	-50.00	0	05-05-12	99213	OV EST LEV > 3	
						09-30-14	INT	INTEREST ADJ	
						09-30-14	INT	INTEREST ADJ	
						12-10-15	INT	INTEREST ADJ	
63	HUDSON, GERRY	11-24-21	CROA	-10.00	0	08-15-14	81000	URINALYSIS, NONAU	
	***patient report comment-TESTING WITH LENGTH 45					08-20-14	99214	OV EST LEV 4	
						08-20-14	90665	LYME DISEASE VACC	
NOTE: The payment Receipt was not received from the Merchant for this transaction.									
80	FERRY, DOROTHY	11-24-21	MED	0	0	11-08-21	99213	OV EST LEV > 3	

Procedure Entry Function (*Transactions > Procedure Entry Function*)

Resolved an issue that prevented the Post-Op warning message from displaying when a patient did not have a valid insurance carrier stored on their account.

CGM webTOOLS™

CGM webVERIFY™ – Eligibility Results

Enhanced the results so any errors or non-covered services will now display in red font, so you can quickly and clearly identify them. In addition, the Benefits Summary section was removed as it is no longer needed.

Insurance Policy Information
Payer
Provider
Insured or subscriber
Dependant
Vendor
Benefit information
Chiropractic
Dental care
Emergency services
Health benefit plan coverage
Hospital - emergency accident
Hospital - emergency medicine
Hospital - inpatient
Hospital - outpatient
Hospitalization
Medical care
Mental health
Optometry
Physician visit - well
Professional (physician) visit - office
Retail/independent pharmacy