



CompuGroup™
Medical

What's New in

CGM webPRACTICE™ v2022.4.0

Preliminary Release Notes

November 1, 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 v2022.4.0. 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 v2022.4.0 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
10	Load ICD-10-CM Codes	Load the updated files if applicable
10	Import RVU Unit Values	Load the updated files if applicable
10	Load the HCPCS Codes	Load the updated files if applicable
10	Load the HCPCS Codes	Verify the Type of Service codes for Wound Management HCPCS if applicable
11	Import Fee Schedules	Load the updated files if applicable
11	Load the AMA CPT® Codes	Load the updated files if applicable

Summary of Changes to Document

Preliminary Release Notes to be released November 1, 2022.

Section	Function	Added/Deleted/Revised

General Enhancements

CGM Direct Scanning

We are pleased to announce that you can now scan images directly within CGM webPRACTICE using our new add-on product *CGM Direct Scanning* when using Google Chrome or Microsoft Edge. This new functionality has been incorporated into the already existing **Attach Image** Action Column button throughout the system.

After *CGM Direct Scanning* has been activated in your system and the *CGM Direct Scanning Integration* has been completed, a new **Attach Image** window will display that includes a **Scan** button in addition to the standard **Attach** button. The file types that can be attached within this function are the same types that can be attached with the regular **Attach** function - png, gif, bmp, and jpeg. After you scan an image, there are multiple options available to edit the image if needed, such as rotate, crop, cut, etc. If you would like more information, contact CGM Sales.

Functions in the system with the **Attach Image** Action Column button:

Patient > Change Patient Data

- Patient Name and Address Information
- Guarantor Information
- Insurance Policy Information
- Patient Authorization Record
- Images

Patient > Registration

- Patient Name and Address Information
- Guarantor Information
- Insurance Policy Information

Reports > Data Management System > DMS Letter Processor > Maintain Letters (Insert Image)

System > Form Wizards > Superbill Wizard > Insert Image

Transactions > Transaction Batch Control > Create a Batch

Transactions > Transaction Batch Control > Edit a Batch

Transactions > Payment Entry Function

General Enhancements (cont.)

E-mail Validation

Validation rules have been added for e-mail fields throughout the system, to ensure valid email addresses are entered. If the e-mail address is not in a valid format, one of the following messages will display:

- Must contain exactly one @ character.
- Cannot be more than 64 characters long.
- Cannot contain consecutive dots.
- Cannot start with a dot.
- Cannot end with a dot.
- Contains an invalid character. Valid characters are:
 - 'A to Z', 'a to z', '0 to 9'
 - ! # \$ % ' * + - / ? ^ _ ` { | } ~ = &
- Domain name cannot contain consecutive dots.
- Domain name cannot contain consecutive hyphens.
- Domain name cannot start with a hyphen.
- Last character of domain name cannot be a hyphen.
- Domain name is not valid.

For additional information, see the *Invalid E-Mail Patient Listing* entry under the *Patient* section of these release notes.

Note: You can leave the field blank or enter the word **NONE**, if a valid e-mail address is not available.

Collections

Review for Turn Over Report and Third Party Turn Over Report (Collections > Patient Collections > Turn Over Functions)

When you print the reports with **Transaction Detail**, the **Original Charge Amount** for each transaction has been added. Column headings were also added in the Transaction Detail section to make it clear what each column represents.

Sep 07, 2022		EASTSIDE MEDICAL								Page 1	
Numeric Third Party Turn Over Report											
Doctor 1 - CATHY CASTNER, MD, DO											
Date Last Populated 09-07-2022 AT 12:04A BY CGM webPRACTICE											
Aged by Accounting Date											
Acc ID#	Guarantor's Name & Address Patient's Name	Last Visit	Last Payment	Total Balance	Current Balance	30 Day Balance	60 Day Balance	90 Day Balance	120 Day Balance	150 Day Balance	
26542	Winter, Reese	05-05-22	Pat: 06-24-21	429.15					404.15	25.00	
		Delinquent Balance		429.15							
Pat Phone #: 207-478-2158 DOB: 01-01-1976 SSN: 635-46-4123 Last Stm: 11-03-2021											
PO Box 1234											
Ridgeport, ME 04416											
207-478-2158											
Primary Insurance > AET - AETNA											
Deductible Amount > 0.00											
Co-Pay Amount > 5.00											
Liability Percentage > 100											
Service Date	Proc Code	Proc Description	Patient	Original Chg	Pt Balance						
10-05-2021	NS	NO SHOW	Reese	25.00	25.00						
05-05-2022	99214	OV EST LEV 4	Reese	325.00	313.40						
05-05-2022	10080	DRAINAGE'S OF PILONI	Reese	100.00	90.75						
Total Patient Balance				429.15					404.15	25.00	

The **Original Charge Amount** of each transaction has also been added to the Excel versions of the reports and the **Trans Amount** column heading was changed to **Pt Bal Amt**.

Patient

Invalid E-Mail Patient Listing (*Patient > Patient Listings > Invalid E-Mail Patient Listing*)

With this new report you can print a list of patient accounts that do not contain valid e-mail addresses. Upon accessing this function, you will have the option to sort it alphabetically or numerically, only include patients that have appointments scheduled (for a selected date range), include any patients that have NONE entered for their e-mail address and select if you want to include accounts that have not had any activity. You also have the option of printing this report using a DMS list. For additional information, see the *E-Mail Validation* entry under the *General Enhancements* section of these release notes.

Invalid E-Mail Patient Listing

Sort Order Alphabetic Numeric ✓

Only Include Patients with Appointments

From Appointment Date

Through Appointment Date

Include Patients with the E-Mail Address 'NONE'

Include Patients with No Activity

Print from List

Sample report:

The information contained in this report includes account number, patient name, which record the invalid e-mail address is stored in (for example: *Patient, Guarantor, Pre-Reg, Quick Reg, etc.*), email address and the reason it is invalid and the patient's phone number.

Account	Patient Name	Record	E-Mail Address / Reason	Phone
Sep 06, 2022 EASTSIDE MEDICAL Page 1				
Numeric listing of Patients with Invalid E-Mail Addresses Includes Patients with the E-Mail Address 'NONE'				
25215	BAKER, BETTY	Patient	43243 Must contain exactly one @ character.	602-222-8967
25620	Smith, Martha	Patient	beu@bilt Domain name is not valid.	615-332-2200
25621	Bates, Theresa	Patient	e-mail@email Domain name is not valid.	615-232-4252
25639	Smith, June	Patient	none NONE is not a valid email address	
25996	ANDERSON, ALEXIS	Patient	NONE NONE is not a valid email address	
26088	Ridgell, Starr	Patient	NONE@none.com Cannot start with NONE.	207-478-2158
26090	Swift, Taylor	Patient	noemail@email.com Cannot start with NOEMAIL.	
26556	SMITH, ROCHELLE	Patient	mlyall@pentwater.k12 Invalid E-Mail per CGM CONNECTION	
26565	Bear Smith, Lauren	Patient	HELLO 12-456-7899 Must contain exactly one @ character.	
End of Report. Patient/Lists/Invalid E-Mail Patient Listing Requested by MGR and completed at 3:48PM on Sep 06 2022				

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 for CY 2022.

- Table 6A - Selected Diagnosis and Services Rendered
- Table 6B - Quality of Care Measures
 - The Date used to identify age has been changed to December 31st instead of June 30th.
- Table 3A - Patients by Age and Sex Assigned at Birth
 - The Date used to identify age has been changed to December 31st instead of June 30th.
- Table 3B - Demographic Characteristics
- Table 4 – Selected Patient Characteristics Section
- Table 7 – Health Outcomes and Disparities

Schedule

Enter Patient Appointments (*Schedule > Enter Patient Appointments*)

Two new navigation buttons have been added under the calendar so you can quickly jump forward 3 months or 6 months in the schedule.

Enter Patient Appointments

SYSTEM MANAGER
Eastside Medical - 0002 (1)

Patient:					October	▼	2022	▼	November	2022	
Referring Doctor:					S	M	T	W	T	F	S
Comment:									1		
Phone:	Patient E-Mail:				2	3	4	5	6	7	8
Rsp Doctor:	Billing Grp:				9	10	11	12	13	14	15
Visits since Jan:	Sex:				16	17	18	19	20	21	22
Pri Ins:	Copay:	Spec Copay:	Pat \$:	Age:	23	24	25	26	27	28	29
Sec Ins:	Copay:	Spec Copay:	Ins \$:		30	31			6	7	8
Last Visit:	Col Bal:		Tot \$:		9	10	11	12	13	14	15
					16	17	18	19	20	21	22
					23	24	25	26	27	28	29
					30	31			20	21	22
					23	24	25	26	27	28	29
					27	28	29	30			
					<< < Today > >> OFFICE VISIT ▼						
					3 mos >> 6 mos >>						

Schedule for Monday, October 17, 2022

Tables

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, 2022-September 30, 2023 is available for loading. This code set is included, so you are **not** required to purchase it.

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 October 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 October 1, 2022, are available. To receive the updated codes, you must load the 2022 file.

Maintain Insurance Carriers (*Tables > Insurance Carrier Table > Maintain Insurance Carriers*)

Corrected an issue when adding a new insurance carrier or editing an existing carrier and you clicked the *eMEDIX Website Action Column* button or the *eMEDIX Payer List Action Column* button prior to clicking **Save**. For example, if you were entering a new insurance carrier and filled out the address, phone number, etc. and then clicked the *eMEDIX Payer List Action Column* button, the address, phone number fields, etc. would be cleared out. With this correction, any data entered or edited in the input fields will no longer be cleared out when you click the Action Column buttons, but you will still need to click **Save** prior to exiting the function.

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

The following issues have been corrected for the loading of Wound Management codes (A2000 - A2999).

1. If you only selected **Wound Management**, when you clicked **Save** you would receive the message "*No Codes Selected.*" and the codes would not load.
2. If you selected **Wound Management** in addition to other selections, you were not required to pick a **Type of Service** for the Wound Management codes and you should have been.
3. If you selected **Wound Management** and new Wound Management codes were loaded into the *Procedure Code Table*, the **Type of Service** for the new codes was incorrectly set to "Y", which isn't a valid **Type of Service**.

Note: If you loaded any new **Wound Management** codes (in the range: A2001-A2013) prior to this update, you need to access the *Procedure Code Table* and verify the **Type of Service** for those codes.

Tables (cont.)

ANSI CARC/RARC Codes (*Tables > ANSI CARC/RARC Codes*)

Replaced the *Insurance Denial Code Table* with the *ANSI CARC/RARC Table* and added filtering options, so you can quickly find the codes you want. When you first access the *Maintain ANSI CARC/RARC Codes* function, the screen will display all the codes in the table. You can click any column heading to resort the page as needed.

Maintain Adjustment Codes (*Tables > Maintain Adjustment Codes*)

Added a **Default CARC Code** field, so you can select a CARC code to default whenever you select this adjustment code during transaction entry. This new field will be used when new functionality for posting multiple adjustments in payment entry is released in early 2023.

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

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

*****Action Required*****

The 2022 **PLA** CPT codes are available. The PLA codes are Pathology and Lab Specific CPT Codes and can be loaded by selecting the **Pathology and Lab** code category.

Transactions

Transaction Journals to Excel – All Sorts (*Transactions > Journals > Transaction Journals to Excel*)

New columns have been added for **Code Descriptions** for **Per Dr, Ins Dr, Location** and **Schedule Dr**.

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

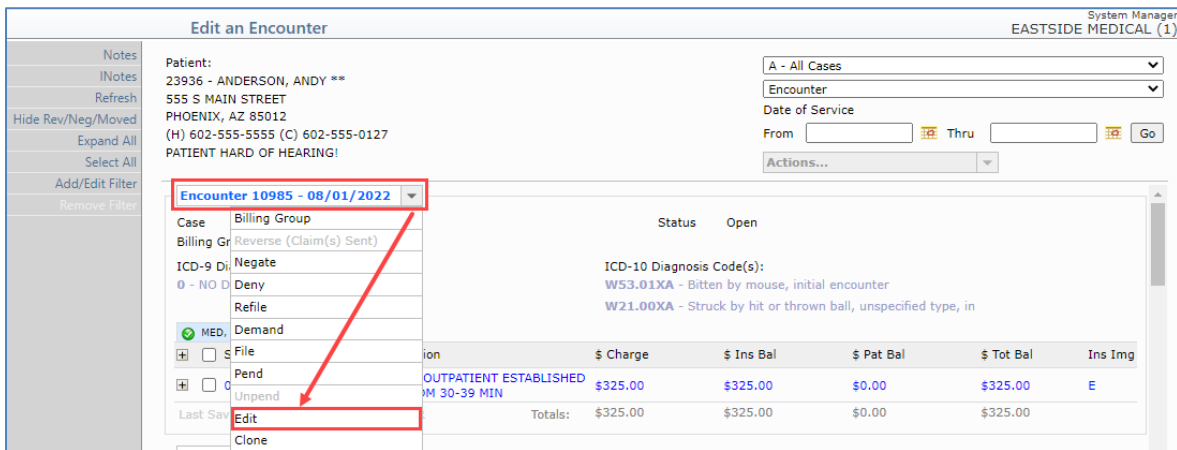
Several enhancements have been made to the Audit Trail functionality to make it easier to view changes made to encounters.

Notable enhancements:

- The audit trail will now include changes made prior to the encounter being posted (including *Unposted Procedures* changes).
- When the encounter is posted, the Comment will display as “Posted”.
- You can see the original source of the encounter – examples: Procedure Entry, E-Superbill, CGM webMOBILE or Interfaces.
- You can view before and after changes on one screen. Changes are displayed in red.
- The timestamp now includes seconds.

Examples of enhanced functionality:

When you first access the function, select **Edit** from the encounter drop-down list.



System Manager
EASTSIDE MEDICAL (1)

Notes
INotes
Refresh
Hide Rev/Neg/Moved
Expand All
Select All
Add/Edit Filter
Remove Filter

Patient: 23936 - ANDERSON, ANDY **
555 S MAIN STREET
PHOENIX, AZ 85012
(H) 602-555-5555 (C) 602-555-0127
PATIENT HARD OF HEARING!

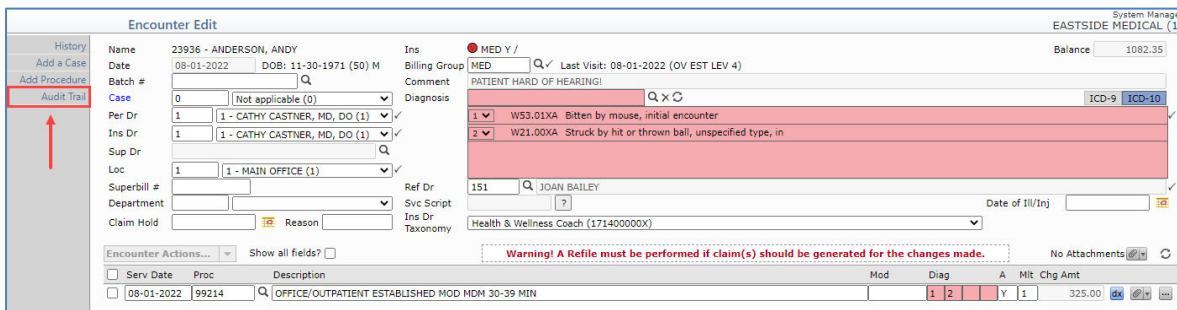
A - All Cases
Encounter
Date of Service
From [] Thru [] Go
Actions...

Encounter 10985 - 08/01/2022

Case	Billing Group	Status	Open
Reverse (Claim(s) Sent)			
ICD-9 Di	Negate		ICD-10 Diagnosis Code(s):
0 - NO D	Deny		W53.01XA - Bitten by mouse, initial encounter
	Refile		W21.00XA - Struck by hit or thrown ball, unspecified type, in
MED, Demand			
File			
Pend			
Unpend			
Last Save			
Clone			

	\$ Charge	\$ Ins Bal	\$ Pat Bal	\$ Tot Bal	Ins Img
OUTPATIENT ESTABLISHED M 30-39 MIN	\$325.00	\$325.00	\$0.00	\$325.00	E
Totals:	\$325.00	\$325.00	\$0.00	\$325.00	

Click the **Audit Trail** Action Column button to view any changes made to the encounter.



System Manager
EASTSIDE MEDICAL (1)

History
Add a Case
Add Procedure
Audit Trail

Name: 23936 - ANDERSON, ANDY
Date: 08-01-2022
DOB: 11-30-1971 (50) M
Batch # []
Case: 0 (Not applicable (0))
Per Dr: 1 - CATHY CASTNER, MD, DO (1)
Ins Dr: 1 - CATHY CASTNER, MD, DO (1)
Sup Dr: []
Loc: 1 - MAIN OFFICE (1)
Superbill #: []
Department: []
Claim Hold: [] Reason: []

Ins: MED Y /
Billing Group: MED
Last Visit: 08-01-2022 (OV EST LEV 4)
Comment: PATIENT HARD OF HEARING!
Diagnosis: []
Ref Dr: 151 - JOAN BAILEY
Svc Script: []
Ins Dr: []
Taxonomy: Health & Wellness Coach (17140000X)

Date of Ill/Inj: []

Encounter Actions... Show all fields? []
Warning! A Refile must be performed if claim(s) should be generated for the changes made.

Serv Date	Proc	Description	Mod	Diag	A	Mlt	Chg Amt
08-01-2022	99214	OFFICE/OUTPATIENT ESTABLISHED MOD MDM 30-39 MIN		1 2	Y	1	325.00

Transactions (cont.)

Edit an Encounter (cont.)

The *Audit Trail* page will display any changes made to the encounter, including the timestamp when the changes were made, the user that made the changes and the comment entered when the change was made. Click in any row to view the detailed information for the change.

History for Encounter 10985 - 08/01/2022			System Manager EASTSIDE MEDICAL (1)
23936 - ANDERSON, ANDY			
Timestamp	User	Comment	
08/01/2022 02:44:11PM	MGR	Posted	
08/31/2022 03:01:41PM	MGR	Changed ref dr and removed hold date	

In the example below, you can see the initial record of when the encounter was created – the **Before** column indicates there was *No Previous Record* and the **After** column displays the data that was entered. Click **Next** to view the details for the next change made to the encounter.

History for Encounter 10985 - 08/01/2022			System Manager EASTSIDE MEDICAL (1)
23936 - ANDERSON, ANDY			
Encounter Created at 02:44:11PM			
User:	MGR		
Date:	08/01/2022		
Original Source:	Procedure Entry		
Comment:	Posted		
	Before	After	
Accounting Date	(No Previous Record)	08-01-2022	
Batch Number			
Billing Group		MEDICARE PATIENTS (MED)	
Case Id		Not applicable (0)	
Date Of Injury			
Department			
Hold Reason			
Hold Until Date		08-05-2022	
Insurance Doctor		CATHY CASTNER, MD, DO (1)	
Location		MAIN OFFICE (1)	
Performing Doctor		CATHY CASTNER, MD, DO (1)	
Referring Doctor		FISHER, KENNETH (FIS)	
Service Script			
Status			
Superbill Number			
Supervising Doctor			
Ins Dr Taxonomy		Health & Wellness Coach (171400000X)	
Diagnosis Codes:			
Diagnosis #1		W53.01XA	
Diagnosis #2		W21.00XA	
Procedure #1			
Accept Assignment		Y	
Charge Amount		325.00	
Diagnosis Pointers ICD 10		1,2	
Modifiers			

Transactions (cont.)

Edit an Encounter (cont.)

You can easily see the changes that were made to the encounter and the **Comment**.

History for Encounter 10985 - 08/01/2022 System Manager
EASTSIDE MEDICAL (1)

23936 - ANDERSON, ANDY

Encounter Changed at 03:01:41PM
 User: MGR
 Date: 08/31/2022
 Original Source: Procedure Entry
 Comment: Changed ref dr and removed hold date

	Before	After
Accounting Date	08-01-2022	08-01-2022
Batch Number		
Billing Group	MEDICARE PATIENTS (MED)	MEDICARE PATIENTS (MED)
Case Id	Not applicable (0)	Not applicable (0)
Date Of Injury		
Department		
Hold Reason		
Hold Until Date	08-05-2022	
Insurance Doctor	CATHY CASTNER, MD, DO (1)	CATHY CASTNER, MD, DO (1)
Location	MAIN OFFICE (1)	MAIN OFFICE (1)
Performing Doctor	CATHY CASTNER, MD, DO (1)	CATHY CASTNER, MD, DO (1)
Referring Doctor	FISHER, KENNETH (FIS)	JOAN BAILEY (151)
Service Script		
Status		
Superbill Number		
Supervising Doctor		
Ins Dr Taxonomy	Health & Wellness Coach (171400000X)	Health & Wellness Coach (171400000X)
Diagnosis Codes:		
Diagnosis #1	W53.01XA	W53.01XA
Diagnosis #2	W21.00XA	W21.00XA
Procedure #1		
Accept Assignment	Y	Y
Charge Amount	325.00	325.00
Diagnosis Pointers ICD 10	1,2	1,2
Modifiers		

Note: The enhanced tracking for changes made while the encounter is in *Unposted Procedures* will not be effective until after the 2022.4.0 has been installed.

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

Multiple enhancements were made to improve carrier and policy matching to reduce the quantity of exceptions when posting ERA files. This includes crossover payments that were incorrectly identified as primary payments when they should have been identified as secondary payments.