What's New in

CGM webPRACTICE™ v2022.4.0

Final Release Notes

November 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 v2022.4.0. 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 were 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    Guarantor's Name & Address    Last      Last      Total   Current  30 Day  60 Day  90 Day  120 Day  150 Day
ID#    Patient's Name                Visit     Payment   Balance Balance  Balance Balance Balance Balance  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.

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.

```
Sep 06, 2022                                    EASTSIDE MEDICAL                                      Page 1
                              Numeric listing of Patients with Invalid E-Mail Addresses
                                  Includes Patients with the E-Mail Address 'NONE'

Account        Patient Name        Record    E-Mail Address / Reason                     Phone
------------------------------------------------------------------------------------------------------------

25215          BAKER, BETTY        Patient   43243                                       602-222-8967
                                             Must contain exactly one @ character.
25620          Smith, Martha       Patient   beu@bilt                                    615-332-2200
                                             Domain name is not valid.
25621          Bates, Theresa      Patient   e-mail@email                                615-232-4252
                                             Domain name is not valid.
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                               207-478-2158
                                             Cannot start with NONE.
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.

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.
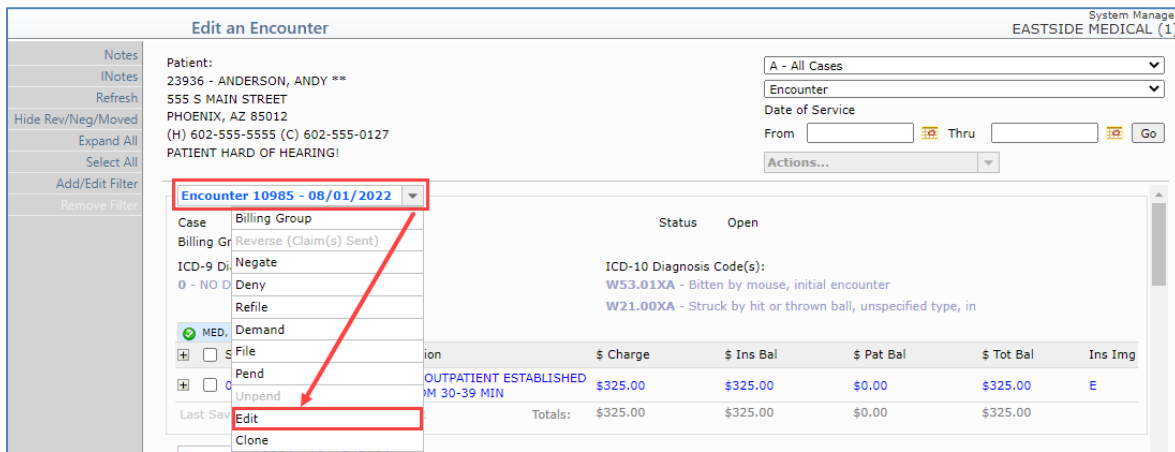
Click the **Audit Trail** Action Column button to view any changes made to the encounter.
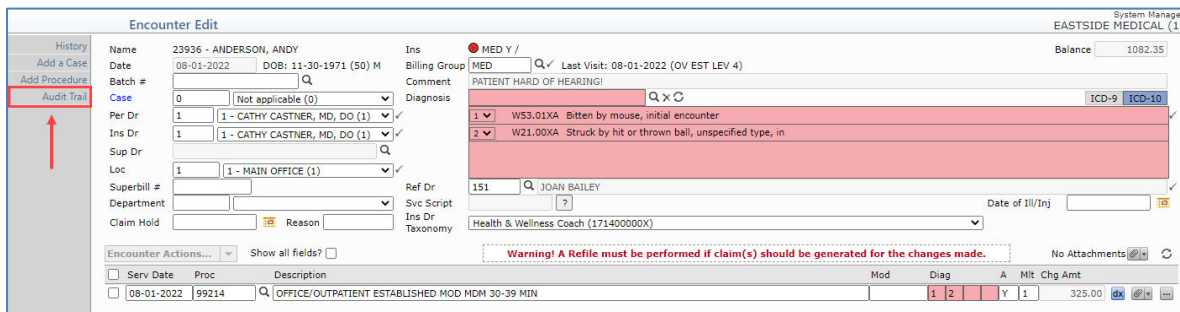
Transactions (cont.)

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.

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.

Transactions (cont.)

Edit an Encounter (cont.)

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

> **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.