



CompuGroup™
Medical

What's New in

CGM webPRACTICE™ v7.4.14

Final Release Notes

December 6, 2016

Hosted Clients Release Date: Dec. 7, 2016

Self-hosted Clients Release Date: Dec. 14, 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 v7.4.14. 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.7.4.14 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*.

CGM webPRACTICE Enhancements

CGM webPRACTICE Help

The list of the *Electronic Claims Exception* messages in the *Print Exception Report* function was updated.

Collections

Print/Send Collection Letters (*Patient Collections*)

Enhancements have been made to suppress collection letters from being printed when the Total Account balance equals zero or has a credit balance.

Print/Send Collection Letters (*Patient Collections*) *CGM ECOLLECTIONS™ Clients Only*


Enhancements have been made to suppress collection letters from being sent electronically when the Total Account balance equals zero or is a credit balance or if the balance amount selected for **Pay this Amount** in the *Maintain CGM ECOLLECTIONS Letters* function equals zero or a credit balance.

Patient

Patient Registration and Change Patient Data

Insurance Policy Information

The length of the **Policy** column has been increased to display up to 20 characters, which is the maximum length allowed in the **Policy Number** field.

Insurance Policy Information							System Manager EASTSIDE MEDICAL (1)
Policies for ANDERSON, ANDY							
Code	Type	Carrier Name	Spec Bill	Policy	Effective	Termination	
MED	(P)	MEDICARE		987654321A	01-01-2007		
BCBS	(S)	BLUE CROSS		XBP987654321	01-01-2010	11-30-2011	
SF	(P)	STATE FARM	✓	CL# 8574289	07-15-2001		
	AARP	(S)	AARP	H0202389056632483999	01-01-2005		

DMS - CGM CONNECTION Record *CGM CONNECTION™ Clients Only *

The **Contact Preference(s)** have been updated so that when this Record is accessed for the first time on a patient account, the **Phone**, **Email** and **Text** check boxes will be selected by default. These updates were released in Patch #7.4.13.12 on November 4, 2016.

Change Patient Data

Insurance Policy Information - Eligibility History *CGM webVERIFY Clients Only*

The updated Services Type Codes, effective November 1, 2016 have been loaded into CGM webPRACTICE.

Reports

Daily Register to Excel (*Transaction Journals*)

The **Actual Date Posted** column has been expanded to **Actual Date/Time Posted** to include the time the transactions were posted.

Transaction Journals to Excel (*Transaction Journals*)

Added a new **Scheduled Dr** column when printing the Procedure Journal to Microsoft Excel, to provide the doctor code the patient's appointment was actually scheduled with, so you can confirm the charges were posted to the correct doctor.

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

A new **AccountTotalBalance** DMS data element is available on the Alpha List tab and the Data Elements tab when creating or editing DMS letters.

Procedure Analysis by Loc and Insurance Dr (*Statistical Reports, Detailed Procedure Analysis, Sorted Procedure Analysis Reports, Sorted Procedure Analysis by Location*)

This report has been enhanced so you can print it to *Microsoft Excel via MyReports*.

Procedure Analysis by Per Dr and Insurance Dr (*Statistical Reports, Detailed Procedure Analysis, Sorted Procedure Analysis Reports, Sorted Procedure Analysis by Location*)

This report has been enhanced so you can print it to *Microsoft Excel via MyReports*.

Compile UDS Reports and Print UDS Reports (*UDS Reports*)

Enhancements for the UDS Reports have been released to meet the new Calendar Year 2016 reporting standards for Reporting Year 2017. For full details, see *Updates for UDS Reports 2017 (Knowledge Tree, Customer Service)* in *CGM webPRACTICE Help*.

Schedule

Eligibility Status (*Verify Eligibility Menu*) and Eligibility History (*Patient Check In/Out*)

CGM webVERIFY™ Clients Only

The updated Services Type Codes, effective November 1, 2016 have been loaded into CGM webPRACTICE.

Print Scheduled Patient Detail to Excel (*Scheduling Printing Menu*)

The following data elements are now available to select when running this report:

- A0.14 – Authorization Termination Date
- A0.15 – Appointment Status Description
- A0.15c – Appointment Status Code
- A0.16 – Appointment Type of Visit Description
- A0.16c – Appointment Type of Visit Code

CGM CONNECTION Results *CGM CONNECTION™ Clients Only*

Since multiple attempts to reach a patient may have occurred, enhancements have been made to provide more options for you to filter the results listed on the screen. When you first access this function, only the most recent result for an appointment will be listed and any *Rescheduled* or *Deleted* appointments will be suppressed.

You can click the new **Expand/Collapse** icon (+ or -) at the beginning of each appointment row to expand and list every result received for an appointment and also collapse the list back to only show the most recent result.

The following Action column buttons have also been added for additional filtering options:

Expand All/Collapse All - You can toggle between viewing all of the results for *every* appointment or only the most recent result.

Show Res/Del and **Hide Res/Del** - You can toggle between viewing appointments that have been Rescheduled or Deleted or suppressing them so they do not display in the list. When you click **Show Res/Del**, those appointments will display in the list with an **R** or a **D** in the new **R/D** column at the far right of the screen.

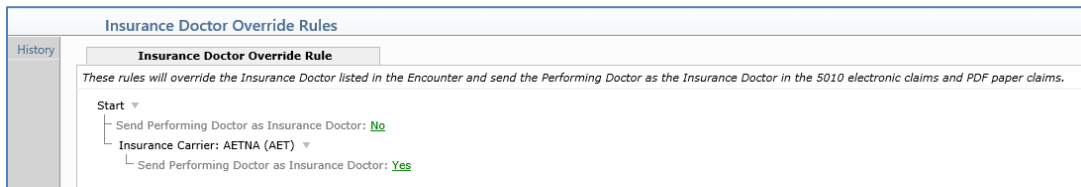
The **Print** Action Column button has also been enhanced so you can print the results in the same format you currently have selected on the screen to *Microsoft Excel via MyReports*.

CGM CONNECTION Results											System Manager EASTSIDE MEDICAL (1)	
Account	Patient	Call Type	Result	Result Date	Result Time	Post	Appt Doctor	Appt Date	Appt Loc	Appt Time	R/D	
<input checked="" type="checkbox"/>	26239	Lambert, Miranda	Contacted regarding Appointment	Text - Confirmed	09-23-2016	02:37PM	Appt Status Updated	1	09-27-2016	1	8:15AM	
<input checked="" type="checkbox"/>	26275	Laime, Elizabeth	Contacted regarding Appointment	Email - Confirmed	09-23-2016	02:37PM	Appt Status Updated	1	09-27-2016	1	8:45AM	
				Email - Viewed	09-23-2016	02:37PM						
				Email - Sent	09-23-2016	02:37PM	Appt Status Updated					

System

Insurance Doctor Override Rules (*Claims Management Menu*) *New Functionality*

This function allows you to set up rules to specify when to send claims with the Performing Doctor Code entered on an encounter as the Insurance Doctor. You can set up rules by Electronic Form Type, Performing Doctor, Insurance Carrier and Location. For detailed information, see the *Insurance Doctor Override Rules* page in *CGM webPRACTICE Help*.



Maintain Users (*User Management*)

The **Support Site Administrator** check box that was used for the Online Support Center (OSC) has been removed.

System Log (*File Maintenance Menu, Look-Up Functions*)

In the **System Conventions** folder, the **Online Support Center Update** option that was used for the Online Support Center (OSC) has been removed.

Paper Claim Editor (*Claims Management Menu*)

Enhancements have been made to accommodate special service codes from the 2016 Arizona Physicians' Fee Schedule that are used for Arizona Workers' Compensation claims. Previously, those codes would not fit in the **CPT/HCPCS** boxes because of their format (AANNN-NNN). Now you can set up a profile for the **Insurance Form** used for Arizona Workers' Compensation claims and edit every **CPT/HCPCS** box on the paper claims and set the **Text Overflow** value to **Shrink**, so those boxes will accommodate that many characters.

D. PROCEDURES, SERVICES, OR SUPPLIES (Explain Unusual Circumstances)	
CPT/HCPCS	MODIFIER
AZ099-001	25 33

Note: You should always send the special service Procedure Codes for Arizona Workers' Compensation on paper claims only and not electronically. To ensure they are only sent on paper claims, confirm that **Paper** has been selected for the **Bill to Insurance** field for each Procedure Code in the *Maintain Procedure Codes* function.

Tables

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

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

Maintain Diagnosis Codes (*Diagnosis Code Table*)

A new **Internal Use Only** check box allows you to indicate when a diagnosis code is for internal use only and that it should not be subjected to the standard diagnosis code validation checks in *Procedure Entry* or *Unposted Procedures*.

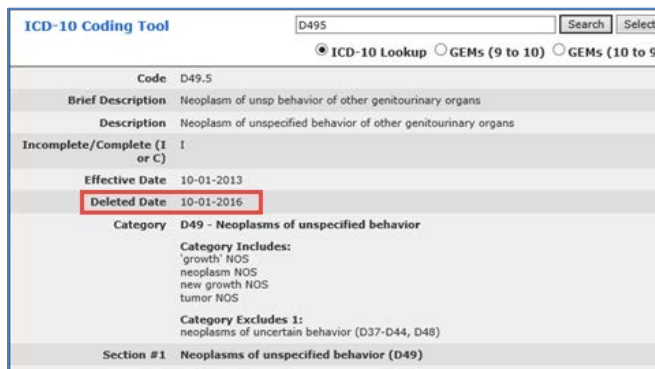
Note: You will still need to select an **ICD Type** for Diagnosis codes that have the **Internal Use Only** check box selected. In addition, if an insurance claim is created containing one of these Diagnosis codes, it will appear on the exception report since claims cannot be filed with invalid Diagnosis codes.

Transactions

Procedure Entry Function and Unposted Procedures

Since 311 ICD-10 Diagnosis codes were deleted effective October 1, 2016, a new ICD-10 code check will notify you if any Diagnosis codes are invalid for the Date of Service(s).

The **ICD-10 Coding Tool** will now display a **Deleted Date** for any diagnosis codes that were deleted effective October 1, 2016.



ICD-10 Coding Tool	
Code	D49.5
Brief Description	Neoplasm of unsp behavior of other genitourinary organs
Description	Neoplasm of unspecified behavior of other genitourinary organs
Incomplete/Complete (I or C)	I
Effective Date	10-01-2013
Deleted Date	10-01-2016
Category	D49 - Neoplasms of unspecified behavior
Category Includes:	growth NOS neoplasm NOS new growth NOS tumor NOS
Category Excludes 1:	neoplasms of uncertain behavior (D37-D44, D48)
Section #1	Neoplasms of unspecified behavior (D49)

These updates were released in Patch #7.4.13.12 on November 4, 2016.

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

The **Download from OSC** Action Column button and its functionality have been removed.

CGM webTOOLS™

CGM webMOBILE™

Since 311 ICD-10 Diagnosis codes were deleted effective October 1, 2016, a new ICD-10 code check will notify you if any Diagnosis codes are invalid for the Date of Service(s).

These updates were released in Patch #7.4.13.12 on November 4, 2016.

CGM webREMINDER™

Every option or menu function for CGM webREMINDER was removed since they are no longer needed with the introduction of CGM CONNECTION. The exception to this is the *webREMINDER Results* function.