What's New in

CGM webPRACTICE™ v7.4.24

Updated Final Release Notes

August 23, 2019

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 v7.4.24. 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.7.4.24 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	Load the HCPCS Codes	Load the updated files if applicable.
8	Maintain Insurance Carrier Codes	*CGM webVERIFY™ Clients only* - Update any applicable insurance carriers with CGM webVERIFY payers.
9	Import RVU Unit Values	Load the updated files if applicable.
7	ICD Code Integration	If you prefer to manually load new files, clear the check box.
7	CGM webPRACTICE Default Values	If you want to bypass the Employer Screen when registering patients, select the Bypass Employer Screen check box.
7	Procedure Entry Integrations	If you want to enable the use of ICD-9 codes in *Procedure Entry*, select the **Allow Entry of ICD-9 Codes** check box.

Summary of Changes to Document

Version 1 of Preliminary Release Notes released Aug 5, 2019.

Section	Function	Added/Deleted/Revised
Summary of Action Required Items & System	CGM webPRACTICE Default Values	Added- Action Required
Transactions	Procedure Entry Function	Revised
System	Procedure Entry Integrations	Added- Action Required

Collections

Patient Collection Inquiry *(Collections > Patient Collections > Patient Collection Inquiry)*
A **Turned Over** entry has been added when a patient account has been moved to the collections database. In addition, when you point to **Turned Over** in the **Last Action** column, an *Account turned over to Agency (code)* message displays.

Patient

Change Patient Data

DMS - Family Income Data Record *(Patient > Change Patient Data > DMS > INC - Family Income Data)*
Added a **Permanent Supportive Housing** option to the **Homeless Program** list.

Schedule

Enter Patient Appointments *(Schedule > Enter Patient Appointments)*
The **Unit Value** displayed on the schedule has been modified to show the total number of units actually scheduled for the doctor for the day. Previously, this value was calculated for scheduled appointments that contained Type of Visit codes, which had **Unit Values** stored.
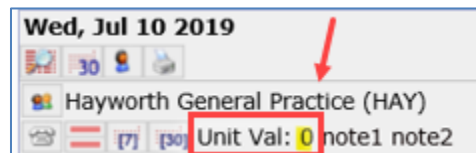
System

ICD Code Integration *(System > Database Maintenance Menu > Integrations > ICD Code Integration)*
New Functionality ***Action Required***

With this function, new ICD-10 code files will be automatically loaded each year. When v7.4.24 is installed, the check box will already be selected, so if you prefer to manually load new files, you will need to access this function and clear the check box.

CGM webPRACTICE Default Values *(System > Database Maintenance Menu > CGM webPRACTICE Default Values)* *****Action Required*****

A new **Bypass Employer Screen** check box has been added under the *Patient Information* section in the *CGM webPRACTICE Default Values* function. If you select this check box, you will bypass the Employer screen when you register patients.

CGM eMEDIX™ Payment Portal Integration *(System > Database Maintenance Menu > Integrations > CGM eMEDIX Payment Portal Integration)*

This new function has been added for clients that are activated for the CGM eMEDIX Payment Portal for Electronic Statements. It stores the CGM eMEDIX Submitter ID, User name, Password and DSN/TPID along with the payment codes to be used for payments received from the CGM eMEDIX Payment Portal. For additional information, see the *Unposted Payments* entry under the *Transactions* section of these release notes.
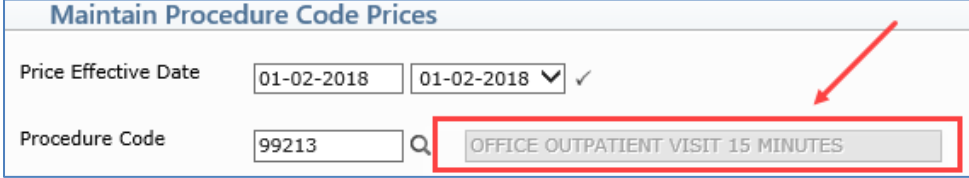
Procedure Entry Integration *(System > Database Maintenance Menu > Integrations > Transactions Integrations > Procedure Entry Integration)* *****Action Required*****

A new **Allow Entry of ICD-9 Codes** check box has been added. Since some insurance carriers still require the use of ICD-9 codes on claims (for example, Workers' Compensation), you now have the option to enable the use of ICD-9 codes in *Procedure Entry*. For additional information, see the *Procedure Entry Function* entry under the *Transactions* section of these release notes.

Tables

Maintain Procedure Code Prices *(Tables, Procedure Code Table, Maintain Procedure Code Prices)*

Enhanced the screen to display the procedure code description.

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:

- 2019 Medicare Physician Fee Schedule, effective July 1, 2019
- 2019 Medicare DME Fee Schedules; Prosthetics/Orthotics, and Supplies (DMEPOS), effective July 1, 2019

The updated files are available for import by selecting 2019 in the **Fee Schedule Year** list and the applicable file name in the **Fee Schedule File** list.

Maintain Insurance Carrier Codes *(Tables > Insurance Carrier Table > Maintain Insurance Carrier Codes)*
CGM webVERIFY Clients only *Action Required***

The following updates were made to the **CGM webVERIFY Identifier** list:

- **Physicians Mutual Insurance Company** (payer 282) updated to send the NPI
- **Simply Healthcare Plans** (payer 424) changed from Payer ID SIMPI to SMPLY
- **Sunflower State Health Plan** added as payer 425, with SUNHP for Payer ID
- **Nebraska Total Care** added as payer 426, with NEBTC for Payer ID
- **AmeriHealth Caritas Delaware** added as payer 427, with 77799 for Payer ID
- **Highmark BCBSD Health Options** added as payer 428, with 47181 for Payer ID
- **Bankers Fidelity Life Insurance Company** added as payer 429, with BNKFL for Payer ID
- **Optima Health** added as payer 430, with OPTMA for Payer ID
- **Pan American Insurance Company** added as payer 431, with PNAIC for Payer ID
- **Pan-American Life Insurance Company** added as payer 432, with 87020 for Payer ID
- **Tricare East Region** added as payer 433, with TREST for Payer ID
- **United American Insurance Company** added as payer 434, with UNAMN for Payer ID

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

Updates to the 2019 HCPCS data files, effective July 1, 2019 are available for clients who have purchased that code set. To receive the updated codes you must reload the 2019 file.

Tables (cont.)

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 2019 Medicare Relative Value Unit files (RVUs) effective July 1, 2019. To receive the updated codes you must load the **2019** file.

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

The updated Claim Adjustment Reason Codes (CARC) and Remittance Advice Remark Codes (RARC), effective July 1, 2019, have been released.

Transactions

Corporate Unposted Procedures *(Transactions > Corporate Unposted Procedures)*
  If your practice uses multiple databases, this new function allows you to access the *Unposted Procedures* function for all databases from within a single function, without having to change databases manually. Upon accessing this function, a listing of every database on the system will display, along with the database name and the number of unposted procedures in the database. When you select a database by clicking anywhere in the database row, you will be taken directly in to the *Unposted Procedures* function for that database. After you finish processing the unposted procedures and click **Cancel** to exit the function, the *Corporate Unposted Procedures* listing will display again so you can select another database.

Corporate Unposted Procedures		
Database ▼	Name	# Unposted Procedures
1	EASTSIDE MEDICAL	826
2	EASTSIDE PEDIATRICS-FAMILY DB	5
3	Community Health Clinic	0
4	HOSPITAL	7
5	PAIN MANAGEMENT	0

Note: To use this function, the following security measures must be met:
- **Allow DB Change** must be selected for your User Code in *Maintain Users (System > User Management > Maintain Users)*
- The *Unposted Procedures* function must be assigned to your User Code in *Model User Menus (System > User Management > Model User Menus)*
- The **Security Level** for your User Code must be equal to or higher than the **Security Level** set for the *Unposted Procedures* function *(System > User Management > Function Security Menu > Change Function Security)*
- The applicable databases must be selected for your User Code in the *User Database Access* function *(System > User Management > User Database Access)*
- If a password has been set for the database, you will be required to enter the password.

Unposted Payments *(Transactions > Unposted Payments)*
  You can now filter the unposted payments by the **Status**. The available Status filter options are Green, Yellow, Red or None (to only display payments with no status).

Transactions (cont.)

Procedure Entry *(Transactions > Procedure Entry)*

As a standard, the ICD-9 and ICD-10 tabs have been removed and you will only be able to enter ICD-10 codes. In an effort to improvement performance and the loading time of the screen, some background performance updates were also implemented.

Notes:

- If you still need to use ICD-9 codes on claims, you will have the option to enable them in the *Procedure Entry Integration* function. See the *Procedure Entry Integration* entry under the *System* section of these release notes.
- ***CGM webCODER™ clients only*** If you no longer enter ICD-9 codes in Procedure entry, the ***Check ICD-9 Codes*** Action Column button will be removed from the CGM webCODER Results screen.

Unposted Payments (*Transactions > Unposted Payments)*

If you have been activated for the *CGM eMEDIX Payment Portal for Electronic Statements*, any payments received from the CGM eMEDIX Payment Portal will be stored in the *Unposted Payments* function. The **Source** and **Remarks** will show as **CGM eMEDIX Payment Portal** and you can filter the *Unposted Payments* by using the new **CGM eMEDIX Payment Portal** option for the **Payment Type** field. The **Payment Type** for payments received via the *CGM eMEDIX Payment Portal* will display from the Payment Codes entered on the *CGM eMEDIX Payment Portal Integration* screen. For additional information, see the *CGM eMEDIX Payment Portal Integration* entry under the *System* section of these release notes.

CGM webTOOLS™

Eligibility Status *(Schedule > Verify Eligibility > Eligibility Status)* & **Eligibility Status by DMS List** *(Patient > Verify Eligibility by DMS List > Eligibility Status by DMS List)* ***CGM webVERIFY Clients Only***

When a patient has a "Pass" Result that is from a previous verification and it falls within the **Eligibility Verification Frequency** time limit set in the *Insurance Carrier Table*, another verification will not be performed again until the time limit has passed, even if they are included in a current Run Date. The patient's result will still show up on the Eligibility Status list as a "Pass" due to the prior verification result. To make these situations easier to identify, the Result text for the "Pass" will now display as "*Pass: Verification Frequency for carrier=(freq setting)", Last Verified on (date actually verified)*.

Elig	Doctor	Run Date ▲	Scheduled Date	Patient	Carrier	Result
●	CATHY CASTNER, MD, DO (1)	07-11-2019	07-11-2019	BELL, MARCIA (26464)	SSHP - SUNFLOWER STATE HEALTH PLAN	Pass: Verification Frequency for carrier=30 Days, Last Verified on 07-09-2019
●	CATHY CASTNER, MD, DO (1)	07-09-2019	07-09-2019	BELL, MARCIA (26464)	SSHP - SUNFLOWER STATE HEALTH PLAN	Pass: Last Verified on 07-09-2019
●	CATHY CASTNER, MD, DO (1)	07-09-2019	07-09-2019	WILLIAMS, MICHAEL (26394)	BLUE CROSS (S)	Fail
●	CATHY CASTNER, MD, DO (1)	07-09-2019	07-09-2019	WILLIAMS, MICHAEL (26394)	UHC - United HealthCare	Fail

Eligibility Status *(Schedule > Verify Eligibility > Eligibility Status)* & **Eligibility Status by DMS List** *(Patient > Verify Eligibility by DMS List > Eligibility Status by DMS List)* ***CGM webVERIFY Clients Only***

New **Add/Edit Filter** and **Remove Filter** Action Column functions allow you to sort the Eligibility Status Results screen. Upon accessing these functions, the Filter screen will now display first. In addition, the **Run Date**, **Location**, **User**, and **Date/Time** will display for each result.

> **Note**: The Filter and Results for the **Eligibility Status by DMS List** function does not contain a **Location** field, because the DMS list is not generated based on patient appointments.