

What's New in

CGM webPRACTICE™ v7.4.25

Final Release Notes

November 05, 2019





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INTRODUCTION

This document provides an overview of new features, resolutions, and enhancements available in the release of CGM webPRACTICE v7.4.25. 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.7.4.25 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
14	Import Fee Schedules	Load the updated files if applicable.
14	Load the HCPCS Codes	Load the updated files if applicable.
14	Load ICD-10-CM Codes	Load the updated files if applicable.
14	Import RVU Unit Values	Load the updated files if applicable.

Summary of Changes to Document

Version 1 of Preliminary Release Notes released Nov 4, 2019.

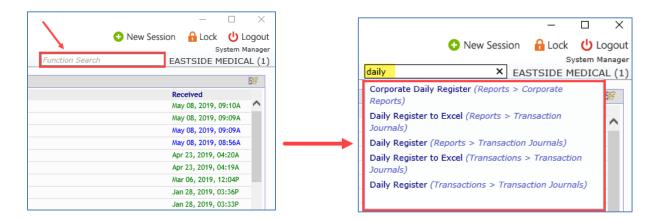
Section	Function	Added/Deleted/Revised	
Billing	Create Delinquent Insurance File	Revised	



CGM webPRACTICE Enhancements

Desktop & Menu screens

A new **Function Search** field has been added to the upper-right section of the Desktop and each Menu screen, so you can search and select menu functions without having to manually click through the menus.



Function Search Notes:

- The Function Search will only display on the User Desktop and Menu screens.
- Function Search starts searching after you type three characters in the Function Search field
- Search results are limited to 50 results
- Search results will display in order of the most used functions on top
- Search results will only contain functions assigned to you

Billing

Create Delinquent Insurance File (Billing > Insurance Billing Functions > Delinquent Insurance Menu > Create Delinquent Insurance File)

Added a new **Suppress Insurance Denials** check box, so you can select if you want to include claims that have had a Practice Denial posted that has **Insurance Denial** selected for the **Denial Type**.

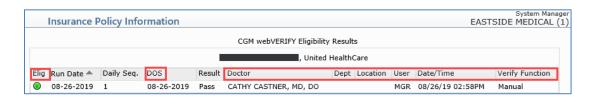
Note: The **Suppress Insurance Denials** check box will be selected by default, so the *Create Delinquent Insurance File* function continues to create claims as it has in the past. You would only need to clear the check box for situations when you do not want to suppress insurance denials from being included.



Patient

Eligibility History (Patient > Change Patient Data > Insurance > Eligibility History) ***CGM webVERIFY™ Clients Only***

The Eligibility History Results screen has been enhanced with the following columns:



- Elig Displays the Eligibility Status verification status icons
- **DOS** Displays the Date of Service selected unless the verification was performed for a patient appointment and then the appointment date will display
- **Doctor** Displays the Responsible Dr for the patient unless the verification was performed for a patient appointment and then the Schedule Dr will display
- Department Displays the Department Code if there is one associated with the Doctor Code
- **Location** Displays the Location of the patient appointment if the verification was performed for a patient appointment
- **User** Displays the User Code of the person that performed the verification
- Date/Time Displays the Date and Time the verification was performed
- **Verify Function** Displays which function was used to perform the verification (*Schedule, DMS or Manual*)

Note: The **Location** and **Verify Function** columns will only display data for verification results performed after you have installed the 7.4.25 update.



Patient (cont.)

Eligibility History (Patient > Change Patient Data > Insurance > Eligibility History) ***CGM webVERIFY Clients Only***

Enhanced the **Expanded View** in the Eligibility History results screen to display each Service Type Code separately under the **Benefit Information** section instead of including them under the "Additional Information" section in a single comma separated line.



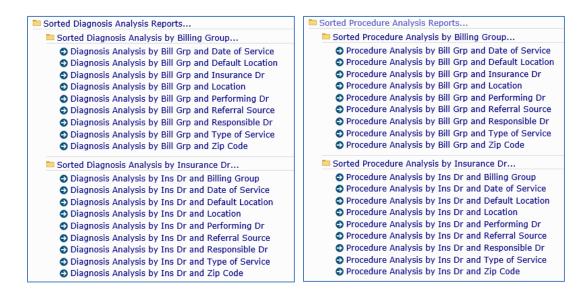
Note: This enhancement will only be effective for verification results that are received after the 7.4.25 update has been installed.



Reports

Sorted Diagnosis Analysis Reports (Reports > Statistical Reports > Detailed Diagnosis Analysis > Sorted Diagnosis Analysis Reports) & **Sorted Procedure Analysis Reports** (Reports > Statistical Reports > Detailed Procedure Analysis > Sorted Procedure Analysis Reports)

The following double-sorted reports have been added:



Sorted Diagnosis Analysis Reports by Location and Sorted Diagnosis Analysis Reports by Performing Dr (Reports > Statistical Reports > Detailed Diagnosis Analysis > Sorted Diagnosis Analysis Reports)

A Type of Visit sorting option was added to the available sorting options.

Compile UDS Reports (Reports > UDS Reports > Compile UDS Reports)

Print UDS Reports (Reports > UDS Reports > Print UDS Reports)

Updated *Table 6A - Selected Diagnosis and Services Rendered* for reporting year 2019 to use the latest list of CPT codes and ICD-10 Diagnosis codes.

Compile UDS Reports (Reports > UDS Reports > Compile UDS Reports)

Print UDS Reports (Reports > UDS Reports > Print UDS Reports)

Enhancements released for the UDS Report 5 Staffing and Utilization to meet the new Calendar Year 2019 reporting standards for Reporting Year 2020.



Reports (cont.)

Transaction Journals to Excel (Procedure, Payment, Adjustment) (Reports > Transaction Journals > Transaction Journals to Excel (Procedure, Payment, Adjustment) and Global Journals to Excel (Payment, Adjustment) (Reports > Corporate Reports > Global Journals to Excel (Payment, Adjustment)

A new Patient Identifier column has been added to each report.

Transaction Detail to Excel Reports (Reports > Transaction Journals > Transaction Detail to Excel Reports)

Added a new Trans Pmt Acct Date data element, so you can print the Accounting Date of payments. In addition, the Trans Accounting Date data element has been renamed Trans Chg Acct Date to clarify exactly what that data element prints on the report.

Compile UDS Reports (Reports > UDS Reports > Compile UDS Reports)

Print UDS Reports (Reports > UDS Reports > Print UDS Reports)

Updated *Table 4 - Selected Patient Characteristics* for reporting year 2019 with a new line **'21A Selected Patient Characteristics'** for homeless patients who are in Permanent Supportive Housing. The **Permanent Supportive Housing** option was added to the **Homeless Program** list in the DMS - Family Income Data record in v7.4.24.

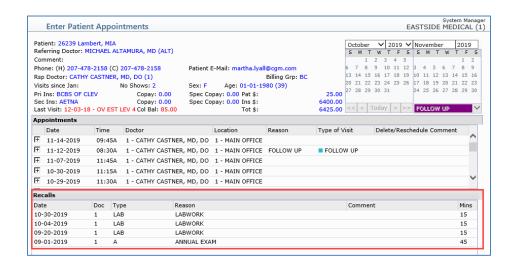
Note: If a patient has a qualified UDS visit during the reporting year and **Permanent Supportive Housing** is selected for the Homeless Program field, they will show up on the report in column 21A. This is for reporting years 2019+. If the reporting year is before 2019, a patient marked as 'Permanent Supportive Housing' will show up in the 'Other' column, since 'Permanent Supportive Housing' was not an option until reporting year 2019. Note that if your report spans years - it will print the report based on the 'From' year. If you run the report from 11-01-2018 thru 11-01-2019, the report will use the 2018 format. If you run the report from 01-01-2019 thru 03-01-2019, the report will use the 2019 format.



Schedule

Appointment Inquiry (Schedule > Enter Patient Appointments > Inquiry)

The Recall listing section has been enhanced and can now display past recalls for more than the last 30 days if you want. You can select how many days in the past you want to have recalls displayed using the **Days for Past Recalls** field in the *Scheduling System Integration* function. For additional information, see the *Scheduling System Integration* entry under the *System* section of these release notes.

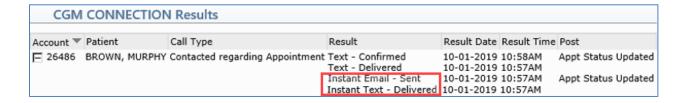


Print Scheduled Patient Detail to Excel (Schedule > Scheduling Printing Menu > Print Scheduled Patient Detail to Excel)

Added new **Responsible Doctor Code** and **Responsible Doctor Printing Name** data elements to this report.

CGM CONNECTION™ Results (Schedule > CGM CONNECTION Results) ***CGM CONNECTION Clients Only***

If you have been activated for Instant Notifications for CGM CONNECTION, when you schedule an appointment the reminder will be instantly placed in the queue to be sent out. The reminder results for instant notifications will display with 'instant' in front of the result type.

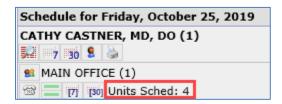




Schedule (cont.)

Enter Patient Appointments (Schedule > Enter Patient Appointments)

Since the **Unit Value** displayed on the schedule was modified in v7.4.24 to show the total number of units actually scheduled for the doctor for the day, the label has been changed to **Units Sched** instead of **Unit Val**.

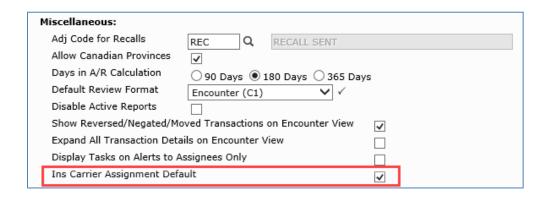




System

CGM webPRACTICE Default Values (System > Database Maintenance Menu > CGM webPRACTICE Default Values) and **Procedure Entry Integration** (System > Database Maintenance Menu > Integrations > Transaction Integrations > Procedure Entry Integration)

During a recent review, it was discovered that the **Accept Assignment Default** field only controls the default value when creating new insurance carriers, so that field has been removed from the *Procedure Entry Integration* function, renamed to **Ins Carrier Assignment Default**, and relocated to the *CGM webPRACTICE Default Values* function under the *Miscellaneous* section.



Procedure Entry Integration (System > Database Maintenance Menu > Integrations > Transactions Integrations > Procedure Entry Integration)

The **Tab Stops in Lower Section** has been updated to reflect the new **Loc** field available in Procedure Entry when the **Show all fields** option is selected. For additional information, see the *Procedure Entry Function* entry under the *Transactions* section of these release notes.



Security Control File (System > User Management Menu > Security Control File)

The **Minutes to Lock Session** and **Minutes for Auto Log Off** have been enhanced so that if you enter a value higher than 179 and click **Save**, you will now receive a warning message stating, "The maximum allowed for Minutes to Lock Session/for Auto Log Off is 179 minutes". The minutes will still be automatically converted to 179 and then saved. Previously, if you entered more than 179 minutes and clicked **Save**, the minutes would be automatically converted to 179 without any warning message.



System (cont.)

CGM webPRACTICE Integration Options (System > Database Maintenance Menu > Integrations > CGM webPRACTICE Integration Options)

If you send claims for certain carriers and they have assigned a special client Site ID (for example, P2P carriers), a new **Site ID** field has been added to the *CGM webPRACTICE Integration Options* function, to assist with preparing electronic claims for those carriers.

Scheduling System Integration (System > Database Maintenance Menu > Integrations > Schedule Integrations > Scheduling System Integration)

Added a **Days for Past Recalls** field so you can indicate the number days in the past you want recalls displayed in the Appointment Inquiry screen. Thirty days is the default value. For additional information, see the *Appointment Inquiry* entry under the *Schedule* section of these release notes.



Tables

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

Additional updates to the 2019 HCPCS data files, effective October 1, 2019 are available. To receive the updated codes you must load the **2019** file.

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, 2019-September 30, 2020 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 2019 Medicare Relative Value Unit files (RVUs) effective October 1, 2019. To receive the updated codes you must load the **2019** file.

Tables section

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 October 1, 2019
- 2019 Medicare Clinical Laboratory Fee Schedule, October 1, 2019
- 2019 Medicare DME Fee Schedules; Prosthetics/Orthotics, and Supplies (DMEPOS) and Parenteral and Enteral Nutrition (DMEPEN), effective October 1, 2019

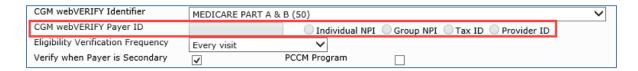
The updated files are available for import by selecting 2019 in the **Fee Schedule Year** list and the applicable file name in the **Fee Schedule File** list.

Update Procedure Prices (With RVU Values) (Tables > Procedure Code Table > Procedure Prices > Update Procedure Prices (With RVU Values))

This function now contains three new fields for **Update Dr Rate Schedule**, **Percentage to Update Prices** and **Rounding**, so it will be consistent with the other *Update Procedure Prices* functions.

Maintain Insurance Carriers (Tables > Insurance Carrier Table > Maintain Insurance Carriers) ***CGM webVERIFY Clients Only***

Added the following new fields to prepare for future updates to provide an enhanced list of CGM webVERIFY Payers. These fields are currently inactive.





Tables (cont.)

Copy All Fee Schedules (Tables > Fee Schedule Table > Copy All Fee Schedules) ***New Functionality***

This new function allows you to copy all Fee Schedules at one time into a new effective date. Each Fee

Schedule will be copied from the most recent effective date for that Fee Schedule into the new effective date.



Note: Any sliding income based Fee Schedules that have Annual Income selected for the Based On field in the Maintain Fee Schedules function, are excluded when using this function.



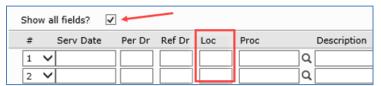
Transactions

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

You can now enter a **Location Code** on a procedure line item when the **Show all fields** option is selected. This change will enable claims to generate which require a procedure level place of service, which is different from the claim level place of service. The **Paper (HCFA 02/12)** and **Professional Electronic** claims will populate the location as follows:

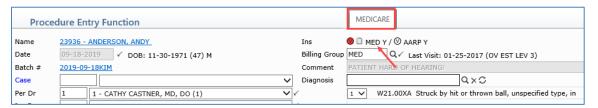
- Paper Box 24B will reflect the Place of Service code associated with the Location at the procedure line item
- Professional Electronic Loop 2400 Segment SV1-5 and Professional Electronic Loop 2420C will reflect the Location details

For additional information, see the *Procedure Entry Integration* entry under the *System* section of these release notes.



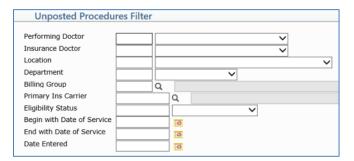
Procedure Entry Function (*Transactions > Procedure Entry Function*)

When you point to an insurance carrier code, the insurance carrier name will display now.



Unposted Procedures (Transactions > Unposted Procedures)

New filter options have been added and you can now sort by **Billing Group**, **Primary Ins Carrier**, **Eligibility Status** and **Date Entered**.



Note: When you select to filter by a specific field, you should ensure that the field is selected to display in the Column Selectable Fields function. Otherwise, when the filtered results are displayed, you will not see that column in the Unposted Procedures screen.



Transactions (cont.)

Bank Deposit Report (Transactions > Transaction Journals > Bank Deposit Report)

When you post multiple checks for a payment code, the individual check numbers and totals will now print below the payment code total, so it will be easier to balance.

Oct 28, 2019	123 Phoeni	IDE MEDICAL W MAIN ST .x, FL 85021 0-24-2019 thru 10-24-2019	Page 1
Guarantor's Name	Check #	Code Batch	Payment Amt
Antoinette, Marie MOTO, ANN G Ford, Gerald Ford, Gerald	BC887766 BC887766 MED123456 MED123456 MED123456 BC65432	MED MED BC CK	200.00 285.64 45.00 124.00 54.35 94.75 133.85 34.00 45.86
Total			1017.45
BC -	BCBS PMT Check # BC65432 Check # BC887766	464.49 133.85 330.64	
CK -	PT PMT-CHECK Check # 23678 Check # 558877	234.00 34.00	
MED -	MEDICARE PMT	318.96 273.10	
	eports/Transaction 3 and completed at 9:0	Journals/Bank Deposit 11AM on Oct 28 2019	