



RCM Cloud/Insight Release Notes

Version 2019.2



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General Information

How to Use this Document

What to Review

This document includes release information for the web application, RCM Cloud (previously referred to as “InsightCS Web”), the client server application, Insight, and items that affect both applications.

Therefore, it is divided into three major sections:

- **RCM Cloud** (items affecting RCM Cloud only).
- **Insight** (items affecting Insight only).
- **Common to RCM Cloud and Insight** (items affecting both RCM Cloud and Insight).

IMPORTANT



In addition to reviewing the items in the section for the product(s) you use (**RCM Cloud** or **Insight**), be sure to review the **Common to RCM Cloud** and **Insight** sections for items that have impact in both products.

Cumulative Release Notes

This document includes release notes for the base release version and all subsequent patches. Release notes for patches to this base release will be added to this document and redistributed with each subsequent patch.

Patch notes are prefaced with a header identifying their respective patch version number, but located in the document under the area of impact (i.e., **RCM Cloud**, **Insight**, or **Common to RCM Cloud and Insight**).

TIP



To quickly find specific items related to a patch version, use Find (Ctrl+F) to search by the given patch version ID (e.g., “2019.2.1”).

Setup, Configuration, Security, or Installation Information

No setup, configuration, security, or special installation steps needed unless referenced otherwise, as follows:

Examples:

SETUP



Additional Registry Key(s): BILLING_COMPLETE_AUTH_DATES

HELP



Please see online help documentation for details about configuration and use.

Technical Information

InsightCS Database and Interface Compatibility

2019.2 INTERFACES require that the InsightCS database also be at a minimum of 2019.2 BASE RELEASE.

Online Help Documentation Upon Installation

The 2019.2 release continues the delivery of the Online Help Documentation to the InsightCS BIN directory, based on an option within the installer (.msi). HELP includes the ability to access the documentation interactively within the InsightCS .NET Shell.

Contact Us



For questions or assistance regarding this release, Insight, or RCM Cloud, please contact Support Services via support@medsphere.com, or by calling 1-800-231-2011.

IMPORTANT



If your organization is currently in an implementation phase, please contact your Medsphere Implementation Team for questions or assistance regarding this release, Insight, or RCM Cloud.

User Group Enhancements

This release includes, among other client-initiated enhancements, those enhancements approved by vote in the 2016 User Group.

HELP



Please see online help documentation for details about the following User Group enhancement(s).

Scheduling/Resource Maintenance

Print Resource Availability

The Scheduling Resource Maintenance application is updated with the ability to print resource availability schedules from the system. A **Print** button is added to the Resource Availability Schedule. When clicked, it prints the new Reporting Services Resource Availability report.

Reference: Case CAS-48110

Work Item ID 94468

RCM Cloud

Patch 2019.2.8

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.8 patch release version.

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature.

Scheduling

Update Updated so that adding, updating, or canceling group appointments writes events to the SCORECARD_EVENT_ACTIVITY table, allowing for more complete productivity tracking.

Reference	Case	Work Item ID
	126392	3343

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Imaging

Issue When a patient needs to lift the finger or pen when signing a document in the **Imaging** quick action, LEADTOOLS® was canceling the signing mode instead of remaining in signing status until completed.

Resolution Updated so signing mode remains active until the user unchecks the signature box.

SETUP



Additional Setup:

If short annotation strokes, such as tapping the screen to dot an "i", are not visible after saving, increase the dots per inch (DPI) value in the FORM_TYPE_DEFAULT_RESOLUTION Global Registry key (the default is 100).

IMPORTANT



Keep in mind, increasing the resolution exponentially increases the size of the image saved to the file server.

Reference	Case	Work Item ID
	129900	3388

Payment Posting

Issue The check number did not save when adding a line item payment in the **Payment Entry** quick action.

Resolution Updated to save the check number entered with the line item payment using in the **Payment Entry** quick action.

Reference Case 127378, 127791 **Work Item ID** 3246

Registration

Issue When creating a visit for an MPI Only patient, the **By** field in the **Patient Registration** page of the Registration wizard displayed the user who *originally created the patient*.

Resolution Updated so the **By** field now displays the username of the user currently creating the new visit.

Reference Case 127718 **Work Item ID** NA

Scheduling

Issue The Scheduling calendar did not advance into the year 2021.

Resolution Updated so user can schedule appointments in 2021.

Reference Case 129047 **Work Item ID** NA

Patch 2019.2.7

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.7 patch release version.

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Billing

Issue Confusing error message displayed when the user clicked the **Add (+)** button twice while trying to add an adjustment in the **Adjustments** tab.

Resolution Updated so clicking **Add (+)** twice does not add a new row if any existing row does not have an adjustment code and date. Instead, select the incomplete row is selected.

Reference	Case	117710	Work Item ID	NA
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Imaging

Issue The LEADTOOLS® scanning host utilizes a single port, which is problematic when multiple sessions are running simultaneously. RCM Cloud needs to use a custom executable to recognize and use dynamic port assignment.

Resolution Created a custom scanning host to work with the imaging service which allows multiple sessions to run simultaneously.

SETUP



New Registry Keys: Added Global Registry key SCANNING_API, which defines the range of ports and protocol (http, https, null) to use when connecting to the LEADTOOLS® service.

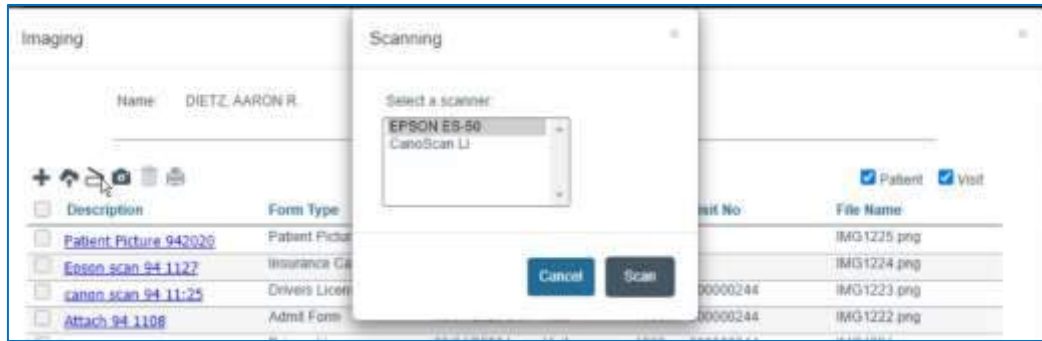
- Value 1 is delivered with 20001-20100.
- Value 2 is delivered with https. If Value 2 is null, it defaults to http.

Reference	Case	126171	Work Item ID	3181
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Issue When a user's computer was connected to more than one scanner, there was no option to select the specific scanner from the **Imaging** quick action's scanning functionality.

Resolution If the user has more than one scanner connected, a window displays for the user to select the specific scanner.

To use, click the scanner in the list, then click **Scan**, and that scanner's software launches.

**NOTE**

If the user has only one scanner, it is selected by default and launches that scanner's software automatically.

Reference Case 128304 **Work Item ID** 3337

Issue The **Imaging** quick action's scanning functionality closes its connection to the scanning host after five minutes if it cannot connect with a scanner.

Resolution Updated to allow the required configuration of the scanning timeout.

New Registry Keys: Added Global Registry key SCANNING_TIMEOUT to configure the number of seconds to timeout.

SETUP

Value 1 is delivered as "300" (seconds), in other words, 5 minutes.

IMPORTANT

To change the timeout, in Value 1, enter the amount of time in **seconds**. For example, enter "600" for 10-minute timeout.

Reference Case 128106 **Work Item ID** NA

Payment Posting

Issue When auto-batching was enabled (System Registry key AUTO_BATCH_PAY_ENTRY Value 1 to 1), attempting to add a Pay Code using the autocomplete field in the **Payment Entry** quick action produced an error ("Cannot read property 'then' of null") because the Payment wizard bypassed the Payment Batches page where the System is selected, resulting in the inability of the **Pay Code** autocomplete menu to find matching payment codes as they correspond to a System.

Resolution Updated so (when auto-batching is enabled - System Registry key AUTO_BATCH_PAY_ENTRY Value 1 = 1) the Payment wizard automatically selects the System as defined for the selected visit, allowing the **Pay Code** autocomplete field to generate appropriate options based on the System.

Reference	Case	125403, 126750	Work Item ID	3138
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Registration

Issue When performing a patient search by Social Security number, user had to click the **Search** button to launch the search; the Enter key was unresponsive.

Resolution Enter key now triggers the search just like the **Search** button when searching by Social Security number.

Reference	Case	122367	Work Item ID	NA
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Issue An overlapping dates error displayed incorrectly when overlapping dates were used on authorizations for two different insurances.

Resolution Updated to check for overlapping dates by insurance.

Reference	Case	119741	Work Item ID	NA
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Patch 2019.2.6

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.6 patch release version.

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature.

Scheduling

Update Updated Scheduling to include group appointments (along with the individual appointments) when using the **Patient Appointment Search**.

Reference	Case	122406	Work Item ID	2578
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Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

RCM Web Maintenance

Issue Attempts to save to **Inst Adj Code** field on the **Remittance Defaults** child accordion of Insurance Plan Maintenance resulted in an error.

Resolution Updated code to evaluate, validate, and update the field appropriately. Users can now save to the field without error.

Reference	Case	112683	Work Item ID	NA
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Collections

Issue An SP Data Service error displayed when attempting to enter a date into the **Last Activity Before** field in the **Bad Debt Selection** search.

Resolution Updated so users can now enter the date directly, without error.

Reference	Case	114889	Work Item ID	NA
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Payment Posting

Issue The date picker (calendar) for the **Deposit Date** in **Payment Posting** batch window only flashed briefly, causing the user to have to click in another field then click the **Deposit Date** field again to use the date picker.

Resolution The **Deposit Date** field date picker now launches properly when tabbed to or clicked directly in **Payment Posting**, the **Payment Entry** quick actions in Billing and Collections workspaces, and the **Copay Entry** quick action in the Scheduling workspace.

Reference	Case	111533, 121750	Work Item ID	1903
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Registration

Issue User received "User defined field Error: URN has been assigned to a visit level user defined field" when trying to save data in the **Additional Info** tab in Registration because one visit's URN matched another visit's visit number.

Resolution Updated **Additional Info** tab to better distinguish between visit- and patient-level data when saving and displaying information from user-defined fields.

Reference	Case	121586	Work Item ID	NA
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Issue Legal status codes applied to patients/visits and later disabled were not displaying on past visits or patient URNs even though save previous to disabling the codes.

Resolution Created a new filter to allow historical legal statuses that are later disabled to continue to display on the patient/visit, while also preventing users from adding the disabled legal status code on a new patient/visit.

Reference	Case	111022	Work Item ID	NA
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Patch 2019.2.5

The following “Patch” section itemizes updates and/or resolved issues included in the 2019.2.5 patch release version.

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Imaging

Issue In some instances, users received an error when attempting to upload and attach large documents.

Resolution Updated the new **Imaging** quick action to allow uploading larger-sized files, up to 30MB.

Reference	Case	110346	Work Item ID	NA
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Patch 2019.2.4

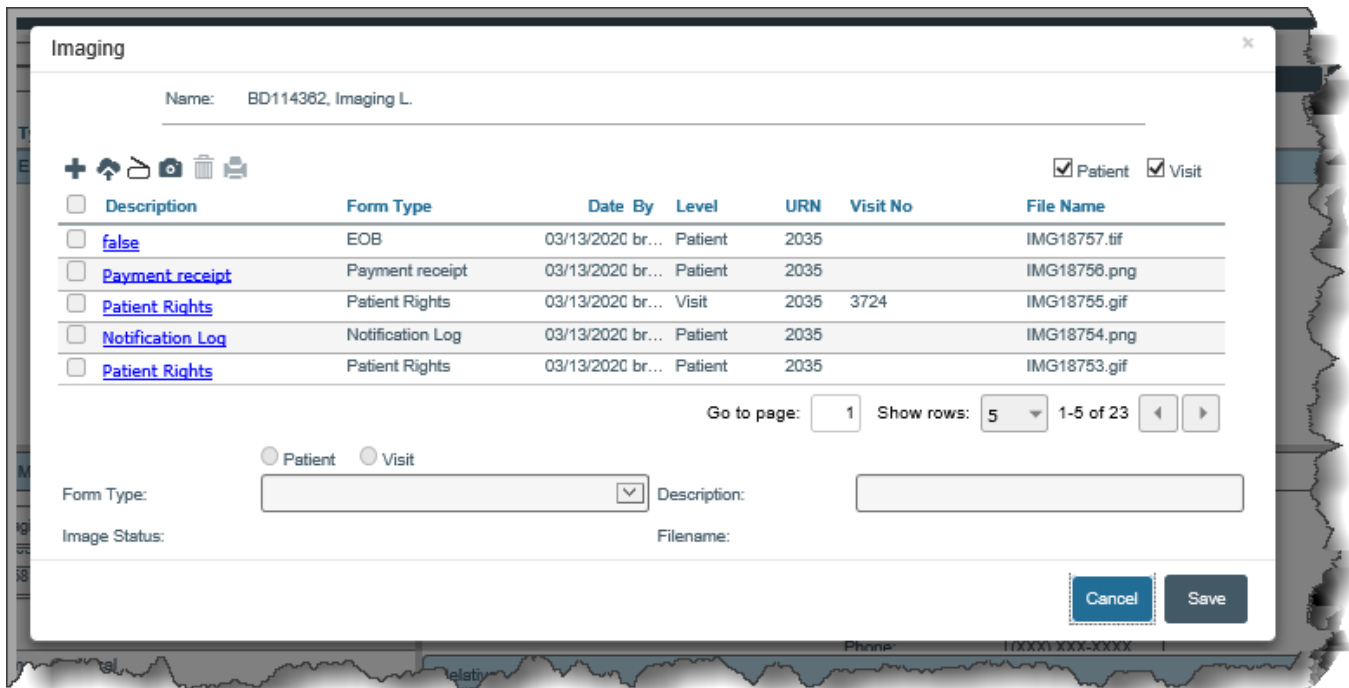
The following “Patch” section itemizes updates and/or resolved issues included in the 2019.2.4 patch release version.

New Features

This section introduces distinct and/or significant new functionality.

New Imaging Options – Scan, Annotate, Sign Documents

The **Attach Image** quick action is replaced with a new quick action, **Imaging**. The new **Imaging** quick action allows users to attach, view, delete, scan, capture, annotate, and sign images and documents. The quick action includes status messages for attaching and scanning.



Additional Registry Keys:

- Added Global Registry key FORM_TYPE_DEFAULT_RESOLUTION, which sets the DPI level on the image when it is written to the document service, is delivered with default value of 100.
- Added Global Registry key IMAGE_DOCUMENT_SERVICE_URL, which sets the URL for the document service itself, and is delivered with a URL for the document service.

SETUP



IMPORTANT



If a value exists for FORM_TYPE_CD, the value in FORM_TYPE_CD overrides the value set by the new registry key, FORM_TYPE_DEFAULT_RESOLUTION.

The new default value of 100 is only used if the FORM_TYPE_CD does not already have a resolution value set.

Additional Security Rights: To use this functionality, the user role must have the IMAGING-QA security right in order to activate the **Imaging** quick action.

Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com, or by calling 1-800-231-2011.



Cross-reference with other updates related to new **Imaging** functionality under the **Interfaces/Background Services** updates section of this document in *Common to ...>Patch 2019.2.4>Updates*.

Reference: Case 114362

Work Item ID 2047

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature.

Medical Records

Update Updated RCM Cloud's Medical Records workspace to integrate with external coding systems, specifically the 3M™ Coding and Reimbursement System. RCM Cloud sends visit information to and accepts information back from external systems via the **Ext. Coder** quick action.

SETUP



Additional Registry Keys:

- Location Registry key EXTERNAL_CODER Value 1 must be set to 3M.
- Global Registry key 3M_CRS_URL is delivered with Value 1 = 1 (enabled) and Value 2 = https://crs.3m.com.

Additional Security Rights: The user role must have the EXT-CODER-QA security right in order to activate the **Ext. Coder** quick action.

The client must also have a password provided by 3M™.

Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com, or by calling 1-800-231-2011.

Reference	Case	103960	Work Item ID	1060
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Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Billing

Issue After processing a refund review, users were seeing a work queue related error.

Resolution Updated logic to handle the **Refund Review** quick action processing to 1) refresh the work queue when a work queue is loaded or 2) land back on the workspace page when no work queue is loaded, since the **Refund Review** quick action operates independently of what work queue is loaded.

Reference	Case	114305	Work Item ID	NA
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Collections

Issue If a visit had a null create date in the room activity table, a warning displayed that read “cannot read property ‘getMonth’ of null”.

Resolution Changed the code so that piece of the application would not error if the room bed activity had a null value for create date.

Reference	Case	109784	Work Item ID	NA
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Payment Posting

Issue The **Guarantor ID** and **Name** did not display within the line item detail (visit) information section even when the data was available on the account.

Resolution Updated the JavaScript to properly display the data already retrieved.

Reference Case 111530 **Work Item ID** 1899

Registration

Issue The "Subscriber Relationship Required" patient type edit error displayed even when an insurance was not added to a visit.

Resolution Updated the logic so that to no longer trigger the "Subscriber Relationship Required" patient type edit error unless an insurance is being added.

Reference Case 115769 **Work Item ID** NA

Issue The **Visit Combine/Uncombine** quick action produced a non-descriptive error: Incorrect syntax near '2007115334'.

Resolution Updated to allow successful write to the NOTES_FF table.

Reference Case 114299 **Work Item ID** NA

Patch 2019.2.3

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.3 patch release version.

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Billing

Issue In the **Charges** child tab of **Visit** parent, if a user changed the value of a charge (either quantity or unit price), and the total amount for that line item spilled over into a four-digit number, then the amount was resolving as if the first comma was a decimal place. This occurred because (during a callback run after a user changed focus), a function interpreted the comma in a string value of X,XXX.XX as a decimal because commas are used for the purpose of a decimal place internationally.

Resolution Updated to scrub the string of the commas before the callback runs.

Reference	Case	111311	Work Item ID	NA
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Registration

Issue Users could not admit outpatient visits to rooms/beds using the New Patient or New Visit wizard in Registration.

Resolution Updated the functionality so the wizard now allows users to admit outpatients to rooms/beds in nursing stations that are configured to allow outpatient.

Reference	Case	113466	Work Item ID	NA
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Patch 2019.2.2

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.2 patch release version.

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature.

RCM Cloud Maintenance

Update Updated both the **Insurance Company** and **Insurance Plan** to have the **Enabled** checkbox set when adding a new one.

Reference	Case	Work Item ID
	112681	NA

General

Update The Visit, MRN, note Code, and description fields do not clear upon clicking **Add** when adding notes in the **Notes Entry** quick action.

Reference	Case	Work Item ID
	110640	NA

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

RCM Cloud Maintenance

Issue The **State** field was not populating when a zip code was entered in **Insurance Maintenance** because the code/logic was using a fixed (hard-coded) country code for finding data related to US zip codes that did not match the site's actual country code (USA vs US).

Resolution Updated the logic to use the client's actual country code instead of the fixed country code.

Reference	Case	Work Item ID
	112684	[number or NA]

Issue The Country Code did not display as expected when a Zip Code was entered in **Insurance Maintenance** because the code/logic was using a fixed (hard-coded) country code for finding data related to US zip codes that did not match the site's actual country code (USA vs US).

Resolution Updated the logic to use the client's actual country code instead of the fixed country code.

Reference	Case	Work Item ID
	112678	NA

Issue User received a Splash Screen Error when loading RCM Cloud Maintenance.

Resolution Added additional code to the splash screen to ensure the site reloads upon page refresh.

Reference Case 112685 **Work Item ID** [number or NA]

Billing

Issue If a diagnosis was assigned to a charge, then that diagnosis was deleted at the visit level, it was also deleted on the charge.

Resolution Updated the functionality to retain the charge diagnosis even if that diagnosis has is from the visit.

Reference Case 111768 **Work Item ID** NA

Collections

Issue If the user worked the only remaining item in a work queue, clearing the queue completely, then performed a patient search, the system would hang up.

Resolution Updated the functionality to prevent the work queue continually trying to refresh when a user performs a patient search immediately after clearing a work queue of its last item.

Reference Case 108460 **Work Item ID** NA

Payment Posting

Issue The system was trying to print a receipt on a line item release even after the user selected "No" on the confirmation window.

Resolution Updated Payment Posting to correctly handle receipt printing based on the user's answer in the confirmation window.

Reference Case 111694 **Work Item ID** NA

Issue In the **Payment Posting Insurance Payment** wizard, if the user entered information into the **Remittance Advice Line Item** window, clicked the **Previous** button to return to the batch screen, then clicked the **Next** button to return to the **Line Item** window, the previously entered data persisted, but the fields were disabled.

Resolution Updated the functionality so the **Remittance Advice Line Item** data fields remain enabled when moving between screens in the wizard.

Reference	Case	112660	Work Item ID	1912
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New Features

This section introduces distinct and/or significant new functionality.

HELP



Please see online help documentation for details about configuration and use of new features mentioned in this section.

General

RCM Cloud Maintenance Application Available

A new maintenance web application was created to manage various master tables, similar to **Codes Maintenance** in Insight. The application allows codes to be added, updated, and deleted.

Functionality to manage more codes sets will be available in future releases.



Reference: Case 92669

Work Item ID NA

Insurance Maintenance Added to RCM Cloud Maintenance

Insurance Maintenance is added as a workspace in the RCM Cloud Maintenance web application. **Insurance Maintenance** allows users to manage insurance company and plan information.

Reference: Case 100462

Work Item ID NA

New Notes Entry Quick Action Available in All Workspaces

A **Notes Entry** quick action is added for all workspaces. Users can enter notes for individual visits, or all visits associated with a patient's Medical Record Number (MRN). The quick action can be launched without selecting a row in a work queue or patient search.

The screenshot shows the 'Notes Entry' window. At the top, there's a 'Notes Pending Save' section with a table. The table has columns for 'Visit No', 'Code', and 'Narrative'. Below the table, it says 'No data to display'. There are navigation controls: 'Go to page: 1' and 'Show rows: 10' with '0-0 of 0' and arrow buttons. Below this is a 'Note' section with a form. The form has fields for 'Visit No:' (2319), 'Location:' (Barrington), and 'MRN:' (1094). The 'Name:' field contains 'Doe, John'. The 'Note:' field contains 'A12' and a text area with the text 'A - HCAP APPLICATION COMPLETED WITH DOCUMENTATION - COPY TO PATIENT/GUARANTOR - ORIGINAL SENT TO BILLING'. There are 'Add' and 'Clear' buttons on the right, and 'Cancel' and 'Save' buttons at the bottom.

Additionally, multiple notes can be added for multiple visits/patients in a batch. Just continue searching for visit or MRN and adding notes. Click **Save** to add all.

The screenshot shows the 'Notes Entry' window after adding a note. The 'Notes Pending Save' table now has one row with '2319' in the 'Visit No' column, 'A12' in the 'Code' column, and 'A - HCAP APPLICATION COMPLETED WITH DOCUMENT...' in the 'Narrative' column. The navigation controls show 'Go to page: 1' and 'Show rows: 10' with '1-1 of 1'. The 'Note' section form is empty, with 'Visit No:', 'Location:', and 'MRN:' fields. There are 'Add' and 'Clear' buttons on the right, and 'Cancel' and 'Save' buttons at the bottom.

SETUP



Additional Registry Keys: Global Registry key WEB_NOTE_COMBINE' Value 1 must be set to 1 to enable.

Additional Setup: To enable the quick action, the NOTES-ENTRY-QA security right must be granted to the role for the needed workspaces.

HELP



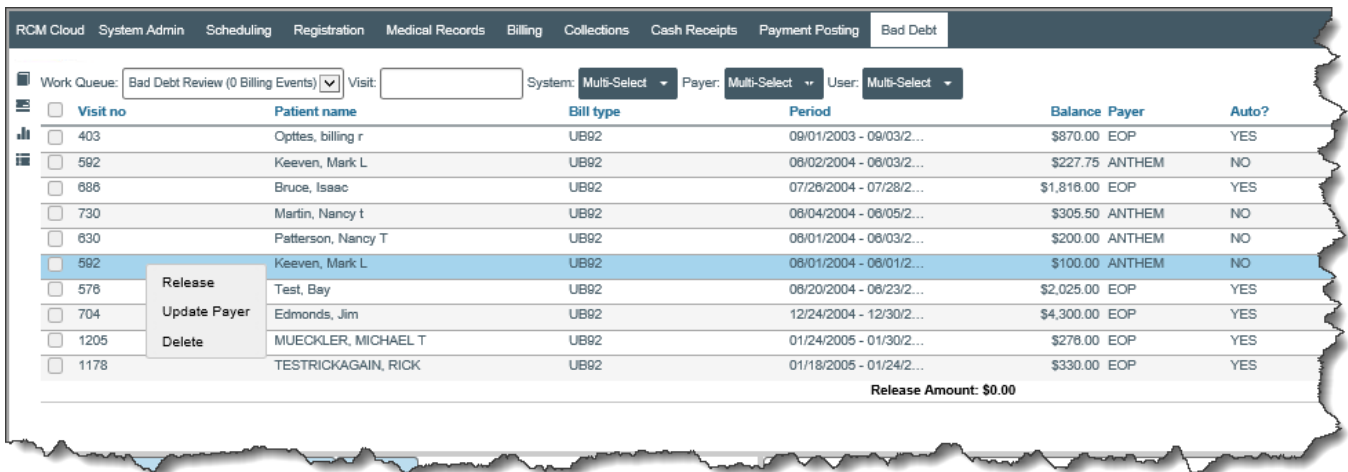
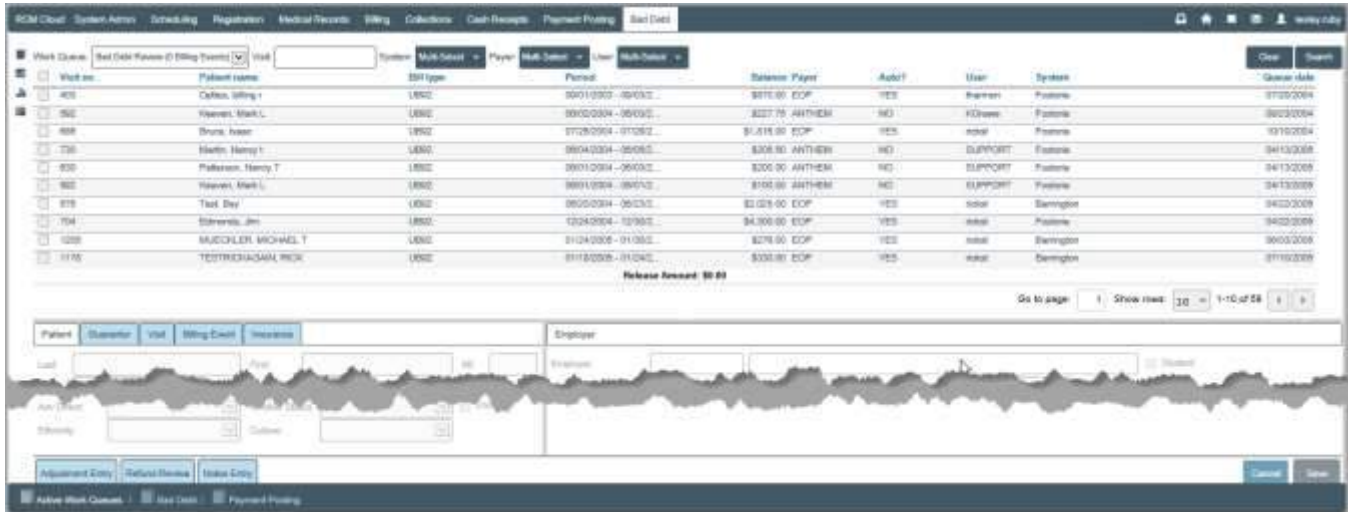
Please see online help documentation for additional details about configuration and use.

Reference: Case 104572

Work Item ID NA

New Workspace - Bad Debt

A Bad Debt workspace is added to allow users to review and release billing events that are marked for bad debt. There is also a menu option for Billing Selection, which allows the user to search for billing events with a variety of criteria (balance, bill type, last activity date, etc.) and mark them for bad debt review.



HELP Please see online help documentation for details about configuration and use.

Reference: Case 94551

Work Item ID NA

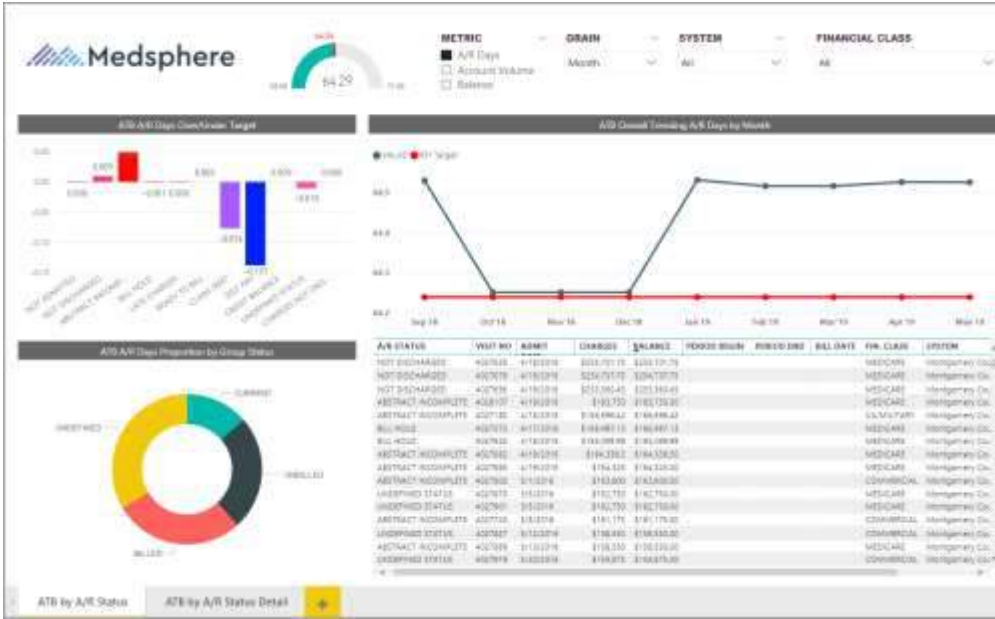
Dashboards

Power BI Dashboard – ATB A/R Status

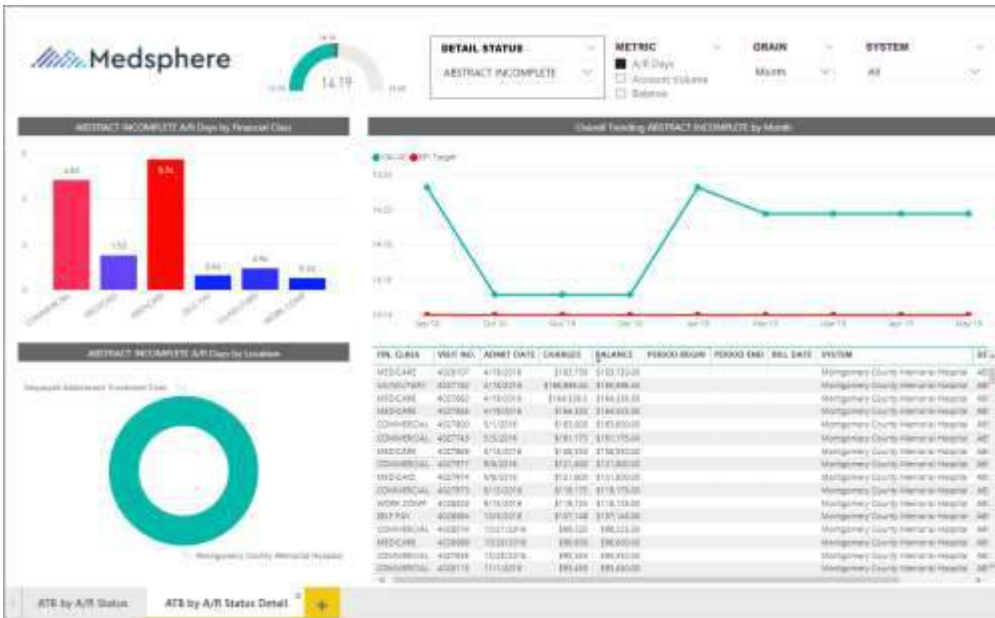
To help you make informed business decisions from your data, a new ATB A/R Status dashboard is available. The ATB A/R Status dashboard is based on the existing ATB A/R Status report, using consistent data groupings and parameters also used in the existing report.

Leveraging Microsoft's Power BI technology, the dashboard displays data groupings using graphs, charts, and other visual means to convey information, making it easier for users or analysts to find segments of accounts, or even specific accounts, that need attention.

The ATB A/R Status dashboard provides perspective as to whether your implemented action plan has had the desired effect over time.



The ATB A/R Status dashboard allows for client-specified key performance indicators (KPI) targets (or Medsphere-specified targets based on HFMA KPI Targets) as well as canned KPI target calculations based on historical values.



SETUP



Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference: **Case** 105466


Work Item ID 1115

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature.

General

Update Text for long notes now wraps in **Notes** lists.

IMPORTANT  This update applies to the following:


- The Visit > Notes tabs in all workspaces
- The Billing Event > Notes tab
- The Claim Error Notes tab
- The expanded line item notes in the Open and Pending Actions tab. The user is now able to view the entire note in the list.

Reference **Case** 92487 **Work Item ID** NA

Update The **Location** drop-down functionality is updated so that if a user does not have the MULTI_LOC security right, the **Location** drop-down does not display in the **Registration** wizard. Additionally, the **Location** drop-down is locked and defaults to the user's base location in other workspaces and work queues.


Reference **Case** 92551 **Work Item ID** NA

Update Error check for "Excessive No-Show" is added to Scheduling that informs the user of previous no-show appointments.

SETUP  **Additional Setup:** The error check must be enabled for any needed patient types.

Reference **Case** CAS-52132 **Work Item ID** 94477


Update After selecting a date from a calendar popup, the focus moves to the next field, retaining the tab order without continuously popping up the date calendar. If the next field is also a date field, then the calendar pops up appropriately.

IMPORTANT  This change affects all workspaces.

Reference **Case** 92446 **Work Item ID** NA

Update The **User Productivity** chart at the bottom of the **Data Panel** can be removed.

SETUP



Additional Registry Keys: The **User Productivity** chart is enabled by default with the Global Registry Key `USER_PRODUCTIVITY_ENABLED` delivered with Value 1 set to 1.

To **not display** the chart, set Value 1 to 0 for the Global Registry Key `USER_PRODUCTIVITY_ENABLED`

Reference Case 101755 **Work Item ID** NA


Update The accuracy of the item counts displayed in work queues is improved, and more information is added to the display. Along with the counts, which display in parenthesis in the work queue drop-down for a workspace, the number of rows in the queue and a summary (including the total billing events/charges, claims/balance, or visits) displays below the work queue list.



Reference Case 92528 **Work Item ID** NA

Update As the font color for appointments in the Scheduling workspace displays white, the sample text font in the **Appt Color** field in **Item Maintenance** is updated to also display white (against the existing default background color of blue), to better represent how the font-to-background color contrast displays in the Scheduling workspace.

HELP



Please see online help documentation for details about configuration and use of color-coding display in Scheduling.

Reference Case 101990 **Work Item ID** NA

Billing

Update The **Bill Annul** quick action is updated to give the user the option to annul both final and interim bills or pending insurance claims.

Billing Annulment

Visit No: 38

Bill Type	Period
UB04	07/15/2002 - 02/27/2003
UB04	LATE

Showing: 1 of 1 pages

Annul Type: Bill Claim

Cancel Save

Reference Case 104405 **Work Item ID** NA

Update A Global Registry key is added to allow the configuration of the default Charge Date in Charge Entry.

The Global Registry key CHGENTRY_DEFAULT_DATE determines whether the date defaults to the current date or the visit's admit date.

SETUP



Additional Registry Keys: Global Registry key 'CHGENTRY_DEFAULT_DATE'

Value 1 must be set to 1, which defaults the **Charge Date** field to the visit's admit date, if it has one.

The date will default to the current date if the visit does not have an admit date or if the key is disabled (Value 1 = 0).

IMPORTANT



This update applies to the following:

- HCPCS Related Charges tab in Medical Records workspace.
- Charges tab in Billing and Collections workspaces.

Reference Case 92529 **Work Item ID** NA

Update A read-only **Payments** child tab is added under the **Billing Event** parent tab in the Billing workspace.

Reference	Case	89965	Work Item ID	NA
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Update The **Visit Combine/Un-Combine** quick action is added to the Billing and Registration workspaces. **Visit Combine/Un-Combine** allows users to copy data from the selected “From” visit to the designated “To” visit.

When combined, the following information is added to the “To” visit:

- Charges
- Payments
- Notes
- Diagnoses
- Surgeons
- Episodes
- Procedures.

IMPORTANT



Notes are written on both visits to detail the information that was copied.

SETUP



Additional Setup: To enable the functionality, the web role must have the VISIT-COMBINE-UNCOMBINE-QA security right defined for the ADT/Registration and/or Billing application areas.

Reference	Case	97143	Work Item ID	NA
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Collections

Update The Release Refund quick action is added for all workspaces. Release pending refunds individually or in batches from the quick action. Users can update amount and comments fields, as well.

SETUP



Additional Setup: To enable the quick action, the REFUND-REVIEW-QA security right must be granted to the role.

Additional Security Rights: To release refunds, the REFUND_REL security must be granted to the user in User Maintenance.

Reference	Case	96609	Work Item ID	NA
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Update An **Adjustment Entry** quick action is added for all workspaces and allows the user to add and release adjustments for multiple visits. Users can launch **Adjustment Entry** without a record selected in the workspace.

SETUP



Additional Setup: To enable the functionality, the web role must have the ADJUSTMENT-ENTRY-QA security right defined for an application area (e.g., Billing, Registration, Collections, etc.).

Additional Security Rights: To release adjustments, the user must have the ADJ_REL right in **User Maintenance**.

Additional Registry Keys: The Global Registry key AUTO_RELEASE_ADJ_ENTRY is added to allow adjustments to be automatically released upon clicking **Save** on the quick action.

Reference	Case	Work Item ID
	94049	NA

Medical Records

Update The "Complete for Billing and Reporting" option is removed from the **Status** drop-down in the **Abstracting** tab in the Medical Records workspace.

Reference	Case	Work Item ID
	92458	NA

Payment Posting

Update Payment Posting is updated as follows:

- Within the **Line-Item Detail** tab of a selected payment, users can now update the **Period** field for an *unreleased* payment.
- When a user updates the payment amount in the **Line Item Detail** tab of a selected payment, the **Current Balance** field now updates to the new value.
- The **New Line Item** button remains active when an already-posted line item is selected so the user does not need to refresh the batch work queue or reselect the batch in order to post a *new* line item to it.

Reference	Case	Work Item ID
	94530	NA

Registration

Update An **Insurance Contact Phone** field is added to the **Authorizations** child tab under the **Insurance** tab in the Registration workspace. It displays the insurance's authorization phone number defined in the **Authorization Phone** field, which is added to the **Insurance Plan** window in **Insurance Maintenance**.

Reference	Case	Work Item ID
	92547	NA

Update A new **Physicians** child tab is added under the **Patient** parent tab in the Billing, Collections, Medical Records, Registration, and Scheduling workspaces. This tab

allows users to add physicians at the patient level (such as a Practice Provider and/or Primary Care Physician), using a configured physician type.

SETUP

Additional Setup: A patient-level option is added to Codes Maintenance > Physician Type Master Codes to allow adding physicians at the patient level using any physician type with the **Patient Level** option checked.

Reference	Case	92453	Work Item ID	NA
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Update Added the option to use address information to search for an insurance in the **Insurance** tab in various workspaces. When enabled, the insurance autocomplete field displays results based on the insurance's name, street address, city, state, and zip code.

SETUP

Additional Registry Keys: To enable, use the Global Registry key INS_SEARCH_ADDRESS_ENABLED with Value 1 set to 1.

Reference	Case	102202	Work Item ID	NA
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Update Added an **Autoload registration visit from scheduling** option to **User Profile** settings. When checked, the **Visit Autoload** function defaults for the user so that the user can right click on an individual appointment in the Scheduling workspace and select **Display in Registration**, which loads the visit into the Registration workspace.

HELP

Please see online help documentation for details about configuration and use of the **Visit Autoload** feature.

Reference	Case	102447	Work Item ID	NA
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Update The **Visit Combine/Un-Combine** quick action is added to the Registration and Billing workspaces. **Visit Combine/Un-Combine** allows users to copy data from the selected "From" visit to the designated "To" visit.

When combined, the following information is added to the "To" visit:

- Charges
- Payments
- Notes
- Diagnoses
- Surgeons
- Episodes
- Procedures.

IMPORTANT

Notes are written on both visits to detail the information that was copied.

SETUP

Additional Setup: To enable the functionality, the web role must have the VISIT-COMBINE-UNCOMBINE-QA security right defined for the ADT/Registration and/or Billing application areas.

Reference Case 97143 **Work Item ID** NA

Scheduling

Update Arrival date and hospital service are added as available columns in Patient Search in both the Availability Wizard and Add Appointment windows.

Reference Case 94620 **Work Item ID** NA

Update When scheduling a new patient, the data entered during the patient search is pulled forward into the **New Patient** window of the Scheduling wizard, including first name, last name, middle initial, date of birth, and Social Security number.

Reference Case 92455 **Work Item ID** NA

Update A search option for date of birth is added to the patient search in the Scheduling wizard. The search also includes options for recent visit, all visits, or current visits. The results list now displays Hospital Service, Arrival Date, and Birth Date,

Reference Case CAS-52940 **Work Item ID** 94621

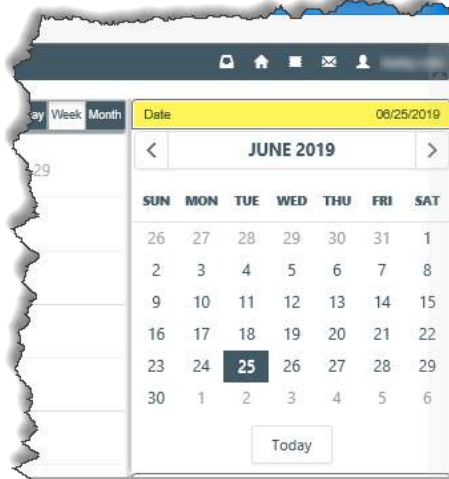
Update Added the ability to edit the **Freeform** field of diagnoses from the **Diagnosis** child tab of the **Visit** tab in Scheduling and Registration workspaces. When selected, the **Freeform** field for admitting and secondary diagnoses is enabled for updating.

IMPORTANT

This update only applies to the **Diagnosis** tab in Registration and Scheduling workspaces. The **Freeform** field in the **Diagnosis** tab in other workspaces remains read only.

Reference Case 102211 **Work Item ID** NA

Update The date selected in the **Calendar** in Scheduling now displays in MM/DD/YYYY format in the **Calendar** header.



Reference Case 92536 **Work Item ID** NA

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Billing

Issue Charge Entry was not pulling back the appropriate HCPCS for a charge when the charge date was equal to the HCPCS termination date.

Resolution The database call is updated to pull back the appropriate HCPCS for a charge when the charge date is equal to the HCPCS termination date.

Reference Case 93097 **Work Item ID** NA

Issue When attempting to resolve or delete a claim in the Rejected Claim Queue in billing, users received an error, "Resolve/Delete/Ignore Claim non-static method requires a target." due to a deleted insurance in the database.

Resolution The insurance status function is updated to check for a missing insurance. It now displays an error to the user that the insurance row is missing.

Reference Case 88186 **Work Item ID** NA

Issue The **Entered Date** field in the **Payments/Adjustments** tab displayed the CREATE_DATE for an adjustment instead of the date it was worked.

Resolution The **Entered Date** now displays the WORK_DATE from the ADJUSTMENTS table.

Reference Case 104813 **Work Item ID** NA

Collections

Issue A future action displayed twice in the **Open & Pending Actions** tab in the Collections workspace.

Resolution The **Collection Event** tab is updated to prevent the **Open & Pending Actions** tab from duplicating existing future actions when a collection event is selected.

Reference Case 87066 **Work Item ID** NA

Issue "Exceptions Caught!" error presented in Collections workspace when performing two different actions.

Resolution Disabled the **Recalc Balance Code** button in the **Collection Event** tab and the **Open and Pending Actions** tab in Collections if the selected billing event has an "Open" status.

Reference	Case	108261	Work Item ID	NA
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Payment Posting

Issue A report was not generated when a user imported ERAs using Chrome browser; instead, an error was thrown.

Resolution RCM Cloud is updated to generate both import reports for a remittance import.

Reference	Case	88744	Work Item ID	NA
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Issue After importing an 835 (ERA) file, a message does not display the status of the import or error when the file cannot import or imports partially.

Resolution An **Import Status** window is added to the **Remittance Import** process in Payment Posting to display the batch number, in-balance status, import status, claim count, added claims count, and out of balance claims count.

Reference	Case	89367	Work Item ID	NA
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Issue When trying to delete batches in Payment Posting, an error displayed, stating "DELETE statement conflicted with REFERENCE constraint FK_REMIT_ADV_REMARK_CODES_REMIT_ADV_WORK."

Resolution The code is modified to use REMIT_DATE as well as REMIT_NO to find REMIT_ADV_WORK row.

Reference	Case	88925	Work Item ID	NA
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Registration

Issue When trying to cancel a visit, a user received an error because a result saved on an order associated to the visit was not removed correctly during the cancellation process.

Resolution The user can cancel a visit successfully, even if there is a result saved on a cancelled order.

Reference	Case	100967	Work Item ID	NA
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Scheduling

Issue Insurances were not carrying over when creating new visits through Scheduling.

Resolution Active insurances for an existing patient now carry over to a new visit created in Scheduling for that patient.

Reference **Case** CAS-52588 **Work Item ID** 94605

Issue Insurances from the most recent patient visit were not copied over to the new patient visit from Scheduling when no previous patient visits were admitted.

Resolution Now, the insurances from the most recent visit are pulled by create date when none of the previous visits have been admitted.

Reference **Case** 89534 **Work Item ID** NA

Issue Medical Necessity checking was only using the first diagnosis on a visit, rather than checking against all diagnosis codes present on the visit.

Resolution Medical Necessity now checks against all diagnoses present on a visit.

Reference **Case** 100880 **Work Item ID** NA

Common to RCM Cloud and Insight

The items in this section represent updates and/or resolved issues that impact both RCM Cloud and Insight (e.g., Reports, Interfaces, Nightly Processes).

IMPORTANT



Please be sure to review this section in addition to the sections pertaining to your respective product needs.

Patch 2019.2.4¹

The following “Patch” section itemizes updates and/or resolved issues included in the 2019.2.4 patch release version.

Updates

Enhancements, improvements, or changes made not related to a defect or a new feature.

Reports

Report *Census by Insurance Plan*

Update The Census by Insurance Plan is added to the ADT - Registration folder. The report displays a list of all admitted patients for a specific date and location, grouped by insurance plan.

Reference	Case	114585	Work Item ID	NA
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Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Reports

Report *Appointments by Resource*

Issue The **Scheduling** report, **Appointments by Resource**, did not display group appointment information.

Resolution Updated stored procedure to account for and display group appointment types.

Reference	Case	127489	Work Item ID	NA
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Report *Patient Appointments*

Issue The **Scheduling** report, **Patient Appointments**, did not display group appointment information.

Resolution Updated stored procedure to account for and display group appointment types.

¹ Delivered with InsightCS 2019.2.4

Reference	Case	127486	Work Item ID	NA
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Patch 2019.2.6

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.6 patch release version.

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Reports

Report *Miscellaneous Reports*

Issue When accessing snapshots in RCM Cloud, the actual snapshot that was saved off was not pulled back. Regardless of the snapshot selected, the report was running in real-time. The application was incorrectly using the parameter HistoryId=xxx to retrieve a historical report instead of the expected Snapshot=xxx.

Resolution Updated RCM Cloud to use the proper parameter when retrieving historical snapshot reports.

Reference	Case	115351	Work Item ID	NA
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Report *Claims Management*

Issue Billing Exceptions and Billing Selection reports were appended to the end of the Claims Management reports menu.

Resolution Updated to sort the Reports menu alphabetically.

Reference	Case	115109	Work Item ID	NA
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Patch 2019.2.4²

The following “Patch” section itemizes updates and/or resolved issues included in the 2019.2.4 patch release version that apply to both RCM Cloud and Insight functionality.

Updates

Enhancements, improvements, or changes made not related to a defect or a new feature.

Interfaces/Background Services

Application *EngineHL7ToSisInkHL7*

Update RCM Cloud interfaces updated to send complete image files to external systems when images are attached to a patient, visit, or billing event.

Additional Registry Keys:

- Added Global Registry key PATIENT_PICTURE_DESCRIPTION delivered with Value 1 = “Patient Picture”.
- Added Global Registry key PATIENT_PICTURE_FORM_TYPE delivered with Value 1 = “PAT_PICT”. – PAT_PICT as the default form type.
- Installed Global Registry key INF_PAT_PIC_FORM_TYPE with Value 1 null.

TIP



INF_PAT_PIC_FORM_TYPE value1 should be set to an existing FORM_TYPE_CD from the FORM_TYPE_MSTR that will indicate a Patient Picture form type. This key indirectly controls the value of OBX.5.2.

When the form type being sent out matches the key, OBX.5.2 is sent out as 'PICTURE' to indicate a patient picture. All other form types create OBX.5.2 as “GENERAL”.

SETUP



- Installed Global Registry key INF_OUTBND_FULL_IMG with Value 1 defaulted to 0.

TIP



INF_OUTBND_FULL_IMG VALUE1 can be either 0 or 1 where 1 indicates that attaching an image generates a T02 instead (and includes full image data) of a T01. It simply changes the value of OBX.5.2

Additional Registry Values Keys:

- Global Registry Values key INF_INTERFACED_FORM_TYPE_CD is included in the script but not installed.
 - Defines types of files, by FORM_TYPE_CD, for sending outbound. If the key is not present, all form types are accepted.
- The Global Registry Values key INF_OUT_EXTENSION_ALLOWED is installed with the following entries to define types of extension for sending outbound:
 - .bmp ○ .pdf ○ .jpeg ○ .tif
 - .gif ○ .png ○ .jpg ○ .tiff



Cross-reference with updates related to new **Imaging** quick action under **New Features** in RCM Cloud>Patch 2019.2.4>New Features section of this document.

² Delivered by 2019.2 INF-2 with 2019.2 Web.4

Reference Case 115145 **Work Item ID** 2060

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Interfaces/Background Services

Application *EngineHL7ToSisInkHL7*

Issue A34 messages were unable to determine the URN for the FROM URN in a merge when using the Null URN Strategy is used.

Resolution Updated interfaces so the FROM URN is found when an A34 message is received, regardless of the strategy used.

Reference Case 116088 **Work Item ID** NA

Patch 2019.2.2

The following “Patch” section itemizes updates and/or resolved issues included in the 2019.2.2 patch release version.

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature that apply to both RCM Cloud and Insight functionality.

Interfaces/Background Services

Application *SisInkEventToSisInkHL7 / SisnkHL7ToIcsDb*

Update Visit- and patient-level alert codes can be sent to and received from other systems via interface.

SETUP



Additional Registry Keys: Global Registry key INF_ZAL_INF_ALERT Value 1 must be set to TRUE to enable.

Additional Setup: Interface strategy files must be updated.

For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference	Case	111103	Work Item ID	1720
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Patch 2019.2.1

The following “Patch” section itemizes updates and/or resolved issues included in the 2019.2.1 patch release version.

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature that apply to both RCM Cloud and Insight functionality.

Patient Accounting/Billing

Application **Billing**

Update Added a Ready to Bill function for Professional Charges. The **Ready to Bill** function allows billing to pick up individual professional charges when enabled in the Visit > Charges tab in the Billing, Bad Debt, and Collections workspaces as well as the HCPCS Related Charges tab in the Medical Records workspace.

When checked, a professional charge is billed. Unchecked charges are skipped by billing. Depending on Billing options, charges with the same professional component code and physician can be grouped into billing events.

IMPORTANT



If any charges in a group with matching physicians/component codes are unchecked, then none of the charges bill.

Unbilled charges remain in an open Billing Event until their Ready to Bill box is checked. Unbilled charges display on the Billing Exceptions report under the “Ready-To-Bill Flag is False” exception.

SETUP



Additional Registry Keys: To enable the functionality, Global Registry key ENABLE_READY_TO_BILL value 1 must be set to 1.

Additional Setup: Entries for professional component codes must be added to the CLAIM_REGISTRY table. There is also a 1500 billing option that must be updated.

For more information, please contact Support Services via support@medsphere.com, or by calling 1-800-231-2011.

Reference	Case	94048	Work Item ID	NA
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Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature that apply to both RCM Cloud and Insight functionality.

Interfaces/Background Services

Application *SisInkHL7ToIcsDB*

Update Two new strategies are introduced to accommodate the capture and storage of the Legal Status and county billing information.

SETUP



Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference	Case	90883	Work Item ID	NA
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Maintenance

Medical Records

Application *Diagnosis Related Group Maintenance*

Update The **Diagnosis Related Group Maintenance** application import process is updated to import more fields (Relative Weight, MDC, Outlier LOS, LTC, etc.) by configuring the Global Registry Values key DRG_IMPORT. Default values for the key are installed.

SETUP



Additional Registry Keys: Global Registry Values key DRG_IMPORT must be configured with valid values that correspond to the tab-delimited import file.

Additional Setup: Please coordinate with Support Services to enable this enhancement. Contact support Services via email at support@medsphere.com, or by calling 1-800-231-2011.

IMPORTANT



The previous import Global Registry keys (DRG_IMPORT_CODE_COL_ID, DRG_IMPORT_DESC_COL_IDX, DRG_IMPORT_DRG_TYPE, DRG_IMPORT_EFFECTIVE_DATE, and DRG_IMPORTS_STATUS_COL_IDX) were deprecated.

Reference	Case	92532	Work Item ID	NA
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Patient Accounting

Application *Charge Maintenance*

Update A scrollbar is added to the **Copy To** function in **Charge Maintenance** so that the full name of the system being copied to displays.

Reference	Case	91370	Work Item ID	NA
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Scheduling

Application *Resource Maintenance*

Update The Scheduling Resource Maintenance application is updated with the ability to print resource availability schedules from the system. A **Print** button is added to the Resource Availability Schedule. When clicked, it prints the new Reporting Services Resource Availability report.

Reference Case CAS-48110 **Work Item ID** 94468

Patient Accounting/Billing

Application *Billing*

Update Billing is updated to allow the outpatient location code to determine which place of service is used for service lines in the 1500 837 file.

A new FL24B 1500 billing option allows a place of service to be populated based on the outpatient location code.

SETUP



Additional Registry Keys: CLAIM_PAT_TYPE_REGISTRY table, key FL24B_OP_X, where X is the outpatient location code. Value1 will house the value to be used as the POS code.

Additional Setup: F1500_OPTIONS will need to be updated to option 7 for FL24B.

If F1500_OPTIONS.FL24B is set to 7 and there is no matching configuration found in CLAIM_PAT_TYPE_REGISTRY for key FL24B_OP_X, then default billing option used will be '1', printing 21 for inpatient and 22 for outpatient.

Reference Case CAS-47617 **Work Item ID** 94505

Application *Billing*

Update Functionality is added to populate a CLIA number on the claim from a Claim Registry table entry, based on claim code. Separate configurations allow for inpatient and outpatient claims.

SETUP



Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference Case 86407 **Work Item ID** NA

Reports

Application *Codes Import*

Update To make the creation of the Codes Import report optional, Global Registry keys are added to enable the creation of the snapshot report when importing codes in **APC Maintenance, Diagnosis Maintenance, DRG Maintenance, HCPCS Maintenance, and Procedure Maintenance.**

SETUP



Additional Registry Keys: APC_IMPORT_SNAPSHOT_ENABLE, DX_IMPORT_SNAPSHOT_ENABLE, DRG_IMPORT_SNAPSHOT_ENABLE, HCPCS_IMPORT_SNAPSHOT_ENABLE, and PX_IMPORT_SNAPSHOT_ENABLE

Value 1 must be set to 1 in order for the snapshot report to be created. The registry keys are delivered by script as enabled.

Reference	Case	CAS-50249	Work Item ID	94086
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Resolved Issues

Issues (i.e., bugs or defects) that **apply to both RCM Cloud and Insight functionality** that are fixed in this release.

Interfaces/Background Services

Application **ICSPrintService**

Issue Transient network errors and deadlocks were causing Print Service jobs to fail.

Resolution Automatic retries are instituted for Print Service.

Reference Case CAS-53056 **Work Item ID** 94504

Application **EngineHL7ToSisInkHL7**

Issue When processing an inbound interface message containing an employer that does not already exist in the database, the new employer record was saved to the database with the second line of the street address overwriting the first line of the street address, not saving the first line of the street address at all.

Resolution When processing an inbound interface message containing an employer that does not already exist in the database, the new employer record is saved to the database with the address as it was sent in the message.

Reference Case 92762 **Work Item ID** NA

Application **EngineHL7ToSisInkHL7**

Issue The EngineHL7ToSisInkHL7 interface could not establish a connection with another engine if a carriage return was at the end of its CONF file.

Resolution Updated the EngineHL7ToSisInkHL7 interface to ignore blank lines at the end of the CONF file.

Reference Case CAS-50589 **Work Item ID** 94395

Application **OEChargeProc**

Issue OEPrintProc and OEChargeProc were not able to successfully process orders for an item ID that had an apostrophe in it, which should not be an allowed character.

Resolution **Item Maintenance** is updated to prevent users from creating item IDs that include apostrophes.

Reference Case 91613 **Work Item ID** NA

Application **SisInkEventToSisInkHL7**

Issue The message "Cannot find attribute emp_phone_no_country_cd in element VISIT in the EventToHL7v2 solution" was reported in the interface log file as an ERROR.

Resolution The EventToHL7v2 solution is updated to report the message as an informational message.

Reference Case CAS-54575 **Work Item ID** 94543

Application *CDR Processor*

Issue CDR files failed to load when the Claim Status Code was greater than a length of 5 characters.

Resolution CDR Processor now successfully processes CDR files with Claim Status Codes of up to 10 characters.

Reference Case 86479 **Work Item ID** NA

Application *IcsTransService*

Issue The Transaction Service attempted to run 270 and 278 requests whether or not 270 or 278 functionality was turned on for any EDI ID.

Resolution The Transaction Service only runs 270 or 278 requests if at least one EDI ID is configured for processing that kind of request.

Reference Case CAS-50265 **Work Item ID** 94072

Application *EngineHL7ToSisInkHL7*

Issue When an existing legal status was not included in an inbound message, the term date was being set to today's date even if the status was previously termed.

Resolution Logic is updated to prevent updating a previously termed status when the existing legal status is not in the inbound record.

Reference Case 96480 **Work Item ID** NA

Application *EngineHL7ToSisInkHL7*

Issue URN was written into the **DOC#** field in the **Legal Status Detail** window because the **DOC#** was pulled from PID.4 in inbound ADT HL7 messages when using the StdLegalStatusStrategy.

Resolution Updated the StdLegalStatusStrategy to pull the **DOC#** from PID.36 in the inbound ADT HL7 messages.

Reference Case 95275 **Work Item ID** NA

Application *SisInkHL7ToIcsDB*

Issue When the INF_ACCEPT_URN_INBND_ONLY registry key is set to 1, patient merges caused the interfaces to crash with a missing URN error. The previous URN was also being calculated incorrectly, resulting in an unsuccessful merge.

Resolution An update to the interface code uses the URN from the HL7 message when the INF_ACCEPT_URN_INBND_ONLY registry key is set to 1. The previous URN calculates correctly to allow for the merge to occur successfully.

Reference Case 102955 **Work Item ID** NA

Maintenance

Medical Records

Application *Diagnosis Maintenance*

Issue Code import applications would not allow new codes to have a backdated effective date.

Resolution **APC Maintenance, Diagnosis Maintenance, DRG Maintenance, HCPCS Maintenance, and Procedure Maintenance** are all updated to allow for backdated effective dates, and logging capability by enabling Global Registry key CODES_IMPORT_LOG_FILE.

SETUP



Additional Registry Keys: Global Registry key CODES_IMPORT_LOG_FILE
When Value 1 = 1, the log file is created after the import process. The registry key is delivered by script as disabled.

Reference Case CAS-49915 **Work Item ID** 93990

System/Facility

Application *User Maintenance*

Issue Users with just the CRCMNT_INQ security cannot browse CAS Reason Codes in **CAS Reason Code Maintenance**.

Resolution Updated the **CAS Reason Code Maintenance** application so that users with just the CRCMNT_INQ security can browse CAS Reason Codes.

Reference Case CAS-47401 **Work Item ID** 85889

Application *Global Registry Maintenance*

Issue The drop-down menus to select **Admit Point** and **OP Location** conflicted with each other when both were enabled.

Resolution Disabled the **Admit Point** drop-down menu whenever the **OP Location** drop-down menu is active.

Reference	Case	CAS-50220	Work Item ID	94037
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Nightly Processes

Application *Automated Billing*

Issue Automated Billing allowed annulling a visit's episodes while the visit was being billed, resulting in orphaned data.

Resolution An update prevents users from annulling visits while they are being billed.

Reference	Case	CAS-49059	Work Item ID	93965
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Patient Accounting/Billing

Application *Billing*

Issue The payer name in the 837 file was limited to 35 characters, even though the application allowed up to 60 characters to be entered.

Resolution The payer name in the 837 file allows up to 60 characters, to match the insurance plan name's maximum length.

Reference	Case	97385	Work Item ID	NA
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Application *Billing*

Issue End of Month claims were dropping without an abstracted status when the visit was auto discharged on the last day of the month.

Resolution Billing is corrected to respect the abstract status in this scenario.

Reference	Case	86475	Work Item ID	NA
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Application *Billing*

Issue The patient's phone number was displaying in the FL33 Pay To field of the 1500 form; instead of the facility/location's phone number.

Resolution A new billing option is added to display the facility/location phone number in the FL33 Pay To field.

SETUP



Additional Setup: Update the F1500_OPTIONS.PAY_TO column/option to 3 for the desired claim codes.

Reference	Case	89527	Work Item ID	NA
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Application *Billing*

Issue When a 1500 claim had multiple service lines with the same HCPCS and price but different dates, only the first service line appeared in the 837 file.


Resolution If there are multiple service lines on a 1500 claim with the same HCPCS and price but different dates, all of the service lines appear in the 837 file.

Reference **Case** 89634 **Work Item ID** NA

Application *Billing*

Issue The ambulatory HCPCS on the claim did not use the HCPCS date that was assigned in the application, rather than the date assigned to the earliest revenue line that matches the ambulatory HCPCS revenue line, as required by some payers.

Resolution Two new billing options are added to place the ambulatory HCPCS on the claim using the HCPCS date assigned in the application. One new option only processes the ambulatory HCPCS that are dated within the claim's bill period and the other option processes all ambulatory HCPCS on the visit.

	<p>SETUP</p> <p>Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.</p>
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Reference **Case** CAS-45833 **Work Item ID** 85758

Application *Billing*

Issue Billing encountered an SQL conversion error during the UB92 Creation step.

Resolution Billing is now able to complete successfully.

Reference **Case** 91475 **Work Item ID** NA

Application *Billing*

Issue Claims were erroneously flagged for missing EDI_MSTR configurations.

Resolution Claims now only receive the "Missing Outbound Path" billing exception if their Claim EDI ID has the missing configuration.

Reference **Case** 91473 **Work Item ID** NA

Application *Billing*

Issue Disabled country codes sometimes showed in the country drop-down list if they had the same description as enabled codes, even though only the enabled codes should show up. Additionally, enabled codes did not show up for the same reason.

Resolution The country drop-down list was updated to correctly filter out disabled codes. Users are not able to select countries that are marked as disabled in the database.

Reference Case CAS-50230 **Work Item ID** 94015

Application *Billing*

Issue Flat rate for \$0 credit was unexpectedly showing as negative, preventing it from rolling up with the \$0 charge.

Resolution Flat rate now uses the absolute value, as flat rate should never be negative.

Reference Case CAS-54098 **Work Item ID** 94532

Application *Billing*

Issue Billing was receiving an error in generating the bill type when rebilling an open episode with split authorizations.

Resolution An error no longer occurs when rebilling an open episode with split authorizations.


Reference Case CAS-50958 **Work Item ID** 94393

Application *Billing*

Issue Rebills were using incorrect statement dates if a statement date prior to the admit date was used previously.

Resolution Two new billing options are added to use the earliest charge date on rebills when the charge is prior to the admit date, and when the admit date is selected as the period begin date for the rebill.

SETUP



Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com, or by calling 1-800-231-2011.

Reference Case CAS-53720 **Work Item ID** 94512

Application *Billing*

Issue Duplicate 837 files were created if billing failed during the 837-creation step,

Resolution Updated billing to only create 837 files once all rules are processed.

Reference Case CAS-47906 **Work Item ID** 94021

Application *Billing*

Issue Billing allows for the insurance authorizations to go up to the day before the discharge date, but the discharge date was not included on the bill that was produced except on the next bill run as a final interim.

Resolution The billing authorization steps are updated so that if the authorizations go to the day before the discharge date, then the discharge date is included as the last date of the episode, when the global registry key, BILLING_AUTH_INCLUDE_DISCH, is enabled.

SETUP



Additional Registry Keys: Enable BILLING_AUTH_INCLUDE_DISCH Global Registry Key (set Value 1 to 1) to allow the discharge date to be included in the last authorization period in billing.

Reference Case 102532 **Work Item ID** NA

Application *Billing*

Issue If a charge came in from the interfaces on a visit that was already final billed, but the last episode was accepted by Claims Processing, then the charge was not indicated as a late charge.

Resolution Updated the interfaces so that if the visit has been final billed, all charges that come in are treated as late charges.

Reference Case 103186 **Work Item ID** NA

Reports

Application *Bed Board Census*

Issue The Bed board Census report was missing the Age, Sex, and Smoking status columns.

Resolution Updated the report to include all necessary columns.

Reference Case CAS- 49443 **Work Item ID** 94017

Application *Canceled Admissions*

Issue The Canceled Admissions report did not display canceled visit admissions for patients that had been deleted.

Resolution Updated the Canceled Admissions report to capture any existing and deleted patients with a canceled visit admission.

Reference Case CAS-49833 **Work Item ID** 93991

Application *Institutional EOB*

Issue Service-level remark codes were not included in the Institutional EOB report.

Resolution Service-level remark codes are now included in the Institutional EOB report.

Reference Case CAS-55366 **Work Item ID** 94564

Application *Patient Deficiencies*

Issue When attempting to print out a multi-page Patient Deficiencies report, the last column of every page after the first page printed on a separate page.

Resolution Adjusted report layout to ensure all columns print out on a single page.

Reference Case CAS-49443 **Work Item ID** 94071

Application *Institutional EOB*

Issue Service line denials were not displaying individual denial amounts properly on the Institutional EOB report.

Resolution Service line denials now display individual denial amounts properly.

Reference Case CAS-55293 **Work Item ID** 94562

Application *Patient Audit Log*

Issue Patient Audit Log report was causing slow response in operation when run with all actions as a parameter.

Resolution Report code is streamlined to run more efficiently when all actions are selected as a parameter.

Reference Case CAS-50402 **Work Item ID** 94373

Application *UB04 Paper Print Batch*

Issue NDC information did not appear in the service line description on the UB04 Paper Print report.

Resolution NDC information appears on the UB04 Paper Print report in the service line description field.

Reference Case 88497 **Work Item ID** NA

Application *Insurance Aging*

Issue Due to a report configuration error, users were unable to access the Insurance Aging report.

Resolution An updated script is developed to correct the configuration of the data path in Reports.

Reference Case 93537 **Work Item ID** NA

Application *Rev Cd Charges by GL Dept*

Issue Rev Cd Charges by GL Department report was printing the final columns on a separate page.

Resolution Adjusted the layout of the report to ensure it prints all columns on a single page.

Reference Case CAS- 48697 **Work Item ID** 94018

Application *Period Financial Summary By Payer*

Issue The **Charges Total** field in the report header rows was not properly summing the charges from the visits in the group.

Resolution The **Charges Total** field in the report header rows now properly sums up the charges from all visits in the groups.

Reference Case 87848 **Work Item ID** NA

Application *Usage Charge Department – Posting Date*

Issue Usage Charge Department – Posting Date report was printing the final columns on a separate page.

Resolution Adjusted the layout of the report to ensure it prints all columns on a single page.

Reference Case CAS- 48697 **Work Item ID** 94018

Insight

Patch 2019.2.4

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.4 patch release version.

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Medical Records

Application **Encoder**

Issue Patients with an admit date of 01/01/2020 had blank fields for age in the 3M™ Coding and Reimbursement System.

Resolution Adjusted the admit date format for year to 4 digits (YYYY) for patients sent to the 3M™ Coding and Reimbursement System.

Reference Case 115600 **Work Item ID** [number or NA]

Patient Accounting

Application **Reassign Charges**

Issue When attempting to search for a visit in the **Reassign Charges** application of the **Patient Accounting** application area, users were unable to key in anything other than a numeric value.

Resolution Updated the datatype for the Visit text boxes in the Reassign Charges to allow entering alpha and hyphen ("-") characters.

Reference Case 118129 **Work Item ID** NA

Patch 2019.2.3

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.3 patch release version that apply to both RCM Cloud and Insight functionality.

Updates

Enhancements, improvements, or changes made not related to a defect or a new feature.

Patient Accounting

Application **Billing**

Update A PWK segment is added to the 837 professional electronic billing file to communicate "paperwork" information (Claim Attachment).

Default values for professional bills are delivered by script to the EDI_837_MSG_RULES table.

Reference Case 114914 **Work Item ID** NA

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

Order Management

Application **Order Entry**

Issue If a user left the **Order Entry** application open, the Perform Date for orders was set to the Create Date of the previous order created by the same user. This happened even if the Location Registry key of NO_SAVE_ORDER_PERFORM_DATE was set to Value 1=1, which should reset the perform date to the current date/time for each order item entered.

Resolution Updated **Order Entry** so that the Perform Date defaults to the date/time when the user enters the visit number into the **Order Entry** dialog, rather than the date/time the user opens the **Order Entry** dialog. Sites can update Value 1 to 1 to enforce the reset date/time for each order item entered.

Reference Case 113536 **Work Item ID** NA

Patient Accounting

Application **Remittance Advice Entry**

Issue When updating a batch in Remittance Advice Entry, an occasional error was thrown: "Line item information has changed in the DB. Updates to line item information failed"

Resolution Updated the **Remittance Advice Entry** application so this error only occurs, as expected, when two users are updating the same batch at the same time.

Reference Case 115811 **Work Item ID** NA

Reports

Application *Admissions by Hospital Service*

Issue Printing the **Admissions by Hospital Service** report generated a second page that had no content other than the header and footer.

Resolution Resized the report to print on one page.

Reference **Case** 117806 **Work Item ID** NA

Patch 2019.2.2

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.2.2 patch release version.

Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

ADT/Registration

Application **Admission Cancel**

Issue When trying to cancel a visit, a user received an error because a result saved on an order associated to the visit was not removed correctly during the cancellation process.

Resolution The user can cancel a visit successfully, even if there is a result saved on a cancelled order.

Reference Case 101911 **Work Item ID** NA

Patient Accounting

Application **Combine Visit**

Issue After a Visit Combine/Uncombine, payments were not showing in the Insight screens due to missing data in the database.

Resolution Updated the Visit Combine/Uncombine so that a combine or uncombine creates all necessary database entries to allow payments to display in RCM Cloud.

Reference Case 109510 **Work Item ID** NA

Application **Billing Service Manager**

Issue None of the existing billing options were capable sending procedure descriptions when using non-specific procedure codes.

Resolution Developed a new billing option that uses a Claim Registry key to determine when procedure descriptions should populate with charge descriptions.

SETUP



Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference Case 110848 **Work Item ID** [number or NA]

Updates

Other enhancements, improvements, or changes made not related to a defect or a new feature.

Medical Records

Application *Encoder*

Update A new product authorization key for 3M encoder functionality is updated and stored in the 3M INI file.

IMPORTANT



Medsphere contacted customers individually who are utilizing this functionality to make the necessary updates in their environments.

Reference	Case	96575	Work Item ID	NA
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Patient Accounting

Application *Charge Entry*

Update A Global Registry key is added to allow the configuration of the default Charge Date in Charge Entry.

The Global Registry key CHGENTRY_DEFAULT_DATE determines whether the date defaults to the current date or the visit's admit date.

SETUP



Additional Registry Keys: Global Registry key 'CHGENTRY_DEFAULT_DATE'

Value 1 must be set to 1, which defaults the Charge Date field to the visit's admit date, if it has one.

The date will default to the current date if the visit does not have an admit date or if the key is disabled (Value 1 = 0).

Reference	Case	92529	Work Item ID	NA
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Resolved Issues

Issues (i.e., bugs or defects) fixed in this release.

General

Application *Miscellaneous*

Issue The Registration application did not allow the entry of 9-digits into the URN field.

Resolution The URN length is updated at the base level for the URN look up to accept a 9-digit URN.

IMPORTANT



This is a global update to URN length throughout the application.

Reference Case 91866 **Work Item ID** NA

Application *Miscellaneous*

Issue In Registration, if the guarantor was set to be the patient and the patient email was longer than 60 characters, the user received a multiple-step SQL error when trying to save the visit. Additionally, there were two email fields in **Group Maintenance** that were not using the standard email datatype, which could lead to similar issues in the future.

Resolution The guarantor email field is updated to be the same length as the patient email address field. Additionally, **Group Maintenance** is updated to use the standard email datatype to prevent similar issues in future.

Reference Case CAS-49847 **Work Item ID** 93981

ADT/Registration

Application *Insurance Verification*

Issue The verification date textbox in Visit Detail > Insurances was not emptied of old data when a user navigated between an insurance that was verified and one that was not.

Resolution The verification date textbox is emptied if the selected insurance has not been verified.

Reference Case CAS-51587 **Work Item ID** 94403

Application *Insurance Verification*

Issue If payments and/or adjustments were applied to an insurance, users were able to change or delete the insurance, even if episodes had been billed.

Resolution Updated insurance applications so that deletion or change of insurance cannot occur if episodes have been billed.

Reference	Case	CAS-54446	Work Item ID	90585
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Application *Insurance Maintenance*

Issue When **Auto Post Adjustment** was selected on the **Insurance Plan Maintenance** window without setting one or both adjustment codes, a blank error message displayed, prompting the user for a Yes/No choice.

Resolution The error message now displays the proper message to the user.

Reference	Case	CAS-50299	Work Item ID	94073
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Application *Registration*

Issue A database error was preventing users from updating URNs from Registration if the URN had associated Legal Status records.

Resolution Modified the database calls so that the error no longer occurs.

Reference	Case	CAS-50442	Work Item ID	94383
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Application *Patient Type Maintenance*

Issue The application crashes when a user selects a patient type in Patient Type Maintenance if any Patient Type GL Category Code exists without a description.

Resolution Patient Type Maintenance will not crash the application if any Patient Type GL Category Code exists without a description.

Reference	Case	CAS-49350	Work Item ID	93963
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Application *Registration*

Issue A visit's advance directive was not carried forward to a new visit.

Resolution When you add a new visit from an existing visit that has an advance directive, the advance directive code carries forward to the new visit.

Reference	Case	CAS-51967	Work Item ID	94576
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Application *Registration*

Issue If a referring physician was assigned to a visit and saved, the next time the user opened the **Referral Info** subdialog, the physician did not display. Additionally, updates and deletions to the referring physician were not saved.

Resolution If a referring physician is assigned to a visit, it displays whenever the **Referral Info** subdialog is opened. Additionally, modifications and deletions of the referring physician are saved.

Reference	Case	CAS-49800	Work Item ID	93978
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Application *Newborn Registration*

Issue Newborn Registration allowed users to set the birth time and admit time of a newborn to an invalid time, which inappropriately saved the date as 12/30/1899 in the database. Additionally, if the subscriber relationship code was set to "Mother", the relationship type was not updated to match correctly.

Resolution In Newborn Registration, the admit time and birth time are checked before saving the new visit, preventing invalid times from saving to the visit. Additionally, the subscriber relationship type is corrected if the relationship code is set to "Mother".

Reference **Case** CAS-52850 **Work Item ID** 94464

Application *Utilization Review*

Issue When adding a note in **Utilization Review**, the note code disappeared from the note code if the user altered the full text note that populated the text box after entering or searching for selecting a note code.

Resolution Updated the code that controls adding notes using a later version of Insight that fixed this issue.

Reference **Case** 104328 **Work Item ID** NA

Application *Insurance Verification*

Issue After triggering a user edit failure in **Insurance Verification**, if a user then tried again to save, the user receives an error stating "Encountered insurance rank of less than 1!" because insurances were not properly re-ranked with positive rank values after a user edit failure.

Resolution Added logic to restore positive rank values to all insurances following a user edit failure.

Reference **Case** 100638 **Work Item ID** NA

Imaging**Application** *Form Type Maintenance*

Issue In **Form Type Maintenance**, an error was thrown when updating a form type background file if the image form directory set in **Profile Maintenance** did not match to the file system's casing exactly.

Resolution In **Form Type Maintenance**, an error does not occur when updating a form type background file if the image form directory set in **Profile Maintenance** does not match to the file system's casing exactly, as the casing does not affect whether the file can be accessed and used.

Reference **Case** CAS-49543 **Work Item ID** 93975

Application *Imaging*

Issue Images with landscape orientation were printing out using portrait orientation, resulting in split pages or data omitted from printouts.

Resolution Images that use landscape orientation now print with landscape orientation.

Reference Case CAS-54806 **Work Item ID** 91964

Medical Records

Application *Diagnosis Maintenance*

Issue When updating or adding a description in Diagnosis Maintenance, an effective date prior to the current date was not allowed.

Resolution Diagnosis Maintenance is updated with the same logic used when importing diagnosis codes: It now allows users to enter an effective date prior to the current date, as long as it is not prior to the previous effective date.

Reference Case CAS-55215 **Work Item ID** 94546

Application *Abstracting*

Issue Application was no longer displaying Admit Types and Patient Types that were incompatible with the visit's current state.

Resolution When Global Registry key is enabled, application will now display all Admit Types and Patient Types, even if selecting them will cause errors.

SETUP

Additional Setup: For complete setup information, please contact Support Services via support@medsphere.com, or by calling 1-800-231-2011.

Reference Case 91704 **Work Item ID** NA

Application *Abstracting*

Issue When using TruCode as an external coder, if the user coded a visit that had multiple instances of the same procedure code associated with different dates but the same surgeon, the user experienced an error when processing the data back into Insight indicating that duplicate surgeons are being associated with the same procedure.

Resolution When using TruCode as an external coder, if the user is coding a visit that has multiple instances of the same procedure code associated with different dates but the same surgeon, the surgeon is mapped to each procedure code appropriately during the import back into Insight.

Reference Case 96882 **Work Item ID** NA

Order Management

Application *Frequency Maintenance*

Issue A non user-friendly error message displayed when trying to delete a frequency that was in use by an item.

Resolution Implemented a check to see if a frequency is currently in use by an item; if so, a user-friendly error message displays upon trying to delete the frequency.

Reference Case CAS-50200 **Work Item ID** 93995

Application *Order Entry*

Issue The **Clear** button on Order Entry did not clear all fields.

Resolution Selecting the **Clear** button now deletes all requested inputs.

Reference Case CAS-55233 **Work Item ID** 94547

Patient Accounting

Application *Account Balance Transfer*

Issue The **Account Balance Transfer** application was inappropriately allowing the transfer of balances to and from Group visits.

Resolution Updated **Account Balance Transfer** to no longer allow balance transfers to and from group visits. Users are prompted with an error message when they enter a Group visit in the **From Account** or **To Account** visit number fields.

Reference Case CAS-45913 **Work Item ID** 94023

Application *Charge Entry*

Issue Charge Entry application is not pulling back the proper HCPCS for the charge when the charge date is equal to the HCPCS termination date.

Resolution Updated the database call to pull back the proper HCPCS for the charge when the charge date is equal to the HCPCS termination date.

Reference Case 91341 **Work Item ID** NA

Application *Charge Entry*

Issue If the charge description was updated for a charge, the new description was not displayed in Charge Entry on the date that the new description was effective. It only displayed in Charge Entry on the day after it was effective and forward.

Resolution If the charge description is updated for a charge, the new charge description is displayed in Charge Entry on the date that the new description is effective.

Reference	Case	100199	Work Item ID	NA
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Application *Charge Maintenance*

Issue Following upgrade to 2017.3, charge pricing history no longer displayed in descending order.

Resolution Charge Maintenance is updated to display the charge pricing history in descending order.

Reference	Case	91932	Work Item ID	NA
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Application *Charge Maintenance*

Issue When adding a time-based charge with a duration over two hours, the charge entry application displayed the error "The parameter is incorrect". The error displayed after populating the start date and time then tabbing out of the start time field.

Resolution Updated Insight to correctly calculate the end date and time.

Reference	Case	CAS-47899	Work Item ID	93946
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Application *Charge Maintenance*

Issue National Reference Codes were not saved when added to a charge code that did not have a National Reference Code associated with it previously, or if all effective dates were in the future.

Resolution Modified the update charge function so that National Reference Codes are saved regardless of whether any existed for the charge code previously, including when none of the codes are currently effective.

Reference	Case	CAS-50492	Work Item ID	94379
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Application *Charge Maintenance*

Issue **Charge Maintenance** was writing to the Charge Description History and Revenue ID History tables prematurely before a user selected **OK** on the main window.

Resolution Adjusted the placement of database updates so that all related tables are updated at the same time.

Reference	Case	CAS-50504	Work Item ID	94381
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Application *Charge Maintenance*

Issue In **Charge Entry**, the charge's default physician is not checked against the visit's location.

Resolution Updated **Charge Entry** so that the physician on the charge is now checked against the visit's location after the charge is entered in **Charge Entry**.

Reference Case CAS-52554 **Work Item ID** 94478

Application *Claim Management*

Issue Episode create date was getting overwritten with the episode bill date.

Resolution The finalize billing event process is corrected so that the create date is no longer overwritten by the date that the bill was accepted/auto posted.

Reference Case CAS-53757 **Work Item ID** 94560

Application *Claim Resolution*

Issue The Claim Event Coding job failed if it did not find a claim agent to assign for a claim event it was trying to process.

Resolution The Claim Event Coding job assigns the default claim agent if a claim agent is not found for a claim event it is trying to process.

Reference Case 96355 **Work Item ID** NA

Application *Claim Resolution*

Issue Sometimes Claim Resolution timed out instead of returning data if the stored procedure took too long to return the data.

Resolution The data-gathering stored procedure in Claim Resolution is updated to return data more efficiently.

Reference Case CAS-45826 **Work Item ID** 85261

Application *Claim Resolution*

Issue Event message for a CDR processing error displayed incorrectly.

Resolution Corrected code so that message displays as intended.

Reference Case CAS-49523 **Work Item ID** 94074

Application *Claim Resolution*

Issue When attempting to annul a claim from Claim Management for a claim that had a payment with service lines, the user received a reference constraint error for the EPISODE_REMIT_ADV_SVC_DETAIL table.

Resolution Claim Management application successfully removes data from EPISODE_REMIT_ADV_SVC_DETAIL and EPISODE_REMIT_ADV_DENIAL tables as part of the annul process.

Reference Case 91923 **Work Item ID** NA

Application *Group Billing*

Issue User could access **Group Billing** without the needed security right (GRPBILL).

Resolution User can only access **Group Billing** if the proper security right (GRPBILL) is granted.

Reference **Case** CAS-48322 **Work Item ID** 94022

Application *Notes Entry*

Issue In some circumstances when saving Notes in Notes Entry, the save did not complete because expected data was not found during the save, and the user received an error message similar to, "Either BOF or EOF is True."

Resolution In Notes Entry, when saving notes, the application performs several checks before committing data to successfully save the notes and prevent the user from receiving the "...BOF or EOF..." error message.

Reference **Case** CAS-54608 **Work Item ID** 94544

Application *Payment Entry*

Issue Users had to remove the header included in the Zirmed csv Payment Import file manually before import or error messages that the visit number in these lines were invalid were logged during the import process.

Resolution The number of header lines in the file is now stored in a configurable registry key for use with Payment Import. If this key is configured correctly, the users do not need to remove the header before importing the file.

SETUP

Additional Registry Keys: Global Registry key
PE_IMPORT_SKIP_HEADER, delivered by script with default value of 1.

Reference **Case** 89152 **Work Item ID** NA

Application *Visit Detail*

Issue A charge was saved in the database with the invalid charge date of 12/30/1899.

Resolution The Charge Update dialog is updated to require a valid charge date to save a modification to a charge.

Reference **Case** CAS-47958 **Work Item ID** 94020

Application *Rebill Request*

Issue When a Rebill Request Is done without episode selection, COB information isn't generated for secondary claims.

Resolution	Developed a warning message to inform the user of the ramifications of not selecting a Billing Period when performing a rebill request. When trying to submit a rebill for an account that has payment information and no period is selected for the rebill, the warning message reminding the user that prior payment information will not be included if he/she proceeds; the user can click No to include additional information in the rebill.		
Reference	Case	CAS-46230	Work Item ID 93986
Application	Remittance Advice Entry		
Issue	Insight did not allow a user to create CAS Reason Codes or add a Claim Denial to a payment through Remittance Advice Entry for a Vendor Group with an ID of zero.		
Resolution	Updated so users can now add CAS Reason Codes to a Vendor Group with an ID of zero as well as add Claim Denials to a payment through Remittance Advice Entry using a Vendor Group with an ID of zero.		
Reference	Case	CAS-48295	Work Item ID 93820
Application	Visit Detail		
Issue	Visit Detail sometimes loaded very slowly or hung up when a visit had payment(s) with a large number of service lines, remarks, and/or denials.		
Resolution	Updated Visit Detail to load more efficiently when a visit has payment(s) with a large number of service lines, remarks and/or denials, reducing the load time.		
Reference	Case	CAS-55379	Work Item ID 94563
Application	Visit Merge		
Issue	When attempting to complete a Visit Merge, the user received an error that referenced the LEGAL_STATUS_CRIME_MODIFIERS table and the merge failed.		
Resolution	Users can successfully perform a Visit Merge even when the From URN being deleted has entries in LEGAL_STATUS_CRIME_MODIFIERS; those are removed appropriately.		
Reference	Case	95358	Work Item ID NA
Application	Remittance Advice Entry		
Issue	In Remittance Advice Entry, users were receiving the error, "A line item to be added already exists. Please contact data processing," because background processing tables were out of sync.		
Resolution	In Remittance Advice Entry, users should not receive the error, "A line item...already exists..." because the background processing tables should re-sync if they ever become out of sync.		

Reference	Case	102493	Work Item ID	NA
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Application *Claim Management*

Issue Unable to successfully retrieve any proof of timely filing (POTF) files using the POTF functionality. The error log did not show any details of the error.

Resolution Updated POTF methods to allow for communication through TLS1 or TLS2 which resolved issues with POTF retrieval. Additionally, updated POTF logging to log errors and error details when this process fails.

Reference	Case	104317	Work Item ID	NA
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Application *Combine Visit*

Issue **Combine Visit** was not correctly generating GL entries for new charges, adjustments, and payments created on the To visit.

Resolution **Combine Visit** is updated to generate GL entries successfully when moving charges, adjustments, and payments to another visit using.

Reference	Case	94781	Work Item ID	NA
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Scheduling

Application *Scheduling*

Issue In some circumstances when a resource had limited availability on the same day in two different departments at the same location, Scheduling included both departments' appointments when calculating the resources availability.

Resolution In Scheduling, if a resource has limited availability on the same day in two different departments at the same location, Scheduling only checks against the department to which the user is trying to schedule when determining whether the resource is available.

Reference	Case	CAS-52300	Work Item ID	94448
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Application *Scheduling*

Issue When only adjusting the start time of an appointment, the primary resource times reset to their default values, even if they were previously changed by the user for that appointment, which is not consistent with the functionality of the scheduler when making other adjustments to the start and end times of appointments.

Resolution Updated scheduler logic to determine if the primary resource is scheduled to the end of the original appointment. This makes scheduling behavior consistent across different types of scheduling scenarios.

Reference	Case	CAS-50383	Work Item ID	94088
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