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RCM Cloud/Insight Release Notes

Version 2019.3

Contents

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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.

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Technical Information

InsightCS Database and Interface Compatibility

2019.3 INTERFACES require that the InsightCS database also be at a minimum of 2019.3 BASE RELEASE.

Online Help Documentation Upon Installation

The 2019.3 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.

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RCM Cloud

Patch 2019.3.4

InsightWeb_2019.3.4.38

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.3.4 patch release version.

Updates

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

Billing

Update	Updated the **Rebill Request** quick action to display the insurance policy effective dates.			
Reference	**Case**	118726	**Work Item ID**	NA

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**	126392, 129786	**Work Item ID**	3343

Resolved Issues

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

Billing

Issue	Client was unable to successfully retrieve any POTFs using the POTF functionality, and the error message did not show any details as to the source of the issue.			
Resolution	Updated POTF methods to allow for communication through TLS1 or TLS2 which resolves issues with POTF retrieval at client site. RCM now displays a more detailed error message if the connection fails.			
Reference	**Case**	117807	**Work Item ID**	NA

Issue	When altering a **Credit** quantity in the **Charges** tab, if a user deleted the "–" (negative operator), they could not type it back in, effectively creating a charge if saved.

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Resolution	Updated code to explicitly allow the user to enter the "–" (negative operator) in the credit quantity field.

Reference	**Case**	130472	**Work Item ID**	NA

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**	129900, 129922	**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, 129294	**Work Item ID**	NA

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Patch 2019.3.3

InsightWeb_2019.3.3.33

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.3.3 patch release version.

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

Billing

Update   Updated the **Charge Diagnosis** window to allow users to manually add, delete, and re-rank charge diagnoses.
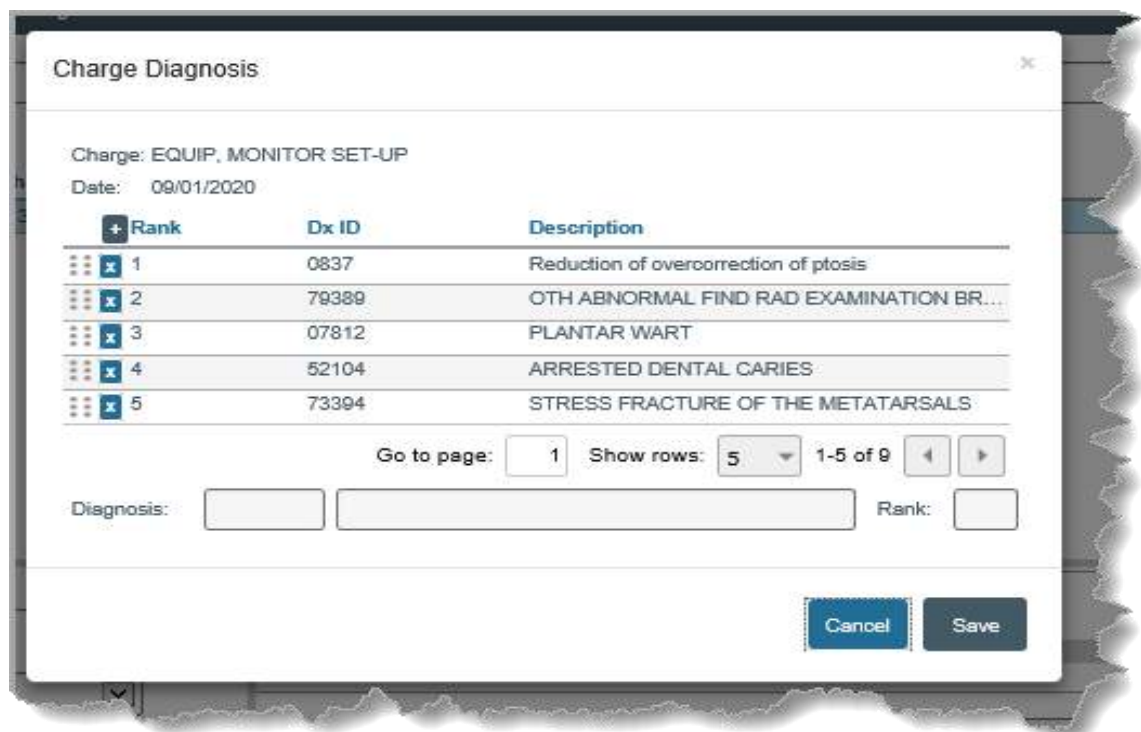
The **Charge Diagnosis** window is accessible from…
- The **Charges** accordion of the **Visit** tab in both the **Billing** workspace.
- The **Charges** accordion of the **Visit** tab in both the **Collections** workspace.
- The **HCPCS Related Charges** accordion of the **Abstracting** tab in the **Medical Records** workspace.

Options from the **Charge Diagnosis** window…
- To add a diagnosis code, click the **+** button and enter a valid diagnosis.
- To re-rank a diagnosis, mouse over the dots to the left of the charge row until a hand icon displays. Click and drag the diagnosis into the new position and release to "drop" it.

> **NOTE**
>
> When re-ranking, while the diagnoses rankings update, the overall list does not re-sort.

- To delete a diagnosis code, click the **X** button.

> **SETUP**
>
> **New Registry Key(s)**:
> Added System Registry key CHARGE_DX_CLINIC_MODE to determine whether the user can add diagnoses not already assigned to the visit.
>
> The key is delivered as disabled (Value 1 = 0), meaning an error displays when the user attempts to add a diagnosis code that does not exist at the visit level.
>
> When the key is enabled (Value 1 = 1), users can add any valid diagnosis code.

> **SEE ALSO**
>
> See also update(s) related to Case 128096, Work Item 3327 in the Common to RCM Cloud… > Patch 2019.3 INF-1 > Updates > Interfaces/Background Services section of this document.

Reference   **Case**   128103   **Work Item ID**   3332

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Imaging

Update   Global Registry keys are added to define paths to necessary license and license key files.

SETUP ⚙	**New Registry Key(s)**: Added Global Registry keys IMAGING_LICENSE_NET and IMAGING_LICENSE_JS. • Global Registry key IMAGING_LICENSE_NET is delivered with default paths for Value 1 and Value 2. • Global Registry key IMAGING_LICENSE_JS. is delivered with Value 1 and Value 2 null, ⚠ **IMPORTANT** *Both values for IMAGING_LICENSE_JS must be defined for the Imaging Quick Action to work properly.* **Additional Setup**: For complete setup information, 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 complete setup information for this item.*

Reference   **Case**   129690   **Work Item ID**   NA

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Patch 2019.3.2

InsightWeb_2019.3.2.30

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.3.2 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, 123435	**Work Item ID**	2578

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, 123448	**Work Item ID**	NA

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 and allows multiple sessions to run simultaneously.

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SETUP

⚙

New Registry Key(s):

- 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.
  o Value 1 is delivered with 20001-20100.
  o Value 2 is delivered with https. If Value 2 is null, it defaults to http.
- Added Global Registry key SITE_HOST_TYPE, which defines whether RCM Cloud uses the new custom scanning host on a cloud-based system or on an on-premises system.
  o Value 1 is delivered with "cloud" for cloud-based systems.
  o For an on-premises environment, use "onprem" in Value 1.

NOTE

Quote (") characters around "cloud" and "onprem" are only for reference. When entering either value in Value 1, do not include the quotation marks.

| Reference | Case | 126171, 128784 | Work Item ID | 3181 |

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, 128788 | Work Item ID | 3337 |

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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.

> **SETUP** ⚙
>
> **New Registry Key(s)**: Added Global Registry key SCANNING_TIMEOUT to configure the number of seconds to timeout.
>
> 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.*
>
> 📝 **NOTE**
> Quote (") characters around "300" and "600" are only for reference. When entering either value in Value 1, do not enter the quotation marks.

Reference	**Case**	128106, 128787	**Work Item ID**	NA

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	**Work Item ID**	3246

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, 123542	**Work Item ID**	2800

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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, 123551   **Work Item ID**   2795

Patch 2019.3.1

InsightWeb_2019.3.1.24

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.3.1 patch release version.

Resolved Issues

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

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	Work Item ID	3138

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New Features

InsightWeb_2019.3.0.23

This section introduces distinct and/or significant new functionality.

General

Visit Detail Tab Added to RCM Cloud

In order to accommodate some additional visit-level data fields (abstraction details and patient-related payment arrangements), a **Visit Detail** child accordion is added to the **Visit** parent tab in the Registration, Billing, Collections, Payment Posting, and Bad Debt workspaces. The **Visit Detail** accordion is read-only in the Collections, Payment Posting, and Bad Debt workspaces.

In addition to the newly added fields, accident- and abstraction- related details are moved from their previous location in the **Visit** parent tab to the new **Visit Detail** child accordion. (See below before and after screenshots.)

The following newly added fields (previously available in Insight) display in the new **Visit Detail** child accordion group under the "Deposit/Payment Information" grouping:

- **Arrangement** to store free-text information, regarding payment arrangements made with the patient/guarantor. This data is stored at the Visit level and is not directly associated to any particular insurance on the visit.
- Use the **Verified?** checkbox to indicate validation of the proposed arrangements (free text), for example, from an income or credit check.
- Use the **Deposit Requested** and **Deposit Received** (also stored at the visit level) to document actual dollar values related to the payment arrangements made with the patient/guarantor.

Relocated the following "Accident" and "Abstract" data groupings and fields from the **Visit** parent tab to the **Visit Detail** child accordion:

- "Accident" grouping fields:
    - Location
    - Date
    - State
    - Type
- "Abstract" grouping fields:
    - DRG ID
    - Abstract Status
    - Date

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	New Security Right(s): To enable the tab, the role must have security right VISIT-DETAIL-ADDL-TAB.
SETUP ⚙️	⚠️ **IMPORTANT** *To ensure the same level of functionality is present for users before and after the upgrade, the release automatically adds the new security right, VISIT-DETAIL-ADDL-TAB (i.e., the new **Visit Detail** child accordion), to every existing role that already includes the **Visit** parent tab.*

Before 2019.3 release:

After 2019.3 release:

Reference: **Case**   101749   **Work Item ID**   1180

Patient Address Verification via USPS API

Established an API to the United States Postal Service (USPS) to verify a patient's address. When enabled and configured (see SETUP), an automated, cost-free data call is made to USPS, verifying the address in real time.

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A change to the address or Zip code generates a new address verification check when you tab or click out of the field.

A status displays near the address input fields and indicates when a match is found ("Verified"), not recognized ("Not Found"), or when additional information is needed (for example a "Street", "Road", "Drive" designation or a suite or apartment number). Hover over the status for more information displayed as a tooltip.

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Displayed status	Definition
Verified	Address Found/Valid
Insufficient Data	Add additional data
Not found	Match cannot be found
Not verified	Verification not yet attempted (initial status)
Verification error	Multiple address qualify
Service unavailable	Bad URL configuration

Also, a **Verify** button is added to any area where a patient address is entered/edited (except in wizards - see below details). Patient addresses that existed in the database (prior to implementing the USPS API) are not checked automatically unless or until an update is made to the address. In order to validate an existing addresses, a user can click the **Verify** button, which generates a manual call to USPS API, to verify an address on demand. Clicking the **Verify** button generates a popup message response, while the automated call does not generate a popup.

> **TIP**
>
> If a tooltip is unavailable for a displayed status, hit the **Verify** button to display additional details.

Additionally, the user can save the address as entered regardless of the verification status. A user can save any entry to the address fields as long as the zip code already exists in the master table or is a valid zip code (5 or ZIP+4). Further, this USPS call returns the ZIP+4 (if not entered by the user) and adds it to the master table.

> **IMPORTANT**
>
> *Currently, address verification by USPS API is limited to patient addresses only.*
>
> *See below list of areas where the USPS verification call applies.*

Workspace	Tab or Wizard
Bad Debt	Patient tab
Billing	Patient tab
Collections	Patient tab
Medical Records	Patient tab
Registration	Patient tab
Registration	New Patient wizard
Registration	New Visit wizard
Scheduling	Patient Abbr. Tab
Scheduling	New Appointment wizard

> **NOTE**
>
> The **Verify** button is not present in the wizards, as verification is an automated part of the registration process.

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New Registry Key(s):
The upgrade script delivers three new Global Registry keys as follows:

SETUP

1. **Global Registry key VERIFY_USPS_PATIENT**:
   - **Purpose**: to enable query to USPS and **Verify** button
   - **Value 1** (turns on/off *automated* address verification query to USPS)
     - o Delivered by the release as *disabled* (0*)*.
     - o To enable query to USPS, set Value 1 to 1.
   - **Value 2** (turns on/off **Verify** button used to manually query USPS)
     - o Delivered by release with *inactive* (no value).
     - o To *activate* the **Verify** (manual action) button, set Value 2 to 1.

NOTE
For Global Registry key VERIFY_USPS_PATIENT: While Value 1 works independently of Value 2, both Values 1 and 2 must be enabled in order for the manual action **Verify** button to function properly.

2. **Global Registry key WEB_TOOLS_API_URL**
   - **Purpose**: Defines the URL used to communicate with USPS.
   - **Value 1:** Delivered in the release *enabled** (1).
   - **Value 2:** Delivered *populated* with the URL needed to communicate with USPS (i.e., no update needed to the values in this key).
3. **Global Registry key WEB_TOOLS_USERNAME**
   - **Purpose**: Hold the USPS-issued, username assigned to the client.
   - **Value 1**: Delivered in the release *enabled** (1).
   - **Value 2**: Delivered in the release with username needed to communicate with USPS (i.e., no update needed to the values in this key).

IMPORTANT
*Even though Global Registry keys WEB_TOOLS_API_URL and WEB_TOOLS_USERNAME are delivered in the release already enabled, both Global Registry keys WEB_TOOLS_API_URL and WEB_TOOLS_USERNAME remain idle unless or until the Global Registry key VERIFY_USPS_PATIENT is enabled.

Additionally, in earlier "in-development" iterations of this enhancement, there was a (-1) STATUS_MVF result. As of the release build, we believe this status no longer exists. However, when implementing the functionality, we suggest a revisit to the status values within a working-client environment to ensure that status does not exist or determine steps to replicate the status.

Reference: Case 94552   **Work Item ID** 1232

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.
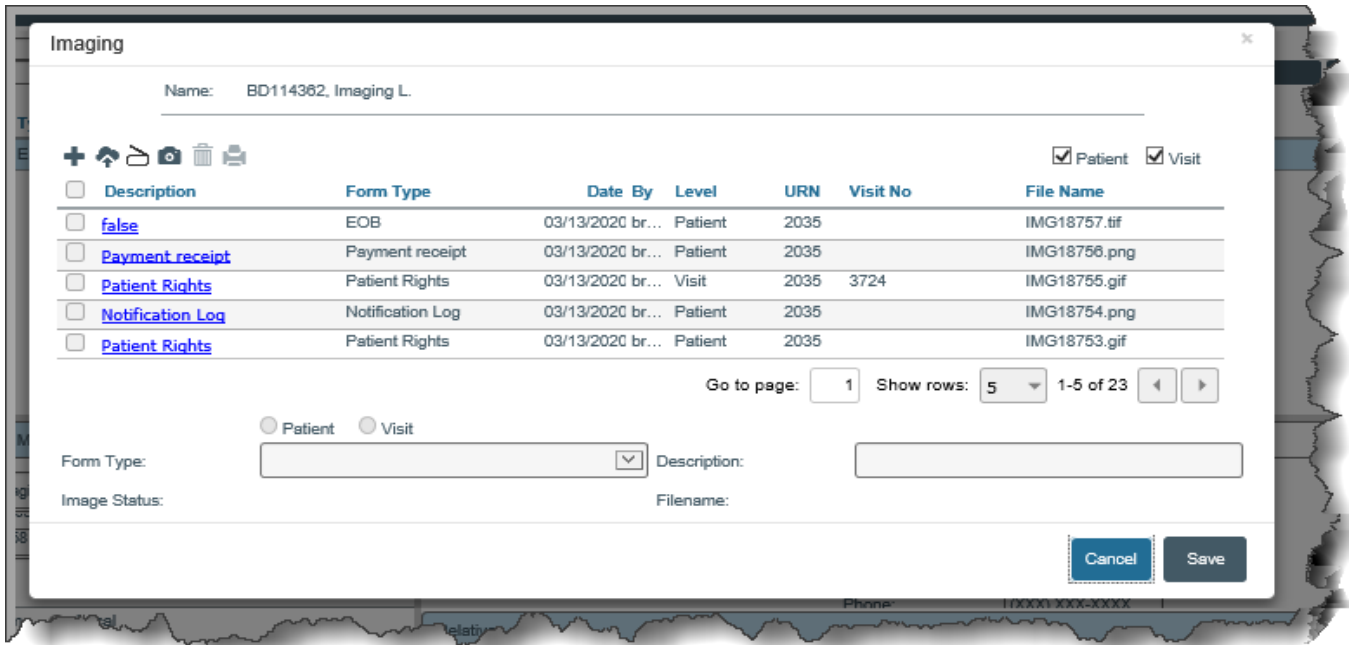
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HELP

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

SETUP

New Registry Key(s):
- 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.

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.

New Security Right(s): 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.

SEE ALSO

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

Reference: Case 114362   **Work Item ID** 2047

Payment Posting

Automated Import of ERA (835) Files

Created an ERA Processor service to automatically import electronic payment files (835). The service monitors multiple directories, and imports files according to existing ERA (electronic remittance advice) processing rules. Status messages display in the **Notifications** tray in RCM Cloud when a file is imported.

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

Reference: Case   103178   **Work Item ID**   1163

Updates

InsightWeb_2019.3.0.23

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

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**	110640	**Work Item ID**	NA

Update	To provide a more consistent viewing experience, the size of Quick Action buttons is standardized, which means some Quick Action button labels are updated to fit the new standard width of their respective Quick Action buttons.

> **SEE ALSO** ⟷   See Appendix A in this document for a list of renamed Quick Action buttons.

Reference	**Case**	110361	**Work Item ID**	1645

Update	The **Notes Entry** quick action now allows importing a comma-delimited notes file.
	Errors within the file appear in a log file written to the Downloads file of the workstation performing the import.

> **SETUP** ⚙   **Additional Setup**: This functionality uses existing registry keys from the Insight product; therefore, no new keys are delivered by the upgrade script.
>
> For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference	**Case**	106495	**Work Item ID**	1278

Update	Added the **Charge Unit** option to the insurance-authorizations functionality to authorize a specific number of charges with a specific Service Authorization Type for a defined date range.
	The option is available in the **UR Method** drop-down on the **Authorization Detail** tab in Registration.

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When using this option, the user must also select a **Service Authorization Type** must in the **Authorization Detail** tab. Then, the user can add an authorized number of charges to the **Units Auth** field. The **Units Used** calculation applies to any charges with that same **Service Authorization Type**. Charges can be configured to "count" toward the **Units Used** calculation (in the database).

Overlapping authorization periods are allowed as long as they use the charge unit method and have different **Service Authorization Types**.

Billing then processes the visit, creating insurance claims for authorized charges and splitting billing events for separate authorized claims (when necessary) based on authorization dates.

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

Reference	**Case**	111353	**Work Item ID**	1753

Billing

Update Added the ability to include User Defined Data (from the USER_DEF_DATA table) in 837 electronic institutional (837i) and professional (837p) bills using a new option 140 in the FUNCTION_MVF field for any loop/segment/element.

When configured, the table name and user defined data field name must also be defined, billing will insert the values from the user defined data table into the 837i and/or 837p.

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

Reference	**Case**	105616	**Work Item ID**	1168

Collections

Update Added a column to the **Payments** child accordion to display the remit batch description for insurance payments.

> **NOTE**
>
> New remit batch description column displays in the **Payments** child accordion in the **Collections** and **Billing** workspaces.

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| **Reference** | **Case** | 108380 | **Work Item ID** | 1746 |

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** ⚙
>
> **New Registry Key(s)**:
> - 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 Right(s):** 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 |

Payment Posting

Update Added a **Visit Search** option to the **Payment Line Item** window in **Payment Posting**, the **Payment Entry** quick actions in Registration and Collections workspaces, and the **Copay Entry** quick action in the Scheduling workspace.

The search allows the user to search by name, birthdate, Social Security number, sex, URN, Room/Bed, and/or MRN.

| **Reference** | **Case** | 105029 | **Work Item ID** | 1118 |

Update Added the **Control Total** column to the **Insurance Payments All** and **Insurance Payments Current User** work queues in **Payment Posting**.

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		Remit			Control	Total		Vi
	Remit No	**Date**	**Description**		**Total**	**Payments**	**Difference**	
☐ ✏	009kxzzxk20	04/11/2008	103178MultiSys2.835		$2,175.85	($1,317.19)	$858.66	
☐ ✏	118733	05/08/2020	TEST		$100.00	($10.00)	$90.00	
☐ ✏	009kx1zxk19	04/11/2008	103178MultiSysSep.835		$998.84	($998.84)	$0.00	
☐ ✏	009kx1zxk19_2	04/11/2008	103178MultiSysSep.835		$1,177.01	($1,177.01)	$0.00	
☐ ✏	009kxzzxk18	04/11/2008	103178MultiFile.835		$2,175.85	($2,175.85)	$0.00	
☐ ✏	999789	01/13/2014	103178Zero5Accept.835		$0.00	$0.00	$0.00	
☐ ✏	893679	01/13/2014	GenericAudit835 - Copy.835		$1,000.00	($1,000.00)	$0.00	
☐ ✏	893679ju	01/13/2014	103178DocFile.835		$1,000.00	($1,000.00)	$0.00	
☐ ✏	893679xx	01/13/2014	GenericAudit835 - Copy - Copy.83		$1,000.00	($1,000.00)	$0.00	
☐ ✏	894679	01/13/2014	103178InvalidVendor.835		$1,000.00	($1,000.00)	$0.00	

<< < > >> Showing: 1 of 3 pages (24 rows)   Queue Summary: Visits: 0

> **NOTE**
>
> The **Control Total** displays the **Batch Total** for the selected batch, while the **Total Payments** column displays the total of line item payments within the batch.
>
> The **Difference** column displays the difference between the **Batch Total** (i.e., **Control Total**) and **Total Payments** amounts.

Reference	**Case**	111528	**Work Item ID**	1895

Update   In Payment Posting, when working on an insurance or patient payment batch, the most recently worked line item in the batch highlights in green.

Any time a user selects a line item then updates payment information (e.g., adds a note, updates patient information, etc.), then clicks **Save**, the line item highlights. This also happens if the user selects a row then clicks **Cancel**.

Reference	**Case**	111527	**Work Item ID**	1892

Update   Updated the **Payment Entry** quick action (in the Registration and Collections workspaces) and the **Copay Entry** quick action (in the Scheduling workspace) to be activated at all times, even if a visit is not selected in a search or work queue, so users can add batches and line items from the quick actions.

Reference	**Case**	103894	**Work Item ID**	1104

Update   Added a new security right, PAYMENT_ENTRY_OTHER_USER_BATCH, for the **Payment Entry** quick action (in the Registration and Collections workspaces), the

/////. Medsphere

Copay Entry quick action (in the Scheduling workspace), and the **Patient Payments** work queues in the Payment Posting workspace.

When granted, the user can add new line items or update, delete, release, or receipt existing line items on payment batches created by another user.

A user without this security receives an error when attempting these actions on another user's payment batch.

> **SETUP**
>
> **New Security Right(s):** PAYMENT_ENTRY_OTHER_USER_BATCH allows the granted user to update payment batches created by another user.

Reference	Case	103894	Work Item ID	1104

Update Updated the manual distribution method of Guarantor Payment functionality, and the to display *all* billing events associated with the entered visit/guarantor, regardless of payer or balance.

Self-pay billing events display first in the list, and a column labeled **Self Pay** displays an asterisk for self-pay billing events.

> **HELP**
>
> Please see online help documentation for details about configuration and use of Guarantor Payment Posting.

Reference	Case	103894	Work Item ID	1104

Update Added the ability to generate a receipt for a patient payment *without releasing it, too*. The update provides the option to separate the receipt and release processes.

This update applies to the Payment Posting workspace, the **Payment Entry** quick action in the Registration and Collections workspaces, and the **Copay Entry** quick action in the Scheduling workspace.

In a **Patient Payments** work queue in the Payment Posting workspace, the user can right+click on a line item payment and select the **Receipt** option, which generates a receipt without releasing the payment. To also *release* the receipted payment, the user can right+click the receipted line item and select **Release**.

A **Receipt?** column is added in the **Line Item** list to display an asterisk to inform the user that the line item was receipted.

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Once any line item is receipted, that individual line item and its batch cannot be deleted in Payment Posting, as is the case with released line items.

> **NOTE**
>
> A new security right, PE_DEL_RECEIPTED, is added to allow deletion of *receipted* payments. It must be granted to a user's role for a user to be able to delete a receipted line item or its batch.
>
> The PE_DEL_RECEIPTED security does *not* permit deletion of released payment line items or batches; business rules still prevent deleting released payment line items or batches.

In the **Payment Entry** and **Copay Entry** quick actions, the **Receipt** button generates the receipt *without releasing the payment* and displays "Yes" in the new **Receipt** column in the expanded line item list.

> **IMPORTANT**
>
> Existing batches and line items cannot be deleted from a quick action.

> **NOTE**
>
> Users can still receipt and release a line item in one action: on an unreceipted payment, right+click and select the **Release** option, then answer "yes" to the prompt for printing a receipt.

Reference	**Case**	120977	**Work Item ID**	2325

Registration

Update	Added a **Pending** option to the **Discharge** and **Room/Bed Transfer** quick actions in Registration, allowing the user to set a future date to perform the admission discharge or transfer.

Clicking the **Pending** checkbox allows the user to set a future date. The Pending Service then processes the discharge or transfer at the selected time.

> **SETUP**
>
> **Additional Setup**: For this functionality, the Pending Service must be installed and running.
>
> For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

Reference	**Case**	118732	**Work Item ID**	2258

Update	Added a **Per Diem Co-Pay** checkbox option to the **Coverages** child accordion under the **Insurance** parent tab throughout RCM Cloud (i.e., any workspaces where the **Coverages** child accordion.

> **SETUP**
>
> **New Registry Key(s)**: To enable the **Per Diem Co-Pay** checkbox set new Global Registry key PER_DIEM_CO_PAY Value 1 = 1.

Reference	**Case**	118733	**Work Item ID**	2263

Scheduling

Update	Expanded the **Comment** field in the **Appointment** tab in Scheduling to 250 characters.	

Reference	**Case**	100676	**Work Item ID**	1078

Medsphere

Resolved Issues

InsightWeb_2019.3.0.23

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

Bad Debt

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 user can enter the date directly, without error	
Reference	**Case** 114889	**Work Item ID** NA

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

Issue	In the **Charges** child accordion 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

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 the original visit-level diagnosis is deleted.

Medsphere

Reference	Case	111768	Work Item ID	NA

Issue When viewing the **Payments/Adjustments** child accordion under **Visit** parent tab in the Billing workspace, the **Insurance** column displayed the primary insurance even for payments and adjustments that were not the result of an insurance payment.

Resolution Updated the stored procedure that controls where the insurance information pulls from for the **Payments/Adjustments** tab. Instead of pulling insurance from the episode table, it is now pulled from the adjustment or payment table.

Reference	Case	107298	Work Item ID	NA

Issue When adding a credit in the **Charges** child accordion of the **Visit** parent tab, the credit displayed at the end of the list, meaning it could go to a different page, and the user could easily lose his/her place in the list.

Resolution Updated so the newly added credit displays directly below the original charge in the list.

Reference	Case	89953	Work Item ID	1174

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

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

Medsphere

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

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

Reference	**Case**	107645	**Work Item ID**	NA

Issue	The AR next step date was not updated when a user made a change (e.g., inserts an action) that resulted in a different next step date. For example, if AR_NEXT_STEP_DATE was 90 days in the future and you selected a step where the next step date was only 30 days from now, the next step date was not reset from 90 to 30 days; the next step date incorrectly stayed at 90 days.

Resolution	Updated so when the episode payer changes, the new payer cycle loads and determines the amount of days to add to the next step date as well as update the step and collector IDs.

Reference	**Case**	107675	**Work Item ID**	NA

Issue	There was an explicit check in the business rules for the final diagnosis when the visit was abstracted that did not consider the patient type configuration.

Resolution	Updated the business rules to use the patient type configuration when checking for a final diagnosis.

Reference	**Case**	109428	**Work Item ID**	NA

Issue	The **Created By**, **Action Status**, and **Collector** columns in the **Open & Pending Action** tab in the Collections workspace do not sort properly.

Resolution	Updated the code so that all columns sort as expected.

Reference	**Case**	114372	**Work Item ID**	NA

Issue	The new **Notes Entry** Quick Action did not save the note code entered by a user for all subsequent visits because the code field cleared after a user clicked the **Add** button.

Resolution	Updated **Notes Entry** to keep the selected note code after adding a note to the **Notes Pending Save** list and when a user enters a new visit number.

Medsphere

Reference	**Case**	115944	**Work Item ID**	NA

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, 120824	**Work Item ID**	NA

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

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

Issue	When the global registry key that allows a future in a payment batch (PA_ALLOW_FUTURE_BATCH_DATE) was *not present* in the database, users received an error message of "Object not set to the instance of an object" when trying

to create insurance or patient payments. Additionally, the application did not create the payment batch.

Resolution   Altered the code that checks for the registry key to handle a case where the global registry key does not exist: the application functions as if the key exists with its value set to "-1", which allows *any* date to be added to a payment, past, present or future.

Reference   **Case**   105016   **Work Item ID**   NA

Issue   Instead of generating a report when a user imported an 835/ERA file using Chrome browser, an error message displayed.

Resolution   Updated to generate both import reports for a remittance import.

Reference   **Case**   88744   **Work Item ID**   NA

Issue   Upon importing an ERA/835 file, an import status message/window did not display if the batch was successful, contained errors, or partially imported (e.g., if importing out-of-balance claims was enabled).

Resolution   Added an **Import Status** window 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

Issue   User receives an error message when attempting to release an insurance payment batch because the **Payment Posting** wizard incorrectly allowed the user to add a payment for a visit with no insurance associated.

Resolution   Updated to display an error message if a user attempts to enter a visit that does not have an insurance associated into an insurance payment batch.

Reference   **Case**   96239   **Work Item ID**   NA

Issue   The autocomplete search menu for the adjustment code in the Remittance Advice Line Item window in the insurance Payment Posting wizard displayed duplicate entries in the search results.

Resolution   Updated code that handles the autocomplete search for the adjustment description box to respect the system ID that is brought in by the visit that was already selected.

Medsphere

| **Reference** | **Case** | 105762 | **Work Item ID** | NA |

Issue Users received errors when saving a patient payment batch from the **Payment Line Item** screen of the wizard.

Resolution Added a spinner that displays after the user clicks **Next** on the **Payment Line Item** screen of the wizard. The spinner stops when the batch or line item is fully added.

| **Reference** | **Case** | 116233 | **Work Item ID** | NA |

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 | **Work Item ID** | 1903 |

Issue Payment GL transactions were not showing up in the daily GL files.

Resolution Added logic to copy the GL ID (AR or Bad Debt based on whether the billing event is in bad debt) when adding a payment in **Payment Posting** or the **Payment Entry** quick action.

| **Reference** | **Case** | 105641 | **Work Item ID** | NA |

Issue When auto-batching was enabled (System Registry key AUTO_BATCH_PAY_ENTRY Value 1 to 1), each payment posted by a user was assigned a new batch.

Resolution Updated so that the system automatically creates and assigns only one payment batch per user per day. A new batch generates when a user accesses the **Payment Entry** quick action and posts a payment. All subsequent payments posted by that user the rest of the day link to that batch. A new batch is created the next calendar day if/when the user posts a new payment.

Medsphere

> **TIP** 💡
> For users with security and access to do so…
> - Should balance/close automatically generated payment batches from the Payment Posting workspace.
> - Can still manually create payment batches from the Payment Posting workspace.

> **SETUP** ⚙️
> **Registry Key(s)**: To enable the auto-batching feature, set System Registry key AUTO_BATCH_PAY_ENTRY Value 1 to 1.

Reference	**Case**	103894	**Work Item ID**	1104

Issue   Unable to release an insurance payment batch if a payment in the batch was associated to visit for which insurance coverages data was not present.

Resolution   Updated so the batch-release process populates the insurance coverages data if it is missing, allowing a user to release the batch successfully, without error.

Reference	**Case**	108878	**Work Item ID**	NA

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   Modified code to use REMIT_DATE as well as REMIT_NO to find REMIT_ADV_WORK row.

Reference	**Case**	88925	**Work Item ID**	NA

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'.

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Resolution   Updated to allow successful write to the NOTES_FF table.

Reference	**Case**	114299	**Work Item ID**	NA

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

Issue   Registration displayed an invalid email address error upon adding a visit for a patient/guarantor that did not have an invalid email address or any email address.

Resolution   Updated Registration to no longer display the error.

Reference	**Case**	88488	**Work Item ID**	NA

Issue   OP-Bed Assignment did not throw the expected error when a charge code did not exist for that room/bed.

Resolution   Added validation for the room charge code in OP bed assignment methods to validate that a room charge exists.

Reference	**Case**	104265	**Work Item ID**	NA

Scheduling

Issue   When using the **Visit Search** in the **Add Appointment** wizard in Scheduling, the results were not listing the most recent visit first for a patient.

Resolution   Updated sort order to show the most recent visit, by arrival date, first.

Reference	**Case**	85000	**Work Item ID**	NA

RCM Cloud Maintenance

Updates

WebMaint_2019.3.0.3

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

Update	Updated both the **Insurance Company** and **Insurance Plan** to have the **Enabled** checkbox set when adding a new one.			
Reference	**Case**	112681	**Work Item ID**	NA

Resolved Issues

WebMaint_2019.3.0.3

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

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**	112684	**Work Item ID**	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**	112678	**Work Item ID**	NA

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

Medsphere

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

Reference   **Case**   112685   **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.***

Interfaces/Background Service

Patch 2019.3.1

InsightInterface2019.3.1.4

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.3.1 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***.

Application	***Batch Charge In***
Update	Updated the charge diagnosis strategy to accept more than four charge diagnoses on an inbound-charge HL7 message and added new registry keys to 1) define the number of charge diagnoses added from the inbound charge file (INF_CHARGE_INB_CHARGE_DX_MAX), and 2) define warning messages based on the choice of strategy (CHARGE_DX_CLINIC_MODE). Two strategies, as part of the EventStoreIcsDb.strat file, were updated: StdChargeDiagnosisStrategy and CopyChargeDiagnosisStrategy. Both strategies also interact with new System Registry key CHARGE_DX_CLINIC_MODE.

Medsphere

SETUP ⚙	**New Registry Key(s)**:
	 • Added Global Registry key INF_CHARGE_INB_CHARGE_DX_MAX:
	     o Use to define the number of charge diagnosis added from the inbound charge file.
	     o Delivered with a default of 4, meaning only the first four diagnoses listed are added.
	     o Increase the number to add more charge diagnoses.
	 • Added System Registry key CHARGE_DX_CLINIC_MODE:
	     o When using the StdChargeDiagnosiStrategy, if CHARGE_DX_CLINIC_MODE is disabled (Value 1 = 0), all diagnosis codes are added, but a warning is written to the interface log file for any diagnoses that are not already on the visit.
	     o When using the CopyChargeDiagnosiStrategy, disable CHARGE_DX_CLINIC_MODE (Value 1= 0). If the key is enabled (Value 1 = 1), all diagnosis codes are copied to the visit level, but a warning is written to the interface log file stating the registry key should be disabled.

SEE ALSO ↔	See also update(s) related to Case 128103, Work Item 3332 in the RCM Cloud > Patch 2019.3.3 > Updates > Billing section of this document.

Reference	**Case**	128096	**Work Item ID**	3327

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Updates

InsightInterface2019.3.0.3

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

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.

SETUP

Additional Registry Key(s):
- 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 Value 1 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".

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

> **TIP**
> INF_OUTBND_FULL_IMG VALUE 1 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 Key(s):
- 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   o .pdf   o   .jpeg   o .tif
  - .gif   o .png   o   .jpg   o .tiff

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

Reference	**Case**	115145	**Work Item ID**	2060	

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Application	***SisInkEventToSisInkHL7 / SisnkHL7ToIcsDb***
Update	Visit- and patient-level alert codes can be sent to and received from other systems via interface.

> **SETUP** ⚙
>
> **Additional Registry Key(s):** 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

Resolved Issues

InsightInterface2019.3.0.3

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

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

Application	***SisInkHL7ToIcsDB***
Issue	On occasion, an update to the Discharge Date through the interfaces cancelled all previous Room Activity records, resulting in Auto Room Charging not behaving as expected.
Resolution	Updated the interfaces to prevent Room Activity records from being disabled incorrectly.

Reference	**Case**	117290	**Work Item ID**	NA

Application	***EngineHL7ToSisInkHL7***
Issue	When processing an inbound interface message containing an employer that did 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, thus the first line of the street address was not saved 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, 93359	**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	***EngineHL7ToSisInkHL7***	
Issue	Patient and Visit merges initiated via inbound A34 and A35 messages only worked when MRN strategies were enabled. If only URN strategies were enabled, these merges did not work.	
Resolution	Updated the merge strategies for URN to be consistent with MRN, and allow for both configurations to complete the merge successfully.	

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

Reference	**Case** 89660	**Work Item ID** NA

Application	***EngineHL7ToSisInkHL7***	
Issue	A13 Cancel Discharge messages for visits that not yet discharged crashed the interface.	
Resolution	Updated so that A13 Cancel Discharge messages for visits that are not discharged yet throw an error message in the log file and skip the message, allowing the interfaces to continue running.	
Reference	**Case** 104415	**Work Item ID** NA

Application	***SisInkHL7ToIcsDB***	

Medsphere

Issue	The Tagged Diagnoses Strategy did not utilize the POA and RFV information sent in via the inbound interfaces.			
Resolution	Developed a new strategy, Tagged Flagged Diagnoses Strategy, that uses the POA and RFV information sent in via the inbound interfaces.			
Reference	**Case**	89165	**Work Item ID**	NA

Application	***SisInkHL7ToIcsDB***			
Issue	When a visit was created from an inbound interface message that did not contain an explicit patient type code, the IP_OP_FLG field in VISIT was not populated.			
Resolution	Updated so the IP_OP_FLG field is set when a default patient type code is in use.			
Reference	**Case**	91284	**Work Item ID**	NA

Reports

Patch 2019.3.2

InsightWeb_2019.3.2.30

The following "Patch" section itemizes updates and/or resolved issues included in the 2019.3.2 patch release version.

Resolved Issues

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

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, 123926	**Work Item ID**	2799

Report	***Claims Management***

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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, 123669	**Work Item ID** 2798

Patient Accounting/Billing

Updates

InsightWeb_2019.3.0.23

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

Application	*Billing*	
Update	EDI Master records configured improperly, without an Outbound Path, now result in a Billing Exception: OTBP with description of "NULL OUTBOUND PATH IN EDI_MSTR" rather than result in a in a Billing Run failure.	
Reference	**Case** 87265, 85611	**Work Item ID** NA
Application	*Billing Service Manager*	
Update	Added an Auto-Billing Service executable (AutoBillingService.exe) to allow setting up the Billing Service for auto-run. Perform the Auto-Billing Service as a scheduled task or as a .bat process. The new Auto-Billing Service executable replaces the AutoBilling.exe.	

> **IMPORTANT** ⚠️
>
> *A known issue results in the /rs "restart" command starting at Step 1 of Billing's multi-step process regardless of where it failed, which can have the effect of causing claims that were previously selected in the initial (partial) bill run to not be selected during the restarted billing process. This behavior will be resolved in a future release so that Billing will be restarted at the point/step in which it failed.*

> **SETUP** ⚙️
>
> **Additional Setup**: Adopting this new process requires coordination with our Support team.
>
> For complete setup information, please contact Support Services via support@medsphere.com or by calling 1-800-231-2011.

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Reference	**Case**	94566	**Work Item ID**	NA

Resolved Issues

InsightWeb_2019.3.0.23

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

Application	***Billing***
Issue	Claims were flagged erroneously for missing EDI_MSTR configurations.
Resolution	Claim will now only receive the "Missing Outbound Path" billing exception if their Claim EDI ID has the missing configuration.

Reference	**Case**	91473, 93504	**Work Item ID**	NA

Insight

Updates

Insight2019.3

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

Medical Records

Application	***Abstracting***

Update   The new global registry key, DISPLAY_ALL_NOTES is created for the ability to configure notes entered in Deficiency Entry to display in all other Notes windows. When enabled, all notes, including Deficiency Entry notes, display in all Notes windows.

> **TIP**
>
> Notes viewed in Deficiency Entry are still only deficiency notes.

> **SETUP**
>
> **New Registry Key(s):** DISPLAY_ALL_NOTES Global Registry key; set Value 1 = 1 to enable.

Reference   **Case**   106972   **Work Item ID**   NA

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, 119524   **Work Item ID**   NA

Application	***Visit Detail***

Update   When viewing the charges dialog, the user can now highlight a charge (row) and see an asterisk (*) in the charge summary field when the HCPCS displayed is an override HCPCS. If no asterisk displays, the HCPCS is not an override.

> **SETUP** ⚙
>
> **New Registry Key(s):** New Global Registry key SHOW_HCPCS_OVERRIDE_INDICATOR, delivered disabled (Value 1 = 0) by the upgrade script.
>
> Update Value 1 to 1 to employ this new functionality.

Reference	**Case**	92691	**Work Item ID**	NA

Resolved Issues

Insight2019.3

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**	101883, 101911	**Work Item ID**	NA

Imaging

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

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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   *Deficiency Entry*

Issue **Deficiency Entry** and **Deficiency Update** applications did not respect the MULTI_LOC security right.

Resolution Updated to respect the security key in both applications.

Reference   **Case**   106717   **Work Item ID**   NA

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, 103530   **Work Item ID**   NA

Patient Accounting

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

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.

> **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-45833	**Work Item ID**	85758

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

Application	*Charge Maintenance*

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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

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

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**	NA

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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

RCM Cloud

Appendix A

List of updated Quick Action button names related to RCM Cloud update.

Reference: **Case** 110361   **Work Item ID** 1645

Old Quick Action Label (by workspace)	New Quick Action Label (by workspace)
Bad Debt	**Bad Debt**
Adjustment Entry	Adj Entry
Refund Review	Refund Rev
Billing	**Billing**
Attach Image	Imaging
Reassign Charges	Xfr Charge
Adjustment Entry	Adj Entry
Refund Review	Refund Rev
Collections	**Collections**
Adjustment Entry	Adj Entry
Payment Entry	Pymt Entry
Mark BD Review	Mark Bad Debt
Mark for Refund	Mark Refund
Refund Review	Refund Rev
Attach Image	Imaging
Medical Records	**Medical Records**
Med. Rec. Merge	Merge
Ext. Coder	Ext Coder
Adjustment Entry	Adj Entry
Refund Review	Refund Rev
Payment Posting	**Payment Posting**
Payment Import	Pt Pymt Imp
Remittance Import	Remit Import
Adjustment Entry	Adj Entry
Refund Review	Refund Rev
Registration	**Registration**
Demand Admit Form	Admit Form
Discharge Cancel	Disch Cancel
Room/Bed Transfer	Room/Bed Xfr
Attach Image	Imaging
Adjustment Entry	Adj Entry
Payment Entry	Pymt Entry
Registration Forms	Reg Forms

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Old Quick Action Label (by workspace)	New Quick Action Label (by workspace)
Reassign Charges	Xfr Charge
Attach Patient Picture	Imaging
Med. Rec. Merge	Merge
Refund Review	Refund Rev
Visit Combine/Un-Combine	Visit Combine
Scheduling	**Scheduling**
Demand Admit Form	Admit Form
Attach Image	Imaging
Adjustment Entry	Adj Entry
Refund Review	Refund Rev

Unchanged Quick Action labels (by workspace):

UNCHANGED
ADT
Visit Cancel
Discharge
Transfer
OP Bed Assign
Notes Entry
Billing
Rebill Request
Bill Annul
Collections
ABT
Rebill Request
Scheduling
Copay Entry

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