



Medisoft Release Notes

> Release 17 SP3 April 2012

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# **Chapter 1 - Enhancements**

This chapter presents a high-level description of the following enhancements to the Medisoft system.

- · Repeating Appointment Modifications
- Line items on the Unprocessed Transaction window can be sorted
- Encoder Pro and Codes on Disk Registration need to reflect the current code year
- CMS-1500 printed claim form needs decimal place to be represented on printed claims for box 24G
- · New tab in Power Tools to fix codes for characters that are no longer allowed
- Changing Insurance Codes in Power Tools should affect existing Provider/Practice
- · Changes made to menus for the demo/student edition
- The installer will display error messages from the Practice Partner Server and Client installs
- The Primary, Secondary and Tertiary Insurance Aging reports need to include the patient's Date of Birth
- BillFlash Payment Integration (ePayment)
- · Medisoft Clinical Installation Guide separated into a New Install and Upgrade versions

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## Repeating Appointment modifications (Office Hours) (TD 21913)

Some changes have been made to the Repeat Appointment functionality to improve its usability and to improve the transfer of appointment data between Medisoft and clinical applications, such as Practice Partner.

#### **Table Changes**

Repeat appointments have been removed from the OHRPT table and added to the OHAPP table. The OHRPT table has been renamed to OHRPTOLD. In addition, the following columns have been added to the OHAPP table:

- Repeat ID Integer
- · End Date Date
- Unit Char (8)
- · Skips Integer
- Day Char (14)

### **Repeat Appointment Conversion and End Date Changes**

**ALERT:** When repeating appointments are converted, only those appointments from the current day and beyond will be converted. Past appointments will NOT be converted. If you need to keep the history of past appointments, McKesson recommends that you print any reports you will need PRIOR to converting.

You can schedule repeating appointments as far into the future as you want, as previously, but the default End Date, if no date is specified, is one year after the current date. If you leave the field blank, the system will automatically enter a date one year after the initial appointment date upon saving.

**Note:** when your data converts to Medisoft 17 SP3 from a previous release, the system will automatically update it to make the last repeat appointment a maximum of one year from the starting date or the current date, whichever is lesser.

## **Cut/Paste, Drag/Drop Changes**

This feature allows you to move one instance of the repeat appointment to a different day, time, provider, etc. The repeating ID will be retained.

## **Copy/Paste Changes**

Selecting Copy from the pop-up menu copies the currently-selected appointment without the repeating data (Repeat ID, End Date, Units, Skips, Day). It copies and pastes a single appointment.

## **Reschedule Changes**

Using the rescheduling feature (from the right click menu or selecting Statuses) will reschedule the one appointment or put it on the Wait List.

## **Date Changes**

Changing the Date of a repeating appointment will change that individual appointment to the new date and will not affect the rest of the series.

Chapter 1 - Enhancements Chart Changes

#### **Chart Changes**

If you change the Chart value and answer **Current** when prompted, the system will remove the current appointment instance from the series and create a new single appointment that is not part of the series. Any instances of the repeat series in the future will remain.

If you answer **All**, the current appointment is saved as a single appointment with the new chart, and any future instances of the original series are deleted.

### **Time Changes**

Changing the Time of a repeating appointment can affect either the single appointment you are on or all appointments in the repeating series. You will receive a prompt asking if you want to change just that one appointment or all future appointments.

If you select All, then the Start Time of the series will be set to the new time for the selected appointment, as well as all appointments in the series that are in the future from the instance you are on.

If you select Current, then that one appointment will be changed to the new time.

If you change a single appointment of a repeat series to a different time, and then change the remaining appointments in the series to a different time, the single appointment with the time change will be considered an exception and will **not** be affected. However, if the repeating series is deleted, then the appointment with the time change will be deleted as well because it is still part of the series (even though it is an exception to the series). If the appointment has already occurred, then it will not be affected.

### **Frequency Changes**

If the day changes in frequency, any appointment that no longer meets the new day selection (even an exception) will be deleted. For example, if there is a daily series from 10/1 through 10/31 and you change to Weekly for W and F on 10/11, the series from 10/1 through 10/10 will be end-dated with 10/10, the remainder of the original series will be deleted, and a new series will be created from 10/11 through 10/31 with the new frequency.

If you change the End Date of any appointment that belongs to a repeating series, then the system will add or remove appointments to the series as needed to match the new End Date. Additionally, the system will update all appointments in the series with the new End Date regardless as to whether you select Current or All in the confirmation dialog box.

Any other changes will be applied to all appointments since the frequency has changed.

## **Deleting Appointment Changes**

Deleting a repeating appointment will prompt you either to delete the individual appointment or to delete the entire series. If you select Current, then just that one appointment will be deleted from the series. If you select All, then the system will delete the remainder of that series from the selected date forward. Prior appointments will remain and the End Date for the series will be set to the date prior to the selected date.

Other Changes Chapter 1 - Enhancements

#### **Other Changes**

When you change a Single appointment to a Repeat appointment or vice-versa, the system will add or remove additional appointment records accordingly.

Changing the status of an appointment will only affect the status of that individual appointment. Other changes affect only this one appointment as well.

NOTE: Appointments that have already occurred will not be affected by these operations, with the exception of updating the End Date of a repeating series, as noted above

### **Priority in Editing Appointments**

There is a priority when editing appointments:

- 1. Status—Changes to Status override all other changes. Other changes made when the Status is changed affect only that one appointment.
- 2. Date—Other changes made when the Date is changed affect only that one appointment.
- 3. Frequency
- 4. Other Changes—you can select if you want these changes to affect all appointments or only the current one.
- 5. Phone and Cell phone changes: You will receive a prompt for All and Patient. These changes work independently of all other changes.

# Line items on the Unprocessed Charges window can be sorted (TD 21071)

New code allows you to sort the items in the grid of the Unprocessed Charges window. Clicking the drop-down arrow on the Search by field will show you the list of fields by which you can sort data.

In addition, you can sort by some columns by clicking the column header. Clicking it once will cause the list to sort by that column in ascending order, as noted by the arrow pointing up (you may need to widen the column to see the arrow). Clicking a second time will cause the list to sort by that column in descending order.

NOTE: There is no change to the grouping of incoming transactions in messages; they are grouped as they always have been. The sort order displayed on the grid due to user manipulation has no effect on the posting of the transactions.

# Encoder Pro and Codes on Disk need to reflect the current year (TD 21354)

Encoder Pro is going to a subscription model. Depending on the version of Medisoft that you have installed, you may need to re-register your version of Encoder Pro.

If you have a version of Medisoft prior to 17 SP3, the product name will stay NDC Medisoft Encoder Pro, and you must re-register Encoder Pro using your **original** serial number. If you do not have a serial number for the earlier version of Encoder Pro, you should call Support.

If you are installing Encoder Pro 2012 with Medisoft 17SP3, register the new Encoder Pro with a new serial number. The 2012 Serial number goes out with the Encoder Pro disk on the Certificate.

# CMS-1500 printed claim form needs the decimal place on box 24G (TD 21694)

In prior releases, any digits to the right of the decimal point for the value in Box 24G were truncated when the value was printed on the form. Due to changes in requirements, submitters need the ability to represent fractional values (for instance, mileage amounts for ambulance claims). New code changes allow you to represent these fractional amounts. You will need to modify options in two places:

#### CMS - 1500 Form window

Change the value of Box 24G in the Properties to Amount 0.0.

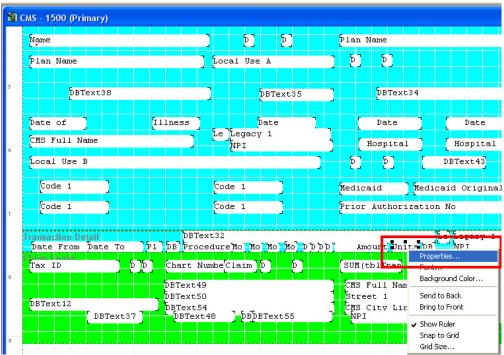


Figure 1. CMS-1500 Form window

#### **Data Field Properties window**

Use the Format field to select Amount 0.0.

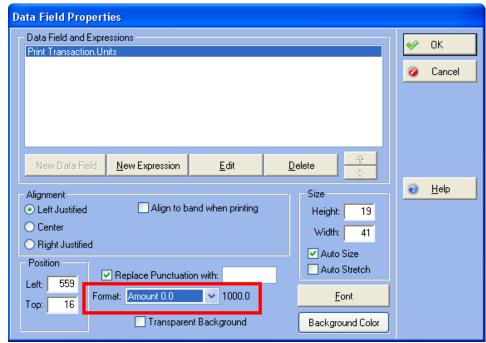
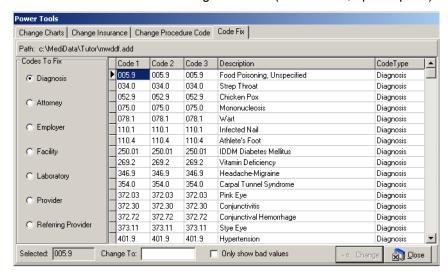


Figure 2. Data Field Properties window

NOTE: you will need to change the **Format** value on the **Transaction** Unit field on the CMS 1500 claim form for Ambulatory claims to **Amount** 0.0.

# New tab in Power Tools to fix codes for disallowed characters (TD 21775)

There is a new tab in Power Tools: the Code Fix tab. This tab allows you to fix codes that contain characters that are no longer allowed (for instance, apostrophes).



#### Figure 3. Code Fix tab in Power Tools

On this tab, you can select which type of record you want to display using the column on the left. If you only want to see the records that have characters that are no longer allowed, select the checkbox for **Only show bad values**. From here, you can change the Code so that it comprises only legal characters. Enter the new value in the **Change To** field.

Note that you can only select **one** item in the Codes to Fix section.

# Changing Insurance Codes in Power Tools affects existing IDs (TD 21798)

The functionality of the Power Tools program has been enhanced to change the insurance codes for the Provider ID, Referring Provider, and Practice ID lists. Prior to this, changing insurance codes in Power Tools would not affect these lists.

# The Unified Installer will notify users if the license file is incorrect (TD 21873)

The installer will now notify the user if the license file is not correct for the version that is being installed. Previously, the installation would simply fail and you would have to consult the error log to see what the issue was. This code revision will enable you to more quickly solve any installation problems.

## Changes made to menus for the demo version (TD 21923)

In previous versions, certain menu options that existed in Medisoft Network Professional were not available in the demo version used by McGraw Hill. These menus were missing because the features are not available in the demo version of the software. Now, these menu options appear; if you attempt to select them, however, a message appears reminding you that the selected feature is not available.

# Birth Month available in Report Designer Patient and Case Fields (TD22007)

You can print the month of birth spelled out in full (i.e., January instead of "1") on custom reports and forms in Report Designer by selecting the **Date: mmmm** value in the Format field for the **Date of Birth** field.

## **Product Authentication changes (TD22086, 22088)**

There is a new product authentication feature for users who purchase but do not register Medisoft.

#### **McKesson Product Authorization Window**

Users without Internet connections who do not register Medisoft after 30 days will see the McKesson Product Authorization window.

This window will direct you to a website on which you can enter the authorization code shown in the window to generate a 5-digit pin. Enter this 5-digit pin on the McKesson Product Authorization window. Medisoft will be reactivated for 90 days. Users will then need to repeat this process every 90 days.

# The installer displays error messages from Practice Partner installs (TD 22102)

The installer has been modified so that it will display errors during the installation of the Practice Partner server or client installation. Prior to this, the error log had to be consulted to obtain the details of any errors.

## The Insurance Aging reports include Date of Birth (TD 22327)

Since payers require the patient's date of birth when checking unpaid claims, this value has been added to the Primary, Secondary and Tertiary Insurance Aging reports. There is also a label on the report next to the Social Security Number field.

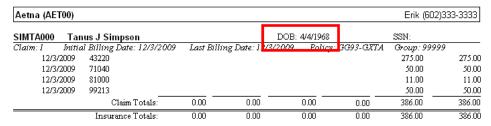


Figure 4. Insurance Aging reports detail view

## **BillFlash Payment Integration (ePayment) (TD22346)**

There is new functionality for the BillFlash Payment Integration feature. This is the same BillFlash that you can use to process your statements.

**Note:** To learn more about BillFlash and its services, see the BillFlash website at www.billflash.com.

When you enter check or credit card payments from patients in Enter Transactions, Enter Deposits/Payments, or Enter Copay (Office Hours), you can open the BillFlash web site and verify the check or credit card.

There is a new menu option, and three windows now have an **ePayment** button that you can click to open BillFlash to verify the check or credit card payment. The sytem enables the ePayment button when

- You select a Pay/Adj Code with a Code Type of Check Copayment, Credit card Copayment, Check payment, Credit Card payment.
- You select a patient in the Who Paid field.
- You have enrolled in BillFlash and have a BillFlash UserID.

Chapter 1 - Enhancements Menu Option

### **Menu Option**

On the **Activities** menu is a new option for **ePay Reports**. This option will allow you to see reports of patient payments that you have processed through BillFlash.

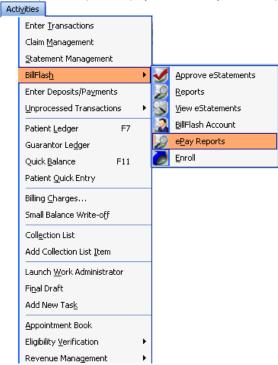


Figure 5. BillFlash Menu

### **Transaction Entry window**

After you enter payment information and prior to saving the transaction, click the new ePayment button. This will open BillFlash to a web page where you can verify the check or credit card.

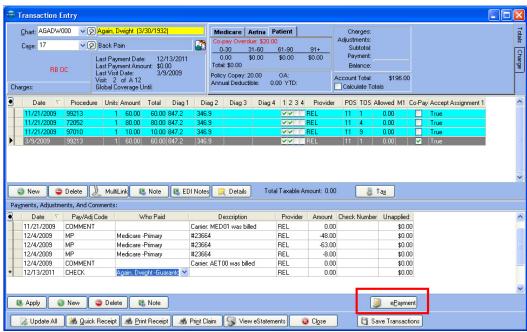


Figure 6. Transaction Entry window

#### **Enter Deposits/Payments (Office Hours Enter Copay) window**

Select a **Payor Type** of Patient, a **Payment Method** of either Check or Credit Card, and complete the other fields prior to saving. Then, click the **ePayment** button to open BillFlash.

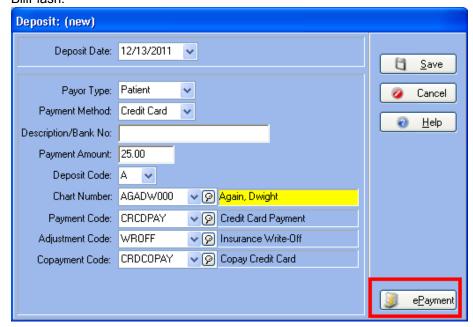


Figure 7. Enter Deposits/Payments window

Chapter 1 - Enhancements BillFlash Web Page

#### **BillFlash Web Page**

On this page at the BillFlash web site, you will complete the fields and verify the payment. When you get a confirmation notice that the payment has been verified, close the window and return to Medisoft.

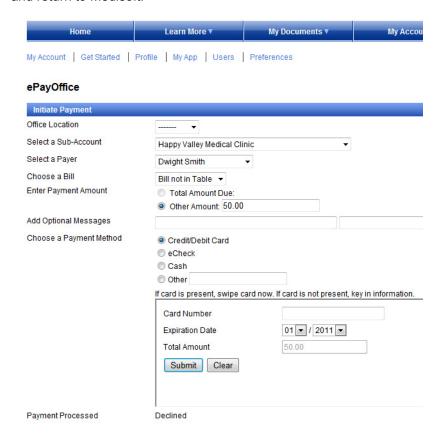


Figure 8. BillFlash web page

## **Updated Reports (TD22370)**

There are four updated reports: Practice Analysis with Totals, Patient Day Report, Procedure Day Report, and Payment Day Report. The changes to the reports will enable them to preview or print more quickly. In addition, they have a new last page.

# Unified Installer contains patches for Practice Partner 9.5.2.1 (TD 22484)

The unified installer for this service pack will install patches for Practice Partner (server and client) up to the time that the DVD was pressed. This will significantly reduce the time it takes to upgrade to the new release. For patches made available after that time, you can use the Patch Updater Utility.

# Unified Installer will install the patch for Practice Partner 9.5.2.1 (TD 22485)

Service Pack 9.5.2.1 for Practice Partner was originally downloaded as a patch. The unified installer for Medisoft will install this service pack for the user. If you are upgrading from Practice Partner 9.4 and up, you will need only one license file to upgrade to Practice Partner 9.5.2.1.

# Medisoft Clinical Installation Guide Separated into Two Versions (TD 22498)

To make installation of Medisoft Clinical, the Installation Guide has been separated into New Install and Upgrade versions. In this way, you will be able to more easily install or upgrade Medisoft Clinical.

# Phone Number Prompt No Longer Appears when no Chart selected (TD 22535)

The code has been revised so that the prompt for a phone number will not appear if no chart number has been selected.

# **Chapter 2 - Resolved Issues**

The following issues were resolved with Medisoft Release 17 SP3.

TD	Application	Description
17161/ 19521	Core	If you tried to select a patient chart in Transaction Entry that is already selected and open on another workstation, you would receive a message that the window is "open for viewing only." However, if you selected a different patient chart, one NOT in use by another user, the window remains in "viewing only" mode.
		Steps to recreate
		Open Enter Transactions and select a patient.
		<ol><li>Open Enter Transactions on another computer and select the same patient. When you try to select a different patient, the window does not remain in viewing mode.</li></ol>
17848	Office Hours	If you create an appointment with an after-hours time and then create another appointment after that, the first appointment will no longer duplicate itself when you try to print.
		Steps to recreate
		1. Create an appointment for 5:15.
		2. Enter a second appointment for 5:45pm. The 5:15 appointment does not duplicate.
19737	Core	With large databases, the File Progress window will function normally and show progress when it is opened from Recalculate Unapplied Amounts. Previously, it would be blank.
		Steps to recreate
		1. Open File Maintenance in Medisoft.
20070		Select Recalculate Unapplied Amounts and click Start. You will see the File Progress window show a progress bar.
20879	Core	You will no longer receive various error messages when attempting to open the New Task window.
		Steps to recreate
		From the Activities menu, select Add New Task.
00000	0	The New Task window displays without errors.
20922	Core	You can now print remainder statements when the In Collections Match checkbox is checked although the patient and guarantor are not the same. Previously, you could not print them.
		S <u>teps to recreate</u>
		1. Set In Collections Match to true in Statement Management.
		Attempt to print a remainder statement where the patient and guarantor are not the same. Note that the statement prints.

21211	Office Hours	You will no longer receive the error, "List index out of bounds" when using Patient Quick Entry.
		Steps to recreate
		Open Office Hours and open Patient Quick Entry from the Patients window.
21274	Core	2. Complete the fields and Save. You should receive no error. You will no longer get a list of statement numbers when you do a search by chart number in Statement Management.
		Steps to recreate
		Open Statement Management from the Activities window.
21378	Core	Enter a value in Chart Number and search. You will see results for the Chart Number and not the matching statement number.  When you open the Patient window while in Enter Transactions you will see the window at normal size instead of maximized.
		Steps to recreate
		Open Enter Transactions
		<ol> <li>Open the Patient window by clicking the F9 key. Note that the Patient window opens in normal format and is not maximized.</li> </ol>
21481	Office Hours	You will no longer be able to edit or create Reason Codes if you have View only permission. Previously, you could edit or create Reason Codes without the proper permission level.
		Steps to recreate
		1. Open Office Hours and set a user's permission level to View.
21495	Report Designer	Verify that the user cannot create or edit a Reason Code.  Certain fields would not appear on the Appointment List report in Report Designer.
		Steps to recreate
		Open Reports Designer.
21606	Core	Open the Appointment List and verify that all fields appear.  You will now be able to see the data you enter when you create Custom Cases in Medisoft Professional. Previously, only the tabs displayed but not the data.
		Steps to recreate
		Open the Custom Case Designer and create a Custom case, entering data.
21698	Core	2. Reopen the custom case and verify that the data entered is present. The Appointment List with Remainder Balances Report no longer shows balances that are the insurance company's responsibility.
		Steps to recreate
		Print the Appointment List with Remainder Balances.
		2. Verify that the insurance-responsible balances are not included.

21795 Office Hours Columns that you add to the Patient Appointment window will now display for all patients. Previously, they would display only for the original patient for whom the column was added. Steps to recreate 1. Open the Patient Appointment window and select a patient. 2. Add columns to the grid. 3. Select a different patient and note that the columns are still visible. 21854 Core Amounts, Statuses, and other data are now included on the Billing Payment Status report for live customer data. Previously, it was being left off. Steps to recreate 1. Print the Billing Payment Status report 2. Verify that all of the information that should appear does appear. 21867 Matches will now be found when searching for amounts in the Deposit List. Core Previously, they were not always showing up. Steps to recreate 1. Open the Deposit List. 2. Search for different amounts, particularly those with variety in the values to the right of the decimal point. The appropriate matches will be found. 22005 Medisoft will now print the specified number of copies of reports that you Core request. Previously if you were using Windows Vista or Windows 7, it would print only one copy no matter how many copies you specified. Steps to recreate 1. Select a report to print. 2. Specify to print multiple copies and verify that multiple copies will print. Repeat as necessary. 22006 f the Program Options were set to use the Guarantor Ledger as the Quick Core Ledger, the Guarantor Quick Ledger window would open very slowly. Steps to recreate 1. Open Program Options and check Use Guarantor Ledger for Quick Ledger on the General tab. Save the change. 2. Open the Guarantor Quick Ledger and verify that it opens quickly. The Laser CMS (Secondary) Medicare form now pulls the correct 22031 Core information for Box 1a. Steps to recreate 1. Print the Laser CMS (Secondary) Medicare form. 2. Verify that the correct information appears in Box 1a.

22057	Office Hours	If users selected a guarantor other than the patient and entered a suffix for
		the patient, the guarantor was changing for all cases.
		Steps to recreate
		Enter several cases with guarantors
22175	Installation	Enter a patient with a suffix and a different guarantor. Verify that the guarantor does not change for the other cases.  If users are upgrading from Practice Partner 9.4 OR 9.5, the installer will
		detect this and display the earlier version during install.
		Steps to recreate
		Have Practice Partner 9.5 installed on the computer.
		2. Start the Installation and note that the correct version is displayed on the final screen of the install.
22207	Core	Medisoft was assigning alpha-numeric Chart Numbers in Patient Quick Entry, even if users had chosen in Program Options to have numeric Chart Numbers only.
		Steps to recreate
		In Program Options, select Use Numeric Chart Numbers on the Data Entry tab.
22218	Core	Open Patient Quick Entry and create a new patient. Note that the system assigns a number only chart number.  Inactive Referral Sources were appearing in the drop-down list for Referral Sources.
		Steps to recreate
		Select a Referral Source and make it Inactive.
		Verify that it no longer appears in the drop-down list for Referral Sources.
22319	Core	BillFlash was uploading previous and current statements even though the billing cycle was set to a value that should exclude previous statements.
		Steps to recreate
		Set the billing cycle so that previous statements will be excluded.
		Perform a statement processing and verify that BillFlash was not including these previous statements.
22308	Installation	The wrong desktop icon was being placed on the desktop and customers were not getting any patches.
		Steps to recreate
		Install Medisoft Clinical.
22377	Core	Verify that the correct desktop icons appear.  The wrong provider code was being assigned to transactions when posting unprocessed charges.
		Steps to recreate
		Open Unprocessed EMR Charges.
		2. Click Post and verify that the correct provider code is assigned.

Office Hours Office Hours Professional would lock up if users launched it and then tried 22413 to close without logging in using their user name and password. Steps to recreate 1. Open Office Hours Professional. 2. With the log in screen appearing, click Exit. The Appointments window should not display and the application will close properly. 22453 Reports Professiona Revised the code so that you will no longer get an AV error when opening Instant Reports Print. Steps to recreate 1. Create a report using Instant Reports Manager. 2. Open Medisoft and open the window for which the Instant Report was created. 3. Open the report from the green MR System Tray icon and print it. 4. Verify that it prints correctly and no error is received. 22520 Revised the code so that scrolling the mouse will not change units and Core amounts in Transaction Entry. Previously, using the scroll button on the mouse would cause the values to change. Steps to recreate 1. Open Transaction Entry and enter a CPT code. 2. Tab to the Units field and note the value. 3. Change the Units to something other than 1 and then scroll the mouse. Verify that the value in the Amount and Untis fields do not change. 22528 Core Diagnosis Code data will no longer be overwritten when it is sent by Communications Manager from Medisoft Clinical to Medisoft. Previously. some data would be overwritten before it was saved to the database. Steps to recreate 1. Ensure that Medisoft and Medisoft Clinical are synchronized. 2. Create encounters in Medisoft Clinical for several patients with different Diagnosis Codes. 3. Allow Communications Manager to process and transmit the data to 4. Verify in Unprocessed Charges that the data transferred without loss of Diagnosis Code data. 22539 Installation Updated the installer so that file ppupdate is no longer overwritten with each client install. Previously, the file would be overwritten and the list of patches available to install on client workstations was being overwritten so that no patches would install. Steps to recreate 1. Install the Practice Partner Server and Client on the server and download all patches. Install Practice Partner on the client. 3. Verify that available patches can be installed on the client as well.

22582	Core	Transaction Entry has been updated so that pressing F8 to enter a new case for a patient will not disable the transaction line. Previously, using this method to create a case would prevent you from entering data on the transaction line.
		Steps to recreate
		Open Transaction Entry and select a patient with no cases.
		2. Place the cursor in the Case field and press F8.
		3. Enter new case information and Save.
		4. On the Transaction Entry screen tab to the Procedure Code.
		<ol><li>Verify that you can select or enter a Procedure Code on the transaction line.</li></ol>

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