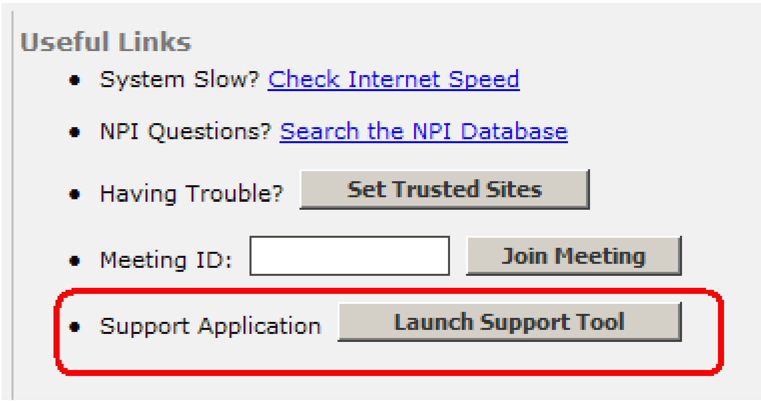
New features

PA Support Tool

On the website in **Billing -> Billing** there is a new button called **Launch Support Tool**.



This application is designed to help you resolve issues when the **Billing** application won’t launch.

If you fail to launch Billing, at first, try to **Clear data cache** in this application.

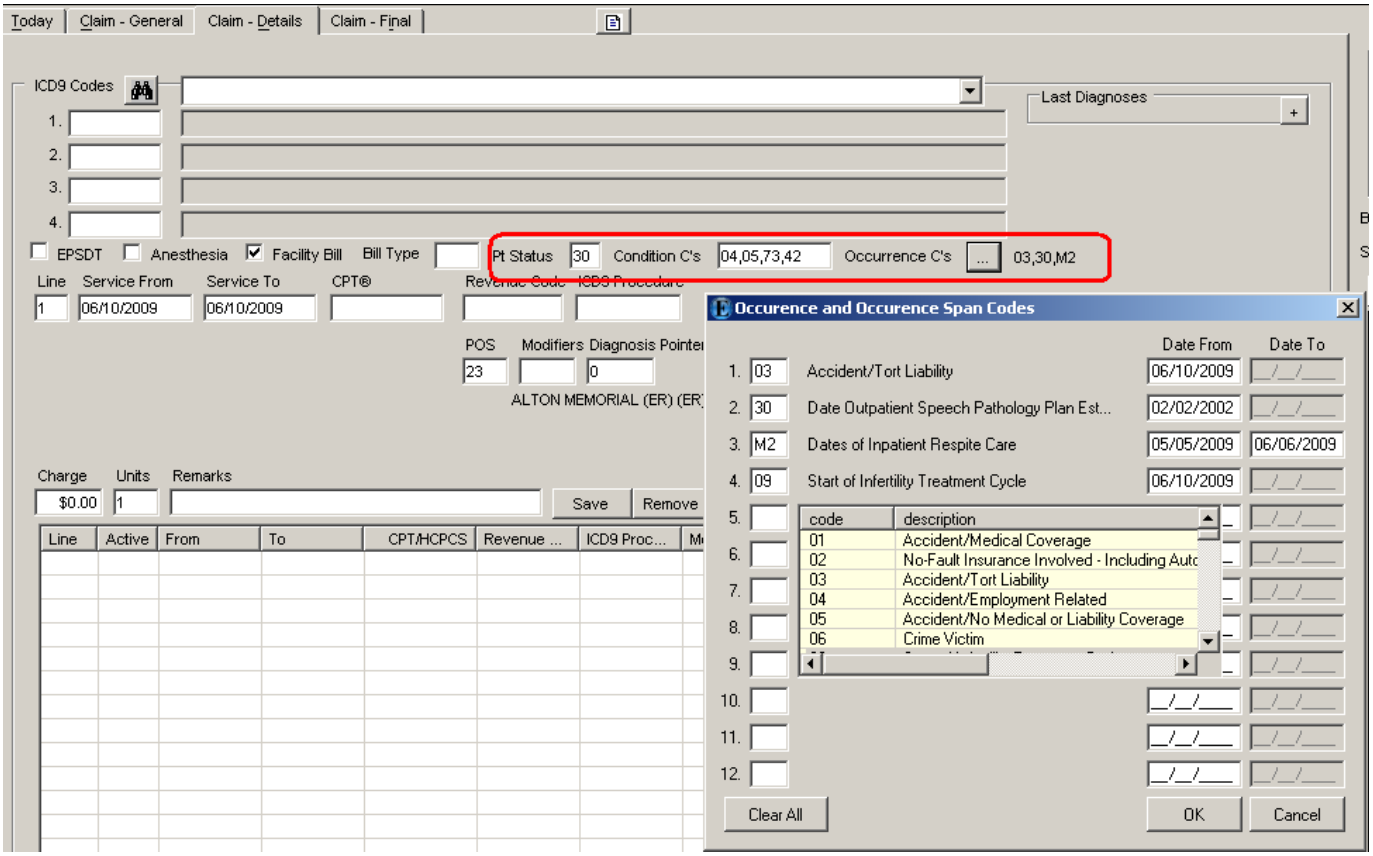
If this does not help, try to **Clear ClickOnce** app.

If this does not help either, please contact our support team.

Patient Status, Condition and Occurrence Codes

When entering 1450 claims, you will be able to enter values in the new fields on *Claim-Details*: **Patient Status**, **Condition Codes** (you may enter up to 11), **Occurrence Codes** with corresponding dates (click [...] to open the form for entering these).

Drop-down prompt lists will help you enter correct codes.



The entered values will be printed on the UB04 form for the claim.

Last update of family income

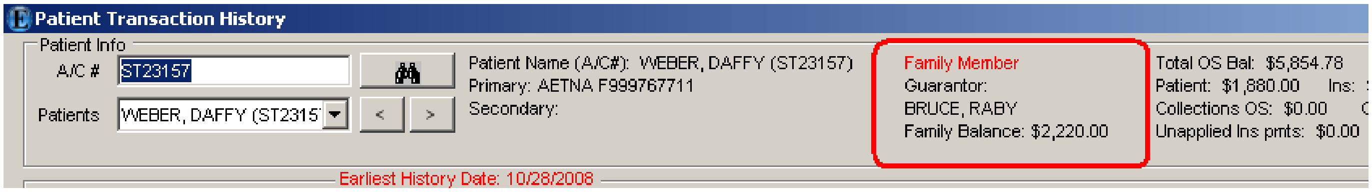
A new label in the *Discount Types* section of the *Patient* form shows the date when the information on the patient's income or family size was last updated.

Chart # in Patient Search

You can now look for patients by their Chart Numbers now in the usual *Patient Search* form. They will also be displayed in the search results.

Family Balance

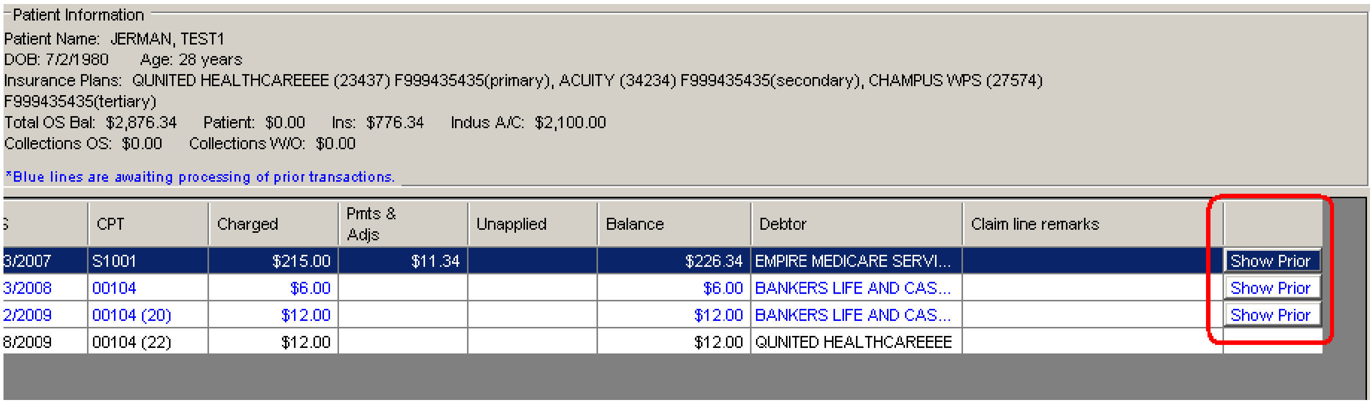
New labels on PTH show additional information for patients that have common guarantors with other patients.



Go to prior transactions

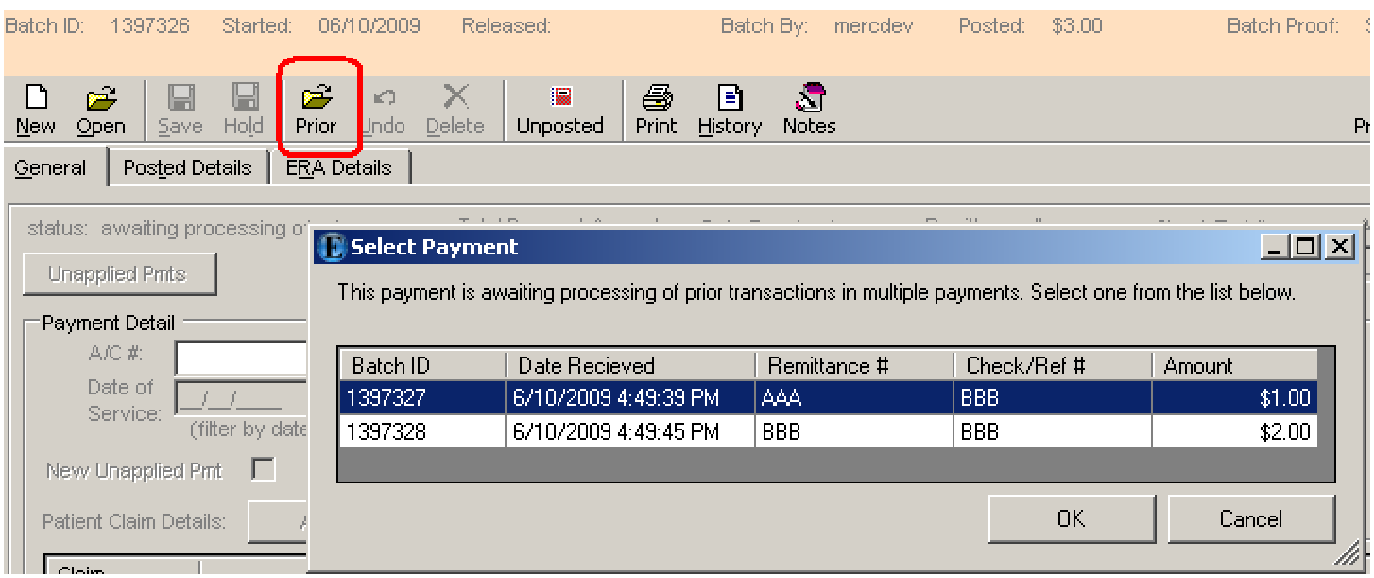
In Payment Application you can now see which preprocessing payments won't allow some actions to be performed.

1. In the claim line grid next to the claim line that has transactions awaiting processing there is the **Show Prior** button. The button will either open a window with the list of payments that contain preprocessing transactions for this line, or open such payment (if there is only one).



The currently opened payment is put **on hold** when you click this button.

2. If the current payment cannot be processed because it is waiting for other transactions to finish processing, then the *Edit* button in the toolbar is replaced with the **Prior** button. The button will also either open a window with the list of payments that contain preprocessing transactions not allowing to process the current payment, or open such payment (if there is only one).



Modified Features

Employer and Workers Compensation improvements

1. After you add a new employer via the [+] button in the *Patient* form on the *Workers Compensation* tab, it will automatically appear in the *Employer* list.

2. The same for the *Employers* window.

3. When you select a workers compensation record in the grid on the *Patient* form, the cursor will automatically be placed in the *Contacts* section below – in the *Person* list.

Preprocessing transaction explanation

In one of the previous versions of PA we implemented a feature to show transactions that are not processed yet on the **Patient Transaction History** and **Claim Transaction Detail** screens. They would all show with *'(awaiting processing)'* after description.

Now a preprocessing transaction is shown with more accurate explanation of why it has not yet been processed: *(Awaiting Processing)*, *(On Hold)*, *(Posting Errors)* or *(Awaiting Processing of Prior Transactions)*.

ERA Reason ID for Medicare Payors

ERA Reason ID for Medicare Payors is now shown in Payment Application -> ERA Details as FCN: … HIC: …

Fixes

Clear filter on Today

Incorrect behavior of the **Insurance Plan** list (when clicking **Clear**) has been fixed. It is now reset to *–All Plans–* instead of the last item in the list.

Companies managed by several users at once

A number of bugs causing exceptions has been fixed for situations when several users are changing employer and workers compensation information for the same companies.

Balances on Payment Application

Some fixes have been applied to correct claim line balances shown on **Payment Application**. You could encounter them when there were some preprocessing transactions posted to a claim line in the loaded batch or when you clicked **All Claims**.

Known Issues

1. Exceptions in situations when several users are managing the same company at the same time do not appear anymore. However, please make sure to update the Companies list on your computer (*Update Client Cache -> Companies* or the green arrows icons for the corresponding lists) to get the

latest changes of company information if you see that some employer info is shown incorrectly or not shown at all.

New Features

Chart # in Patient Search

You can now look for patients by their Chart Numbers now in the usual *Find Patient* form.

Modified Features

Unbilled Appointments

This report was re-organized to satisfy some user requests.

It is now missing most of the fields (those that did not have any logical use within this report and only caused users' confusion).

Also, it now has two new checkboxes:

1. **Don't match Scheduled against Billing provider**

Check this checkbox if you consider an appointment billed independently of whether it has the same provider as the claim.

Uncheck it if an appointment provider must match the claim provider to consider this appointment billed. In this case the **Provider** list will appear in case you want to see unbilled appointments for some certain provider.

2. **Ignore cancelled and no-show appts**

Check this checkbox to exclude cancelled and no-show appointments from consideration.

Fixes

NPI validation

When entering NPI in *Commonly used Group Numbers* or in provider information, validation on them matching will now appear only for non-empty values.

New Features

Patients on Payment Plans

The new report **Patients on Payment Plans** will show information on such patients that have non-zero OS balance.

Patients on Payment Plan

For PA DEMO ACCOUNT (Report created: 6/10/2009)

Patient Name	A/C #	Balance	Delinquent?	Monthly Payment Plan Amt	Day Payment Due	Last Payment Amt Received	Last Payment Date Received	Date Payment Plan Set	Payment Plan Set By
BAKER, TAMMY	ST23054	$572.68	Yes	$50.00	17	$15.32	2/2/2009	1/1/1900	
SCHLOSSER, NICKI	ST852	$340.00	No	$115.00	25	$4.00	5/16/2008	6/10/2009	Development, Mercury

Modified Features

Billing Inquiries Phone # on Patient Itemized Statement

The **Patient Itemized Statement** and **Patient Itemized Statement – all DOS** reports now contain practice's **Billing Inquiries Phone #**.

Fixes

CPA By Doctor/Facility and Referring Source/Doctor

The following reports were optimized to work faster:

- CPA by Doctor and Referring Source
- CPA By Doctor and Referring Doctor
- CPA by Facility and Referring Source