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What's new in INCISIVE MD?

This is the second quarter release to extend Medicare contract term, add the second quarter (Q1) 2012 National CCI edits, update Illinois Workers' Compensation contract term for revised PPI table, and add a new 2012 contract term for Oregon Workers' Compensation contract.

Who should read these release notes?*If you are an INCISIVE MD user ...*

Read this entire document for revised features included in this update.

If you are the clinic technical contact ...

No action is required to update the software if users have administrative privileges to update the \Program Files directory. The INCISIVE MD application will auto-detect and install the update when the user attempts to log into the application following the release of the update to your clinic. For clinics using terminal services, please contact INCISIVE Support for instructions on manually updating users' profiles.

Searching Error Corrected

With the release of INCISIVE MD 3.8.0, several users were experiencing an issue with the application generating an error message after performing a procedure code or text search. While planning or coding a surgery, users would experience this issue after they had switched the selected contract for the patient and then did multiple searches on the Procedures tab. In particular, if a user first performed a search that yielded no search results, such as searching for "TKA", and then performed another search that did yield results, such as "Hip", the application would generate the error message. The root cause of this issue is related to type ahead search feature of INCISIVE MD. The application waits for users to stop typing their search results while also sending the currently typed text to the INCISIVE MD server for the initial search results. The application became confused because it was waiting for these results while also sending another search to the server when a user typed additional search text. This small update is designed to resolve this issue.

How do I contact INCISIVE Support?

During normal business hours, 8:00 am to 5:00 pm Pacific Time, you may contact technical support at (503) 546-5323 or by email at support@crosscurrentinc.com. Our INCISIVE MD Support website also offers resources to help answer basic questions about the software