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What's new in INCISIVE MD?

This release changes the Surgery Planner document by adding patient contact information for customers of INCISIVE PM, improves the glancibility of the equipment lists, and other minor changes to the usability of the application. We have also added some contract payment and deadline information for INCISIVE RC customers.

Who should read these release notes?

If you are an INCISIVE MD user ...

Read this entire document for revised features and changes to INCISIVE MD.

If you are the clinic technical contact ...

No action is required because when the user logs into INCISIVE MD it will auto-detect if any necessary updates are needed and install them into the user's local profile. For clinics using terminal services or in a managed information technology (IT) environment, please contact INCISIVE Support for instructions on manually updating users' profiles.

CrossCurrent has moved!

On July 1, we moved across the Willamette River to offices in the Weatherly building. The historic Weatherly building is in Portland's industrial eastside was built in 1927 by the inventor of the ice cream cone machine. We are on the eighth floor and have stunning views. Our address has changed, so please update your records and now send any correspondence to:

CrossCurrent, Incorporated
516 SE Morrison St, Ste 800
Portland, OR 97214-2348

View from our new CrossCurrent office

CrossCurrent, Inc.
516 SE Morrison St, Ste 800
Portland, Oregon 97214-2348

Billing Inquires

Invoice and billing questions should be directed to Heather Baker. You can contact her by telephone at (503) 542-8208 or email at accounting@crosscurrentinc.com.

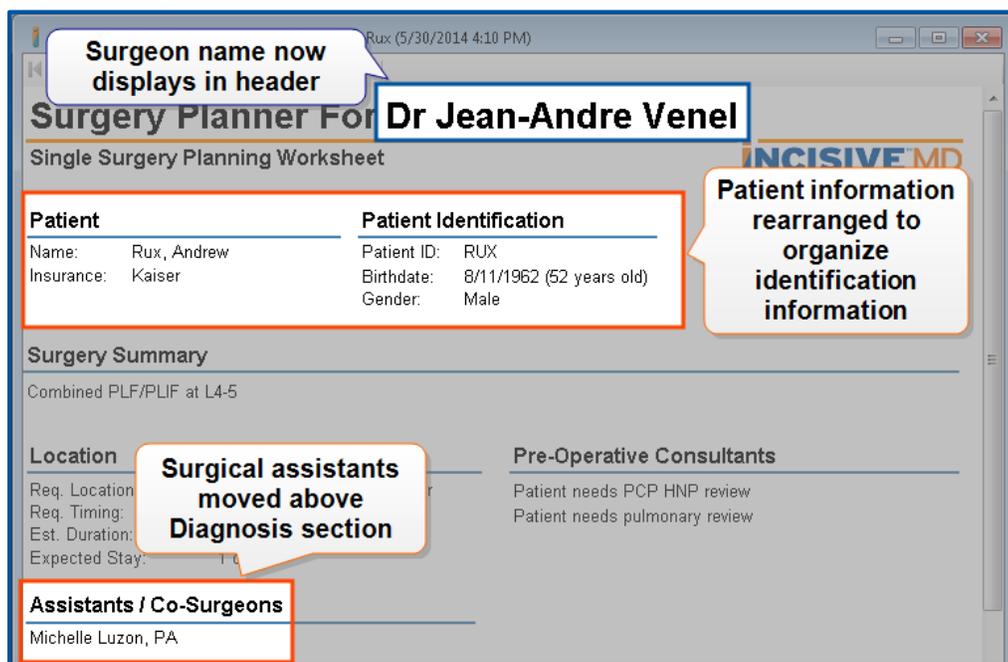
Support Questions

You can still reach INCISIVE Support by using remote assistant icon within INCISIVE MD, by calling (503) 546-5323, or by email at support@crosscurrentinc.com.

Surgery Planner Layout Revised

At customer request, we have revised the Surgery Planner document to add patient phone numbers and social security number. This information will only be shown if it is imported from a customer’s practice management system. For customers whose interface from their practice management systems does not export patient phone numbers, this section of the Surgery Planner will not be shown.

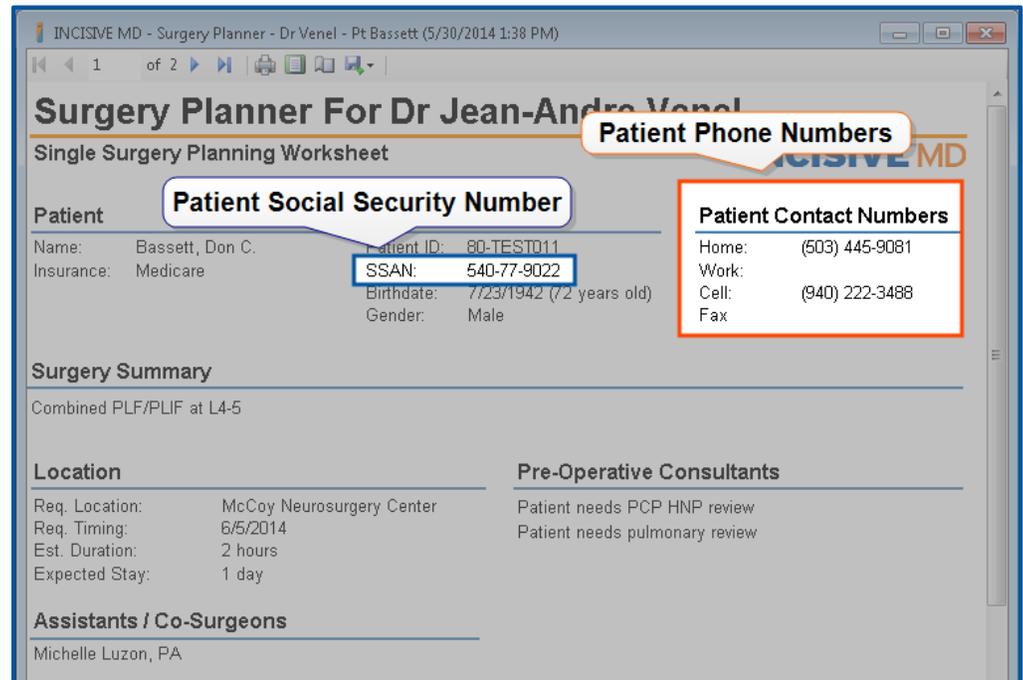
Figure 1. Surgery Planner New Features



You can see an example of the new Surgery Planner with patient phone numbers on the next page. Additionally, the patient’s social security number can be shown on the surgery planner if customers request this additional information be added to their interface from their practice management system.

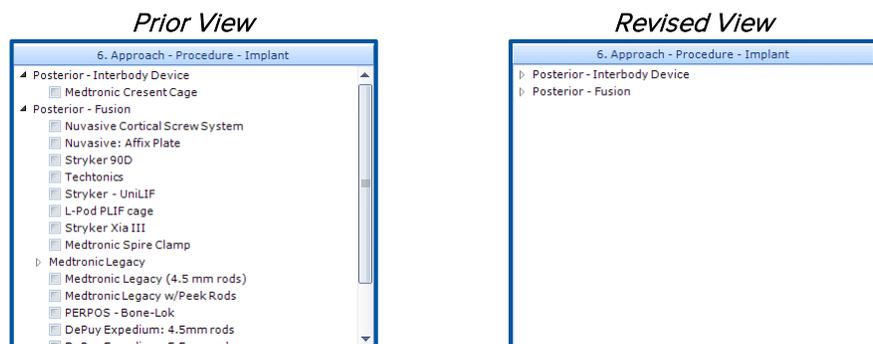
The most important thing to note is that we have removed the provider address from the Surgery Planner. The name of the surgeon is now included in the header of the document for better visibility. Discussion with customers was that they did not use the surgeon’s or assistant’s mailing address; so we elected to remove this information from the document to make room for patient phone numbers. We also moved the Assistants / Co-Surgeons section of the document from the top right to just above the Diagnosis section.

Figure 2. Surgery Planner with Patient Contract Information

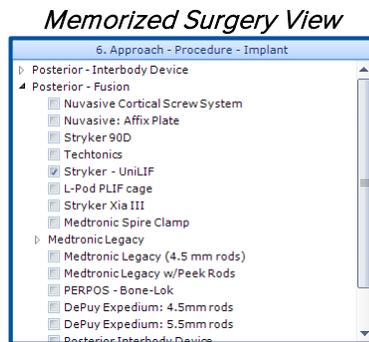


Equipment Tree Glancibility Improved

In setting up new customers' surgical planning equipment lists containing a large number of items, we noticed users having to excessively scroll up and down within the equipment lists to find items. This excessive scrolling detracts from usability and adds time to completing a surgery plan. To improve this, we changed the display of equipment boxes with more than 15 items to collapse the tree for better glancibility. If there are less than 15 items, the equipment list will be expanded. The tradeoff to improving the glancibility of the list is that users will need to drill down to select items on a list.



When using memorized surgeries, if an item is selected within an equipment box with more than 15 items, the equipment lists will be expanded so that the checked item is visible.



HIPAA Disclaimer on Emails

With the changes we have made for sending INCISIVE MD documents securely, we have added a general HIPAA disclaimer notice to the bottom of all document routing emails sent from the INCISIVE MD email server. The disclaimer is:

The information contained in this transmission may contain privileged and confidential information, including patient information protected by federal and state privacy laws. It is intended only for the use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution, or duplication of this communication is strictly prohibited. If you are not the intended recipient, please destroy all copies of the original message and contact INCISIVE Support by phone at (503) 546 5323 or by forwarding this email to support@crosscurrentinc.com.

Patient Name in Document Routed Email Subject Lines

With the advent of secure document routing, we removed the patient name from email subject lines to heighten HIPAA and HITECH compliance. Customer feedback indicated that receiving multiple emails from different surgeons without the patient name in the subject line caused a hardship on customers. Based on this feedback, patient names are now included on email subject lines for those email domains whose encryption level is set to Encryption While Sending and NO Encryption.

Emails sent using the Secure Webmail will continue to *not* have patient name included on the email subject line.

Minimum search criteria changed from 3 to 2 characters

We have changed the minimum search criteria for insurance plans, diagnoses, and procedures from three to two characters. This allows customers to search for insurance plans with abbreviations in their title; like BC for BlueCross, NW for Northwest, and VA for Veteran’s Affairs.

New Remittance Advice Code for PQRS Quality-data Codes

As of 1 April 2014, Medicare changed the Remittance Advice Remark Code N365, “*This procedure code is not payable. It is for reporting/information purposes only.*” for successfully reporting PQRS reporting quality-data codes (QDC) to N620, “*This procedure code is for quality reporting/informational purposes only*”. If you also bill a

small charge amount for the QDC, you will also see the Claim Adjustment Reason Code CO 246, “*This non-payable code is for required reporting only.*” with remittance advice remark code N572, “*This procedure is not payable unless appropriate non-payable reporting codes and associated modifiers are submitted.*” for the denied line.

Remember the CMS PQRS website warns that the “denial code is just an indicator that the QDC codes are valid for 2014 PQRS. It does not guarantee the QDC was correct or that reporting thresholds were met. However, when a QDC is reported satisfactorily (by the individual EP), the N365 can indicate that the claim will be used in calculating incentive eligibility.”

Further details about this change can be found in the CMS document, [2014 Physician Quality Reporting System \(PQRS\) Claims-Based Coding and Reporting Principles](#).

Payment and Deadline tracking for contracts

For customers of INCISIVE RC, we have added Anticipated Full Payment timing and Contract Adjudication Deadlines to contracts within INCISIVE MD. The Anticipated Full Payment timing allows for estimating when the contractual expected amounts for a surgery are paid by primary and secondary payers, third-party administrators, responsible parties, and so forth. The Contract Adjudication Deadlines are to track how many days for claim timely filing, payer prompt payment, claim disputing and so forth. INCISIVE RC uses these deadlines in order to create reminders and tasks for clinic staff to prioritize their work.

Figure 3. Contract Term Payment Tracking

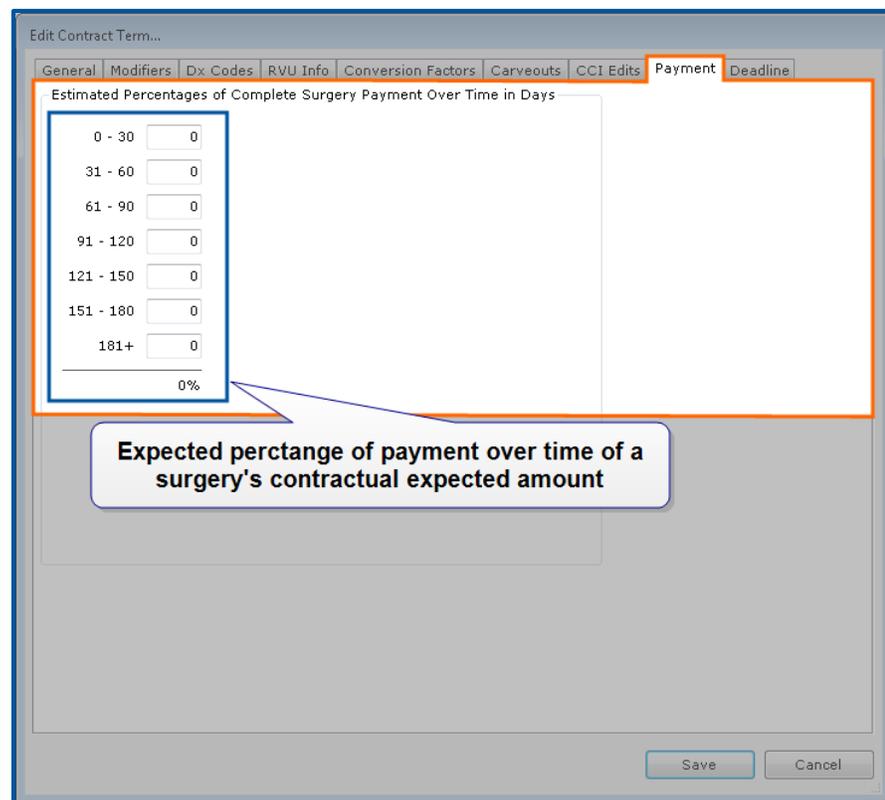
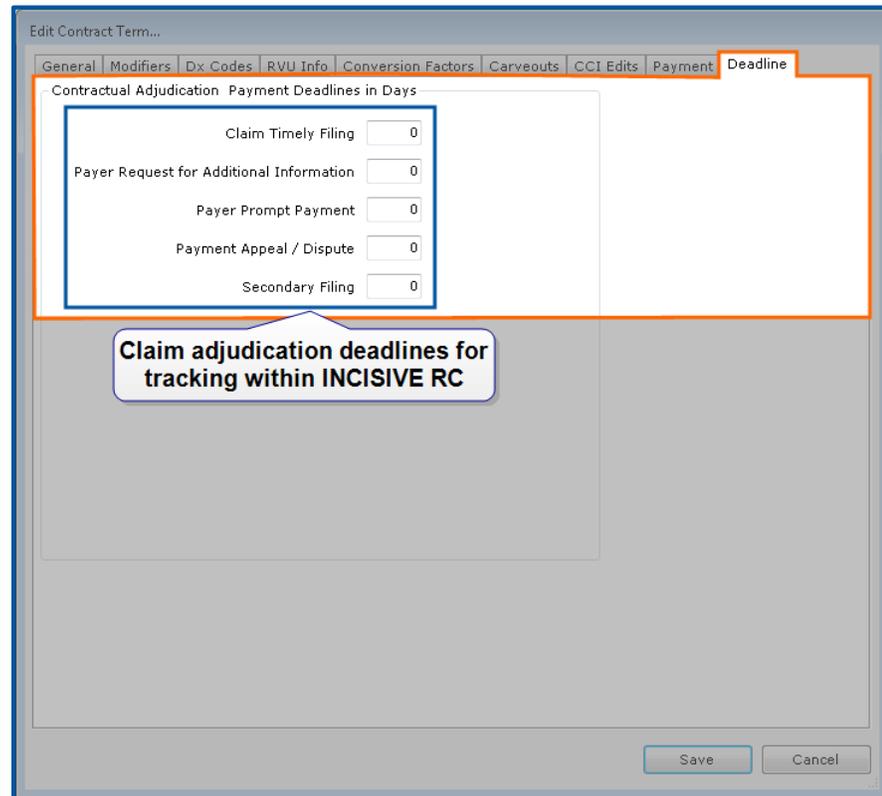


Figure 4. Contract Term Deadlines



How do I contact Support?

During normal business hours, 8:00 am to 5:00 pm Pacific Time, you may contact INCISIVE 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.