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What's new in INCISIVE Solutions?

This document describes the new functionality in INCISIVE Solutions Release 1.2.6. All customers will have access to this new functionality.

Who should read these release notes?

If you are clinic technical contact ...

You should refer to the CrossCurrent Technical Support Knowledgebase article "How do I use INCISIVE Web Update" for information on how to update INCISIVE Solutions software.

If you are an INCISIVE desktop software user ...

Read this entire document for an overview of new features included in this release of the software.

INCISIVE Contract Management

The initial release of the INCISIVE desktop software provided support for both Medicare and simple RVU-based contracts. Support for Medicare included the entire NCCI edits, Medicare's Payment Policy Indicator rules, and the Medicare physician fee schedule for all Medicare carriers. With the release of INCISIVE Solutions 1.2.6, customers can now manage both RVU-based and fee-based contracts. This version also enables you to import your practice's fee schedule for use as a baseline against other contracts.

In addition to supporting a wider variety of contracts, customers can now manage and change contracts and contract terms directly within the INCISIVE Solutions software. To access your contracts, go to **Tools > Insurance Configuration** where your current configuration is displayed. Customers interested in learning how to manage their own contracts with INCISIVE Solutions software should read our whitepaper *INCISIVE Solutions: Enforcing correct payer payment*. Additional assistance in mastering this complicated task is available from CrossCurrent Consulting Services.

Further upgrades provide enhancements to both RVU and fee-based contracts. INCISIVE Solutions Release 1.2.6 expands the existing RVU-based contract features to better support the nuances of RVU-based contracts. Fee based contracts can now be directly imported into the contracts, provided the payer is capable of supplying the electronic version of their fee schedule, thus ensuring subsequent fee tickets are priced according to the payer-specified fee schedule. For payers who make it difficult to know their fee schedules, INCISIVE Solutions 1.2.6 allows you to create a benchmark RVU-based contract with a conversion factor determined by you; INCISIVE desktop software then uses this data to compute an expected payment that can be used to benchmark the payer's actual allowed amount.

INCISIVE Contract Extensions

With the release of INCISIVE Solutions 1.2.6, we have rebuilt the infrastructure within the software to modularize the contracts we maintain. This provides the ability to quickly update and maintain a larger set of national contracts for our customers.

CrossCurrent plans to support payers who provide RVU or fee-based contract details to the general public. Initially, we will focus on supporting the Medicare carriers, regional BlueCross/BlueShield, large national payers, and state workers compensation contracts that publish their payer edits, payment policy indicators, and fee schedules. Contracts for these payers will be pre-configured within the application and require no configuration or adjustment by INCISIVE Solutions customers. Users will simply provide conversion factor rates and term periods for contracts.

Contract Extensions included in this release

With this release we have included the state workers' compensation contracts for Illinois, Oregon, and Washington. The previous release of INCISIVE Solutions software updated the Medicare contracts for the last minute changes to the 2007 Medicare program.

If you are curious as to when a BlueCross/BlueShield, large national payer, or a state workers compensation contract will be supported by CrossCurrent, please contact either your sales representative or CrossCurrent Consulting.

Patient integration

Recognizing that surgeons do not want to type patient demographic and claim payment information into INCISIVE desktop software, we are enhancing the INCISIVE Solutions platform to provide patient integration for a select number of practice management systems. Initially, we are building patient integration for Misys Tiger, GE Centricity Enterprise, and GE Centricity Physician Office Practice Manager practice management systems.

To accommodate the distributed and multiple installations of INCISIVE desktop software that may use the same surgeon's patient list, we have developed the INCISIVE data extractor software. This software will pull the patient demographics from the clinic's practice management system, send it to our INCISIVE Integration Server, and then reformat it for distribution to the appropriate INCISIVE desktop software, based on the surgeon's installed INCISIVE Solutions license.

With this release, the INCISIVE desktop can now poll the INCISIVE Integration Server and import patient demographic information. Later this quarter, the INCISIVE Integration Server will be deployed, thus allowing us to tie these pieces together for complete, automated and seamless integration of patient demographics. To complete the integration loop, CrossCurrent Consulting will contact customers with the aforementioned practice management to install, configure and integrate the INCISIVE data extractor software.

Minor application issues corrected with this release

As in any software project, a large number of defects and enhancements of varying importance and severity were reported, corrected, or incorporated with this release of the software. If you have any questions about these issues, please contact the INCISIVE Product Manager at +503 248 2290 for a discussion and a full list of the issues.

Known issues with the software

Vertebral corpectomy and instrumentation

When a surgery involves a vertebral corpectomy that completely removes a vertebral segment and places anterior instrumentation, INCISIVE desktop allows

the surgeon to over code the anterior instrumentation. This is because the software does not take into account the fact that a now larger interspace has been created and that instrumentation cannot be placed on the removed vertebral segment (e.g. a vertebral corpectomy was completed on C4, and the surgeon places a Medtronic Pyramesh® cage in the interspace between C3 and C5). When the surgeon codes the anterior instrumentation, the C4 segment is still available to select in the location box and thus the surgeon can over code the anterior instrumentation as segmental instrumentation (C3, C4, and C5).

CPT 72291/72292

For 2007, two new CPT codes 72291 and 72292 were added for radiological supervision and interpretation of vertebroplasty or vertebral augmentation. These codes are per segment. INCISIVE desktop software directs the surgeon to select either CT or fluoroscopic guidance, thus it codes each of these as only one unit.

Modifier -22 cannot be applied to a single interspace or level

When a surgeon selects the Difficult Modifier -22, he can only apply it to the entire set of locations for the procedure. He cannot apply the -22 modifier to an appropriate single location. While we work on correcting this within the application, we suggest the surgeon add a note to the fee ticket to instruct the billing staff on which location was indeed difficult so they may adjust the fee ticket within your practice management system.

Single units versus Multiple Rolled-up Units

On the Summary page, you can switch between single units per procedure or roll-up the multiple units into a single service line with a unit greater than one. In such cases, when converting back to single units, INCISIVE desktop software does not apply a -59 modifier to the additional service lines in order to clearly document that these are, in fact, different items.

Multiple differentiated units of the same procedure

Currently, you cannot select the same procedure more than once in the INCISIVE desktop software. For example, you cannot select CPT 20937, structural graft (different incision), more than once per fee ticket to indicate that more than one incision was made to retrieve each of the grafts. This is a limitation in the software and neither a coding or a payer rule. We are diligently working on a change to INCISIVE Desktop software to provide the surgeon with the ability to indicate multiple units of the same procedure.

Product Evangelist Tribute

Paul Schwaegler has been the principal surgeon guiding the creation and development of INCISIVE Solutions software. The Engineering team has included a tribute to Paul on the **Help > About** dialog. We encourage all our INCISIVE users to go and see the Engineering teams remarks.

How do I contact INCISIVE Technical Support?

During normal business hours, 8:00 am to 5:00 pm Pacific Time, you may contact technical support at +866 400 4748. Our INCISIVE Support website also offers resources to help answer basic questions about the software. For surgeons requiring after hours support, please call +503 853 5827 to receive help from one of our technical support staff.