

May 2007

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What's new in INCISIVE Solutions?

This document describes the new functionality in INCISIVE Solutions Release 1.2.7. While all customers will have access to this new functionality, integration is only available to those practice management systems currently supported.

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.

Support for Microsoft Windows Vista

With this INCISIVE Solutions release, Microsoft® Windows® Vista is fully supported by the INCISIVE desktop client, the INCISIVE data extraction application, and the CrossCurrent Product Updater service. We have removed the need to run the application with full administrative user rights and corrected other issues related to User Access Control (UAC). Other subtle refinements have been made to the user interface to support the Windows Vista Aero interface.

National Correct Coding Initiative 13.1 Update

The National Correct Coding Initiative (NCCI) 13.1 update will automatically download to your desktop, and updates will be made to the INCISIVE CCI edits repository. No action is needed on your part to have these edits available for use in the INCISIVE Solutions desktop client.

Surgery Planner Payer CCI Edit Warnings

Payer-defined CCI edits will be highlighted in the **Bundled Services** column of the **Procedures** tab when planning a surgery. These warnings will also print on the Surgery Planner worksheet, under the column heading **Payer Coding Edits**. Bundling edits are identified on the **Procedures** tab with an indicator next to the comprehensive code: (B) for "bundled with" and (M) for "mutually exclusive". On the worksheet, these are spelled out for easier understanding.

Patient Demographics Integration

The complete patient integration infrastructure has been completed between the INCISIVE data extraction software, the INCISIVE Integration Server, and the INCISIVE desktop client. Customers using the practice management systems listed below will now be able to activate patient demographics integration with the assistance of CrossCurrent Technical Support. Patient demographics and insurance contract information will be retrieved electronically from the practice management system, sent to our secure server for storage and forwarded to each INCISIVE desktop client who has been validated to receive the surgeon's patient list.

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Integration Supported Practice Management Systems

- Misys® Tiger™
- GE Centricity® Enterprise
- GE Centricity® Practice Solution
- Medstar EZWorks™

The integration between INCISIVE Solutions and the following list of practice management systems is currently under development and should be available for customers by the end of second quarter 2007. If you desire integration, please contact either your Sales representative or CrossCurrent Technical Support for integration when these systems are completed.

Integration in Development

- NextGen® EPM

Performance Improvements

Several areas of the application were examined for performance improvements. The most notable improvement increases the speed with which INCISIVE software now opens both the Surgery Plan and Fee Ticket. In addition to minor improvements in speed throughout the planning and coding processes, the speed with which INCISIVE software is now able to switch between pages and codes on the Procedures tab, regardless of number, has also been significantly increased.

INCISIVE Solutions License Migration

While all customers will eventually require new INCISIVE Solution licenses, customers whose practice management systems have successfully completed the integration process (see list above) will be granted a new license privilege for patient integration. To activate this new privilege, CrossCurrent Technical Support will need to conduct a remote assistance session to manually update customers' surgeon's licenses. CrossCurrent Technical Support will be contacting the appropriate customers shortly after this software release to schedule the remote session and update their licenses.

Clinic Fee Schedule

The clinic fee schedule is now the default contract when new patients are imported or added. If an imported patient's insurance plan is not linked to a provider's contract, the clinic fee schedule will be used for computing the expected amount on INCISIVE Fee Tickets.

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, thus allowing the surgeon to over code the anterior instrumentation as segmental instrumentation (C3, C4, and C5).

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 that instructs the billing staff as to which location was indeed difficult, so they can 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.

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.

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 a member of our technical support staff.