

May 2008

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What's new in INCISIVE MD?

This document describes a major server update to INCISIVE MD to correct the issue of the INCISIVE MD Dispute Wizard only showing the first received payment for a surgery. Although this server update requires no action on your part, please review the remarks below to determine the impact of this update, once it is activated for your clinic.

Who should read these release notes?

If your clinic does not have integration between INCISIVE MD and your practice management system ...

If your clinic does not have integration, you are not affected by this update; no action is required by you.

If you are the clinic technical contact ...

No action is required by you. The update will be implemented to your clinic's database server at our collocation facility by our data center staff.

If you are an INCISIVE MD user ...

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

When Disputing, Only First Payment is Displayed

Previously, for those customers with integration between INCISIVE MD and their practice management systems, the INCISIVE IS data extraction software would pull service line charges and payments on a daily basis and provide this information to INCISIVE MD. Upon recognition that a payment was now available for any one of the surgery's procedures, INCISIVE MD would change the dispute status from **Disputes**  **Unreviewed** to  **Paid**. Once the Dispute Wizard was started, the new charges and allowed amounts would be retrieved and stored with the dispute. Because payers typically do not pay all a claim's lines of service in the same remittance, it was common for some charges and allowed information to be blank. If subsequent payments were received for the claim, INCISIVE MD would not update the missing information and, as a result, would then become quickly out of sync with the information available in the practice management system.

Multiple Payment Info Now Available in Dispute Wizard

The revised INCISIVE MD server update will daily retrieve the charges and allowed amounts from your practice management system and reconcile them with all surgeries with **Disputes**  **Unreviewed**, and  **Paid** status. With this update, you should see, within 1 day of posting in your practice management system, any charges and allowed amounts. When auditing a payment, the latest available information for each line of service will now be displayed in the Dispute Wizard.

Prior Dispute Letters Deleted After Updating

As a result of reconciling each time new payment information is retrieved for a surgery, INCISIVE MD will delete any previously stored dispute letter for the surgery. When you start the Dispute Wizard, INCISIVE MD will retrieve the latest information for the surgery and any associated charges and allowed amounts. You will be able to then create a new dispute letter with the latest information available

to INCISIVE MD. We strongly recommend that you save copies of your disputes locally to your hard drive if you need to keep a record of disputes letters.

Requesting Implementation of Update

This update will be implemented on a per clinic basis; customers will need to request access to this new functionality. If you are creating dispute letters with INCISIVE MD, we would urge you to contact INCISIVE Support and request that this update be activated for your clinic. INCISIVE Support will acknowledge your request and process the request within the next 2 business days.

Implementation of Update for All Users

In order to give your clinic time to save your previous disputes letters, we will not update payments on your disputed surgeries until the next release of INCISIVE MD scheduled for July, 2008. At that time, any disputes with previously created dispute letters may be lost when the Dispute Wizard recalculates the charges and payment for the surgery.

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. Our INCISIVE MD Support website also offers resources to help answer basic questions about the software.