

See What's New from PayDC!

Latest Features and Update (September 11, 2015)

Mobile for ICD-10, enhancements, and support

IMPORTANT REMINDER (ICD-10 begins October 1, 2015)

The mandated start of ICD-10 on October 1, 2015 is fast-approaching (LESS THAN 30 DAYS!) and your practice must be ready. We have already conducted a number of training webinars to assist you in this process. Hopefully, you are all practicing by using the conversion tools available to you in the software and becoming very familiar with the new ICD-10 codes themselves. If not, please do so immediately. In addition, if you have not already participated in one of our ICD-10 training sessions or need a refresher, here is what you can do:

1. Make sure and have an ICD-10 Code book – you must have a code book to learn ICD-10. Please feel free to contact Mary Martin for assistance if you do not yet have one. She can be reached at (888) 306-1256 x1001 or marym@paydc.com.
2. In the advanced settings of the software, make sure and create your own customized crosswalk from ICD-9 to ICD-10 using the loaded GEMS and crosswalk tool.
3. Once you have the crosswalk set up, test it by doing the following:
 - Create some test patients and practice converting to ICD-10 in the notes, and billing portions of the software
 - Convert your existing Care Plans from ICD-9 to ICD-10 using the Care Plan conversion tool
4. Create a dummy insurance plan and update to use ICD-10 and ensure the start date is from today's date on.
5. Continue to practice creating test patients in ICD-10 and try to use as many scenarios as possible.
6. All of the above is detailed in the recorded webinar (available on the [Resources/Webinars](#) page of our website)
7. Register for our upcoming webinar with Dave Klein on September 15th (information and a registration link can be found on the [Events](#) page of our website).

Here's what's in this release (September 11, 2015)

ICD-10

- Mobile for ICD-10
As we continue to prepare for ICD-10 (October 1, 2015 official start date), we have enabled ICD-10 functionality on mobile devices.

- Users can successfully create new SOAP notes in the ICD-10 coding schema; this includes the ability to modify a new note which was saved in ICD-9.
 - The patient statement provides the correct version of the codes (ICD-9 or ICD-10)
- Users can export ICD-10 codes to Excel along with pertinent information on each (note: this will intentionally not work if "display all" codes is selected).
- We have streamlined the ICD-10 code selection process to ensure that when a code is looked up, it populates the selected code in the required field.
- For ease of use, on the ICD-10 Search screen, the search will be performed when the user hits "Enter".
- We have added the ability to search the full ICD-10 list from notes, claims or care plan.
- We've removed case sensitivity from the ICD-10 search bar to make it easier to use.
- Other minor ICD-10 enhancements.

Enhancements

- We have added the ability to show a customized message on the login and home screens. This will allow us to communicate with users about enhancements, required changes, releases, and anything else our subscribers would need to know.
- We've added an enhancement for practices with multiple branches. When using the provider drop-down, the branch name is now linked together with the provider name in SOAP notes. We've also ensured that the provider plus branch information is populated on any new care plan.
- We receive conflicting suggestions on the correct order of narrative sections in notes, and so are leaving it in the hands of each practice. You can change the order to suit your needs by configuring this in Settings.
- We have added a validation step to prevent users from adding a new ICD-9 code that duplicates one that is already in their system. Previously, practices could duplicate codes and add different descriptions; however, this is prohibited under ICD-10, so we are disabling that functionality.
- Other minor enhancements.

Support:

- We've fixed an issue reported by several users where the diagnosis order was reverting to numerical order, instead of the practitioner-entered order (critical for proper reimbursement). We've also ensured the order will be retained when doing care plan conversions from ICD-9 to ICD-10.
- We fixed an issue seen by a few users where, when insurance companies pay zero, statements and patient postings were not accurate. The statement would show charged amount; not allowed amount and adjusted amount.

- We have addressed an issue where, while mapping ICD-10 codes in the ICD-9 screen, custom equivalents were not included in the list.
- If a diagnosis code is in use anywhere in the subscriber's records (in a care plan, claims or notes record), users cannot "un-include" that diagnosis code from the Settings screen.
- We addressed an issue where a duplicate ICD-9 diagnosis code with a different description was added by the user and saved; but then when the user went into the patient record, it was not populating correctly in the Add Diagnosis screen.
- We removed the dependency on Medication Reconciliation for calculating Timely Access measure, as this was not a valid dependency.
- Other minor bug fixes.

Thank you!

PayDC/APS Development Team

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is (888) 306-1257
- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940
- If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website](#)