CHANGE HEALTHCARE

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Assurance Reimbursement Management™

Customer Release Notes

Last updated: November 30, 2023

Summary of Features and Enhancements

Assurance 8.7.3 | January 2024

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What's New in Assurance 8.7.3?

The Assurance 8.7.3 release contains many changes to enhance functionality and improve performance, including changes in …

- messaging
- reports
- claim functionality
- direct entry
- navigation

Use these release notes to find out more about these changes and additional updates.

The red box indicates required customer action.



The Change Healthcare delta sign indicates a related customer service order number (SO#: ZZZZZZZZZZ) or subtopic. It is available for easier reference to proactively notify customers.

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Product Updates

The following product updates have been made to Assurance to enhance functionality and improve performance. (When applicable, the ⚠ SO# is indicated.)

Messaging

- The ELGHOSP edit message will include the revocation date when it is available. ⚠ SO#8005376982
- Assurance will display a "User session is invalid, login required" message when an error occurs with the user's session ID. ⚠ SO#8005316403 / ⚠ SO#8005384938
- If Agent fails to log in because an IP address is not recognized, a "IP address <IP address> not allowed" message will be displayed.

Reports

- The Service Line Control Number field in the Epic Edit Return Report (277) now accommodates 50 characters. ⚠ SO#8005320088
- The DE Pended Claim Aging Detail report has been updated to correctly include all reason codes. ⚠ SO#8005436206
- External Edit Return reports that cannot be run in IE mode have been hidden in IE mode.

Claim Functionality

- Split Claim functionality has been updated so that the From and Through statement dates appear on the new claims created by split. ⚠ SO#8004737851
- Claim submission functionality has been updated so that users may upload more than one claim file at a time. ⚠ SO#8005328938
- Database updates have been made to reduce the frequency of timeouts occurring when loading claims to Assurance. ⚠ SO#8005316403

Direct Entry

- Any locked DE accounts will be unlocked after 12 hours or when the Direct Entry Service is started. ⚠ SO#8005439557

Manage Claim Assignments

- Database changes have been made to improve the performance of Manage Claim Assignments (MCA). ⚠ SO#8005321010 (ASRN-3739 [Wolverine – done but still not assigned to 8.7.3])

Navigation

- CFI has been updated so that a user can move to the next claim without having to close the alert message that indicates a user is already working on the claim. ⚠ SO#8005375047
- The Bridge Routine page opens as expected when the Bridge Routines menu option is selected. ⚠ SO#8005292845 / ⚠ SO#8005314750

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Additional Updates

SO#	Resolution
n/a	In CFI, the green shading has been removed on fields that are no longer new.
n/a	MDE screen size has been updated to 43 rows x 80 columns to reflect Medicare's expanded screen size on some of the FISS screens.
n/a	Multiple updates have been made to improve the performance of the following: auto lists, job queues, claim deletion, and claim import.

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