CHANGE HEALTHCARE

Insight. Innovation. Transformation.

Assurance Reimbursement Management™

Customer Release Notes

Summary of Features and Enhancements

Assurance 8.7.4 | November 2024

Last updated: September 24, 2024

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What's New in Assurance 8.7.4?

The Assurance 8.7.4 release contains changes to enhance functionality and improve performance, including changes related to the following …

- Provider Communication Gateway (PCG)
- User Maintenance Search Capability
- Physician Specialty Codes
- Attach Assist Utility

Use these release notes to find out more about these changes and additional updates. Look in the Assurance Help system for details about these exciting 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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Provider Communication Gateway (PCG)

Assurance Reimbursement Management™ (Assurance) is integrating with Optum® Provider Communication Gateway (PCG) to reduce avoidable denials by providing additional payer-sponsored edits earlier in the claim processing life cycle for correction before the claim is sent to the payer.

Payer-sponsored edits are rules provided by the payer and made available to you earlier in the claim life cycle. This allows you to address any issues before sending the claim to payer so that you can avoid costly rework required to address payer rejections and denials.

Assurance integration with PCG provides these rules in the existing Assurance edit workflow retrieving payer-sponsored rules in real-time during the Assurance validation process.

This content is available by subscription. Contact your Client Manager for additional information.

User Maintenance Search Capability

SO#: 8005430499

Path: Maintenance > Master Setup > User

To facilitate finding users on the User Maintenance page, several search functions have been added. Users can be found according to:

- user name, first name, last name, or e-mail address
- account status
- whether they are linked to CIAM
- whether they are interactive

New Physician Specialty Codes

Path: Maintenance > Master Setup > Physician

Several dental-related codes have been added into Assurance's physician specialty codes. These additions align with Centers for Medicare & Medicaid Services (CMS) changes. Click here to read the CMS communication.

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Attach Assist Utility

To facilitate submitting attachments in Attach Assist, Assurance has developed a command-line attachment utility (tool) that will convert image files (e.g., .BMP, .JPG, .GIF, .TIFF) to PDFs and document files (e.g., Word, Excel) into PDFs. The tool will then combine multiple PDF files into a single PDF file for submission. This attachment tool is designed to be run by your IT team as part of an automation script or process.

Added benefit of the attachment tool: The attachment tool will automatically convert a .GIF file into a PDF so that users do not have to manually convert a .GIF into another file type for submission with Attach Assist.

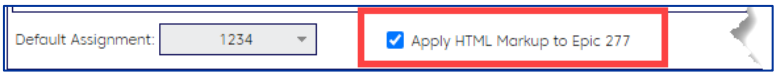
To get the Assurance attachment tool and instructions for using it, customer IT teams can contact Assurance support.

Epic 277 .CRD Reports Improvement

SO#: 8005455344

Path: Maintenance > Master Setup > HIS Workflow

To improve the usability of the 277 .CRD (External Edit Return) reports, an option to include HTML markup tags in the output is available. An **Apply HTML Markup to Epic 277** checkbox has been added to the HIS Workflow page to turn on this option. By default, this checkbox is unchecked.



This change affects the following reports:

- Epic External Edit Return (277)
- Epic External Edit Return (277 Deleted)
- Epic External Edit Return with Warnings (277)
- Epic External Edit Return with Warnings (277 Deleted)

The HTML tags will only appear when the reports are **run in AutoModules**.

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When this option is turned on, the HTML tags will be seen in the **STC lines**:

```
STC*A7^*20240202*********<msgText>The Active Subscriber Member ID must not be all 0's-9's, X's, or in the following list:  "INDIV"  "SELF" "NOEN"  "UNK" "NONE"  "UNLISTED" "NA"  "123456789"  Note: If this requirement does not apply to your billing situation, you can override the edit in the Edit/Error Severity application or within the Error Text.  LOOP 2010BA NM109 Error ID: INM109265T Field in Error: Payer_Cert (TP_CERT) Data in Error: XXXXX</msgText><editId>INM109265T</editId><editName>Payer_Cert (TP_CERT)</editName>~
```

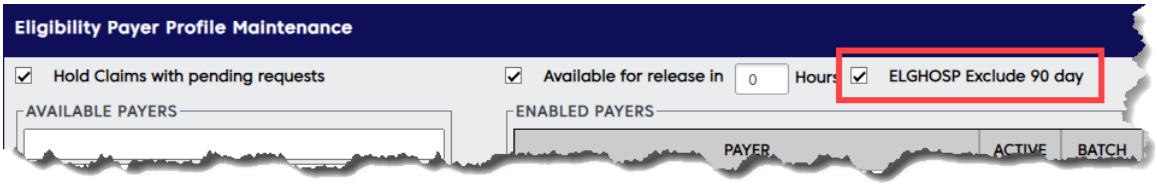
Additional information and samples can be found in the **External Edit Return Files - File Definition** document in Help.

ELGHOSP Edit Enhancement

SO#: 8005445343

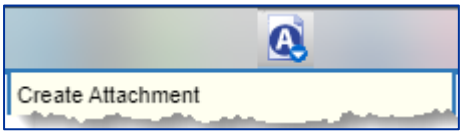
Path: Maintenance > Master Setup > Eligibility Profile

To enhance the ELGHOSP edit, an **ELGHOSP Exclude 90-day** checkbox has been added to the Eligibility Payer Profile Maintenance page. When this box is checked, Assurance will ignore the 90-day range when applying the ELGHOSP edit. The checkbox is unchecked by default.



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Additional Updates

SO#	Resolution
n/a	Claim form interface (CFI) has been updated so that the **Additional** button correctly displays the **Create Attachment** option when the payer for the claim being worked accepts attachments. 
SO#: 8004863609	The following changes have been made to enhance Auto Agent: • improved logging, including the size of the file • if Agent fails to copy a file from the temp folder to the destination folder, it will retry once before logging a failure. **Note:** To implement the update, Agent needs to be reinstalled.
SO#s: 8005476954, 8005485651, 8005470852	Printing functionality in CFI has been updated to prevent claims from getting stuck when printing without a watermark or when printing fails.
SO#: 8005417432	When a user is creating a remit posting file by payment, "Refine By Payment" now functions correctly.
n/a	To improve troubleshooting with Customer Identity Access Management (CIAM) login issues, error messages contain more specific information that users can provide to Support.
n/a	Changes to the Claims Tracker (CT) are designed to improve performance.
n/a	Assurance has been updated so that names of deleted files do not appear in the Bridge Routine Maintenance page.

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