Release Notes

Connect Platform 18.1

This document describes the issues included in the BASCONNECT™ software release.

Enhancements

Enhancements include new features and modifications for the following issues:

Application	*Category*	*Issue*	*Description*
Back Office	Accounts	3823	Modified roll-to process to allow changing responsibility for multiple non-zero balance service fees for the associated case at one time. In addition, modified the Service Lines table to include the following fields: **Date of Service, CPT, ASA, Modifier, Provider, Current Responsibility, Balance,** and **Note.** Modified the system generated note to be in the following format: *Date of Service:* [MM/DD/YYYY], *Procedure:* [CPT/ASA Modifiers], *Provider:* [Last, First Middle], *Prior Responsibility:* [Last, First Middle], *Updated Responsibility:* [Last, First Middle], *Note:* [Text]
		10339	Added the Provider's credentials in parentheses following the Provider name in the **Service Line Details** section of the **Account / Active AR** tab.
		10346	Modified roll-to process to allow rolling a service fee to a guarantor even if the service contains an insurance plan that is set to disallow guarantor responsibility. A warning message will display asking the user to confirm the action before rolling the responsibility to the guarantor.
		10587	Added new *Refund* **Note Type** on the **Account/Notes** page to create and view refund notes.

Application	*Category*	*Issue*	*Description*
	Cases	5184	Added logic to auto-populate diagnosis code link for cases that contain only one diagnosis code.
	Claims	9405	Increased the character limit in Box 31 of NUCC 1500 paper claim form to 24 characters.
		10239	Modified electronic claim generation to eliminate claim rejections for invalid special characters.
	Denial Management	6695	Modified functionality to allow updates to the following fields on system denial codes: • Roll To • Statement Label • Adjustment (Allowed/Disallowed) • Writeoff (Allowed/Disallowed)
	Payers & Plans	10219	Modified functionality to not refresh the Payer & Plans tables (expanded/collapsed trees) upon accessing a form and returning to the **Payers & Plans** page.
	Payment Batches	5772	Added the ability to select a new **Responsible Party** for a service fee line when performing an insurance recoup.
		10703	Updated the **Expected Amounts** category to display correctly on the **Payment Batches** page.
		10720	Modified the **Unlink** button hotkey on the **Payment Batch: [ID] / Image Batches** tab to be ALT+N.

Application	***Category***	***Issue***	***Description***
	Practices	5084	New section added to the **Practice / Statements** tab titled: **Statement Hold Removal.** The section adds the ability to automate statement hold removal for zero balance service fees and includes two checkboxes (unchecked by default): • *Remove account statement hold when balance reaches zero* • *Remove service line statement hold when balance reaches zero*
	Pre-Collections/ Transworld	10701	All Transworld references (menus, pages, buttons, etc.) in Connect have been renamed Pre-Collections.
	Roles	9480	Added new right to Back Office Roles for **Case – Exclude from Concurrency** to give update permission to specific users of the **Exclude from Concurrency Checking** checkbox on a case.
		10682	Corrected permissions on Fee Schedules, so a user with **Update** access can recalculate expected fee schedules.
	Small Balance Writeoff	5664	Added **Select All/None** button to **Small Balance Writeoff** page.
	Statements	6734	Added the ability to automatically generate statements for practices configured for DMA via the **Admin > Practice / Statements** tab.
	Support	10651	Support Links on the Home page were updated: • Removed: http://www.logmein123.com • Added: www.fastsupport.com
Back Office / Portal	Reports	4412	Created new *Account Note Detail* report.
		7546, 9653, 9654, 9655	Created new *Audit Trail* report. Audit trail support added for the following Security topics: Password Policy, Roles, and Users.

Application	*Category*	*Issue*	*Description*
		9235	Created new **Find Report** tab to search for a report that includes specific criteria.
		9245	Created new *External Collection Analysis Detail* report.
		9251	Created new *Case Analysis Detail* report.
		9262	Created new *Claim Activity Detail* report.
		10067	Created new *External Collection Payment Detail* report.

Fixes

Fixes include corrections for the following issues:

Application	*Category*	*Issue*	*Description*
Back Office	Accounts	10537	Changed the **Search** button hotkey to **Alt + E** on the **Accounts / Notes** tab.
		10550	Resolved issue preventing **Notes** tab to not display as red when notes are present.
		10585	Resolved issue causing the wrong NPI information to display when clicking the **Plan** hyperlink from the **Account / Active AR** tab.
		10684	Resolved issue causing an error when closing tabs that include an IPYMT distribution.
	Cases	9187	Modified claim logic to ensure the emergency modifier is billed with the corresponding anesthesia procedure.
		9232	Modified functionality to disallow saving an updated case without a procedure code.
		10227	Fixed issue that was generating a java error when opening the **Coding** window.
	Charge Batches	10769	Fixed the **Search** window on the **Charge Batches / Cases** tab to properly display the **Facility** field.

Application	***Category***	***Issue***	***Description***
	Claims	10125	Resolved issue causing **Box 19** on the Paper Claim to display *0 min*, even with time for the Directed Only Nurse on the case.
	Collections	9037	Modified logic so collection tasks cannot be assigned to a user without access to the associated practice.
		9607	Modified the **Create Action** window on the **Guarantor** or **Insurance** tab to allow for resizing.
		10586	Fixed issue preventing the **Next Action Date** from populating when adding collection actions.
	Denial Management	10692	Fixed issue allowing contractual write-off in payments when using denial code with contractual write-off disallowed.
	Fee Schedules	10196	Fixed focus of cursor to be in the **Code** field after clicking **Save & Add Next** for procedures being added in the **Fee Schedule / General Procedures** tab.
		10503	Resolved issue preventing the **Mod** field from displaying the modifier when selecting a code with a modifier in the **Code** field.
	General	9128	Resolved issue preventing videos from opening and playing when accessed from Connect's Online Help.
		10433	Corrected search logic to be case insensitive when using modern report filters.
		10502	Modified multiple FX search forms to return case insensitive results.
		10511	Resolved issue preventing "Force all typing to Uppercase" selection from working correctly on some Back office forms.
	Image Batches	5852	Resolved issue that caused duplication of image sets when cloning/rebilling a case.

Application	***Category***	***Issue***	***Description***
		7194	Modified hot key functionality on the **Image Viewer** page to allow ALT+PAGE UP and ALT+PAGE DOWN to move between images.
	Payment Batches	7733	Resolved issue preventing payment batch search results from displaying if more than 1000 records returned in the search results.
		5292	Resolved issue generating an error message when creating a new insurance payment and entering a claim number when TAB key set as ENTER key in Preferences.
		10336	Resolved issue causing the **New Balance** field in insurance payment calculate incorrectly.
	People	10718	Fixed issue causing the **Person** window to sometimes load behind the search form on the following pages: • Manage > People • Manage > Statement Batches • Admin > Fee Schedule
	Practices	10659	Fixed issue preventing the **Practice** page from closing after updating and saving it.
		10698	Fixed issue allowing collectors not affiliated with a practice to display on the **Admin > Practices > Practice [ID] > Guarantor Collections** and **Insurance Collections** tabs.
	Pre-Collections/ Transworld	9877	Resolved issue causing Pre-Collection Stop file to include accounts that have been configured to be excluded.
	Procedure Categories	10504	Resolved issue preventing Procedure Codes from displaying correct information when exported to Excel.
	Procedure Codes	10644	Fixed issue causing slowness when creating a new code and clicking **Save & Add Next.**

Application	***Category***	***Issue***	***Description***
		10708	Fixed issue generating an NPE error when performing a Procedure Code search.
	Reports	10299	Fixed issue generating an error when trying to save the *Provider Details* report.
		10300	Fixed issue preventing **Custom** fields from appearing in the *Charge Analysis Detail* report.
		10707	Fixed **Custom Fields** column headers to display correctly in the *Charge Analysis* report.
	Suspense	7325	Modified functionality to display the refund of a suspense payment as grayed out and highlighted in yellow.
Reportal	Reports	9752	Fixed issue when drilling into the *Financial Activity by Performing Provider* report and the charges billed display the next accounting period.