



## Connect Platform 24.2.2

This document describes the issues included in the CONNECT software release.

### Enhancements

Enhancements include new features and modifications for the following issues:

| <i>Application</i> | <i>Category</i> | <i>Issue</i> | <i>Description</i>  |
|--------------------|-----------------|--------------|---|
| Back Office        | Accounts        | 15834, 17092 | Added <b>Inactivate Account</b> checkbox to the <b>Account / General</b> tab to set accounts to inactive in Back Office.  |
|                    | Charge Batches  | 17138, 17329 | Updated the <b>Charge Batch / Charge Batch Information / Cases</b> table: <ul style="list-style-type: none"><li>Added <b>Place of Service, DOB, Eligibility Submitted</b> fields</li><li>Updated <b>Status</b> field header to <b>Case Status</b></li></ul> |
|                    |                 | 17290        | Moved the <b>Related Person</b> section from the <b>Case / Patient, Guarantor &amp; Insurance</b> tab to the <b>Case / Additional Case Information</b> tab.   |
|                    |                 | 17316        | Removed the <b>Code</b> and <b>ASA</b> fields from the <b>Case / Patient, Guarantor &amp; Insurance / Paperwork Attachments</b> section.<br><br>Removed the <b>Procedures</b> grid table from the <b>Create Paperwork Attachment</b> window.                |
|                    | Code Updates    |              | Added 2024 Q1 code updates: <ul style="list-style-type: none"><li>WPC Remittance Advice Remark Codes</li></ul>  |
|                    | ERAs            | 17111        | Updated <b>Claim</b> field on the <b>Resolve Payments</b> page (in coordination with Importing ERA process) to allow for resizing and viewing the entire claim number.  |

| <i>Application</i> | <i>Category</i>      | <i>Issue</i>        | <i>Description</i>  |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|--------------------|----------------------|---------------------|---|------|---------|-------------|-----------|-------------------|---------------------|--------|------|------|---------|-----------|-----------|------------------|--------------------|--------------------|------------|------|------|
|                    | Health Dashboard     | 16766               | <p>Updated the <b>Help</b> &gt; Health Dashboard with current configuration requirements / recommendations:</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Minimum</th> <th>Recommended</th> </tr> </thead> <tbody> <tr> <td>Processor</td> <td>2 cores, 2.00 GHz</td> <td>4 cores+, 2.00+ GHz</td> </tr> <tr> <td>Memory</td> <td>8 GB</td> <td>8 GB</td> </tr> <tr> <td>Display</td> <td>1280x1024</td> <td>1920x1080</td> </tr> <tr> <td>Operating System</td> <td>Windows 10, 64-bit</td> <td>Windows 10, 64-bit</td> </tr> <tr> <td>Disk Space</td> <td>5 GB</td> <td>5 GB</td> </tr> </tbody> </table> | Item | Minimum | Recommended | Processor | 2 cores, 2.00 GHz | 4 cores+, 2.00+ GHz | Memory | 8 GB | 8 GB | Display | 1280x1024 | 1920x1080 | Operating System | Windows 10, 64-bit | Windows 10, 64-bit | Disk Space | 5 GB | 5 GB |
| Item               | Minimum              | Recommended         |   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
| Processor          | 2 cores, 2.00 GHz    | 4 cores+, 2.00+ GHz |   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
| Memory             | 8 GB                 | 8 GB                |   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
| Display            | 1280x1024            | 1920x1080           |   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
| Operating System   | Windows 10, 64-bit   | Windows 10, 64-bit  |   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
| Disk Space         | 5 GB                 | 5 GB                |   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|                    | Payers & Plans       | 17121               | Updated logic to remove the A7 for secondary claims generated for Non-Medicare primary plans for Arizona Medicaid.  |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|                    | Practices            | 17049               | Removed the <b>Front Office</b> section from the <b>Practice / Miscellaneous</b> tab.   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|                    |                      | 17233               | Added new <b>Provider Name</b> filter to the top of the <b>Practice / Affiliated Providers</b> tab.   |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|                    |                      | 17234               | <p>Updated the following default values on the <b>Practice / Statements</b> tab:</p> <p><i>Print Options Pane</i></p> <ul style="list-style-type: none"> <li>• <b>Only Use Remittance Address on Statements</b> [checked]</li> <li>• <b>Office Hours</b> field pre-filled with: <i>8AM-5PM MONDAY-FRIDAY</i></li> </ul> <p><i>Statement Hold Removal Pane</i></p> <ul style="list-style-type: none"> <li>• <b>Remove account statement hold when balance reaches zero</b> [checked]</li> <li>• <b>Remove service line statement hold when balance reaches zero</b> [checked]</li> </ul>                             |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|                    | Pseudo Code Mappings | 15461               | Updated logic for creating, mapping, and billing ASA pseudo codes with a Type of Service Code – 7.  |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |
|                    | Reports              | 17020               | <p>Updated the <i>Financial Activity Summary – Payments to Line Items Detail</i> report:</p> <ul style="list-style-type: none"> <li>• Added fields: <b>Referring Provider NPI, Rendering Provider NPI</b></li> </ul>  |      |         |             |           |                   |                     |        |      |      |         |           |           |                  |                    |                    |            |      |      |

| <i>Application</i> | <i>Category</i> | <i>Issue</i> | <i>Description</i>  |
|--------------------|-----------------|--------------|---|
|                    |                 | 17126        | Updated the <i>Facility Details</i> report: <ul style="list-style-type: none"> <li>Added <b>Place of Service</b> field</li> </ul>   |
|                    |                 | 17268        | Updated the <i>Account Adjustment Analysis Detail</i> report: <ul style="list-style-type: none"> <li>Added <b>Facility Case ID, Case Reporting Type, Billed Amount, Balance</b> fields</li> </ul> |

## Fixes

Fixes include corrections for the following issues:

| <i>Application</i> | <i>Category</i> | <i>Issue</i> | <i>Description</i>   |
|--------------------|-----------------|--------------|--|
| Back Office        | Accounts        | 17150        | Fixed issue causing a paper clip icon to display after selecting a SVCFE, IPYMT, or GPYMT line item and errantly clicking <b>View Attachment</b> . The icon will only display <i>if</i> there is an attachment associated with the line. |
|                    | Practices       | 15900        | Fixed issue when maximizing or minimizing the <b>Practice</b> tab, the <b>Save, Close, and Apply</b> buttons disappear.  |