



Release Notes

Axiom Contract Management
Version 2020.1.1



KaufmanHall

AXIOM

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About the Release Notes

Kaufman Hall is pleased to announce the 2020.1.1 release of Axiom Contract Management. Each product release provides new features, enhancements, and configuration options to meet your needs. Many of these features and enhancements are a direct result of your feedback and suggestions.

The purpose of these release notes is to provide you with the following:

- High-level descriptions of new features
- Information to know before upgrading
- Steps for preparing for and scheduling your upgrade
- List of fixed issues

TIP: Periodically, the release notes are updated when new information is available, including patch release fixes. To view the latest release notes, we encourage you to view them in the Axiom Contract Management online help. On the help home page, simply click the Release Notes link at the top of the page.

New features in 2020.1

Axiom Contract Management 2020.1 delivers expanded innovations across the entire Customer 360 platform, empowering you to get a single shared view of your customer and deliver more moments that matter.

[New Charge Adjustments feature for adjusting claim charges](#)

The new Charge Adjustments feature enables you to simulate claim charge adjustments. You can adjust charges in a variety of ways. When you make changes to charges for a given simulation, any claims calculated against applicable contracts within that simulation will reflect those adjustments.

[New Admin feature for managing insurance plan codes](#)

Now administrators can manage insurance plan codes using the new Manage Insurance Plan Codes feature. This feature enables you to add new insurance plan codes to the system as soon as you know about them, allowing you to assign the codes to contracts before applicable claims come in.

[Common reports used in implementation now available as a set](#)

Reports commonly used by system implementers, and admin users reconciling and validating imported data, are now available in Drill-Down Reports as a set named Axiom Reports. Access the desired report from the list and use it as-is or modify it to create a report that returns information tailored more specifically to your needs.

[Import flat files using Axiom ETL](#)

Now your supplemental flat files can be imported to Axiom Contract Management using Axiom ETL Import. Just drop the files for import into their corresponding folders, and the files are picked up by the Axiom ETL importer during the nightly full import.

[Jan 15, 2020 Quarterly Release](#)

Each quarter, 3M provides an update to the 3M GPS Grouper software integrated into Axiom Contract Management. This update includes grouping, pricing, and regulatory updates to the APC and State-specific eAPG groupers.

New Charge Adjustments feature for adjusting claim charges

▶ Why use this feature

Use the Charge Adjustments feature to preview adjustments to claim charges in simulations to understand the impact they will have on your net reimbursement and future contract performance.

▶ How this feature works

You can adjust charges in a variety of ways. When you make changes to charges for a given simulation, any claims calculated against applicable contracts within that simulation will reflect those adjustments.

NOTE: The Charge Adjustments feature does not work in the Live environment.

Where: This feature is available from the main menu header Claims > Charge adjustments. Adjustments affect only claims in the simulation selected in the Charge Adjustments feature.

Who: Only administrative users have the rights to make price/charge adjustments using this feature. Other users have read-only access based on existing contract modeling rules.

How: From the **Claims** menu, select **Charge Adjustments**, select the simulation in which to adjust claims, and then select the adjustment type: Overall Percentage, Revenue Code, or Line Item Code. The next steps depend on the adjustment type you selected. You can also preview a different adjustment type by clearing the previous adjustment and selecting another.

Charge Adjustments

Simulation

2020 2nd Quarter M. ▼ Select the simulation

Adjust By:

No Adjustment ☐ Overall Percentage ☒ Revenue Code ☐ Line Item Code ☐

Adjustment: 0.1 Save Select the type of adjustment



Click [here](#) to watch a video demonstration

► Where to find more information

The following topics in the online help have been added or updated with information and instructions for using this feature:

- “Simulate adjustments to claim charges”
- “About calculating claims”

New Admin feature for managing insurance plan codes

Now administrators can manage insurance plan codes using the new Manage Insurance Plan Codes feature.

▶ Why use this feature

This feature enables you to add new insurance plan codes to the system as soon as you know about them, allowing users to assign the codes to contracts before applicable claims come in. This means claims calculate upon import to the system instead of waiting for the system to add new payer codes from incoming claims, then waiting for users to add the new codes to contracts.

▶ How this feature works

Use the tools in the Insurance Plan Codes pages to search for existing codes and then create them if they do not exist.

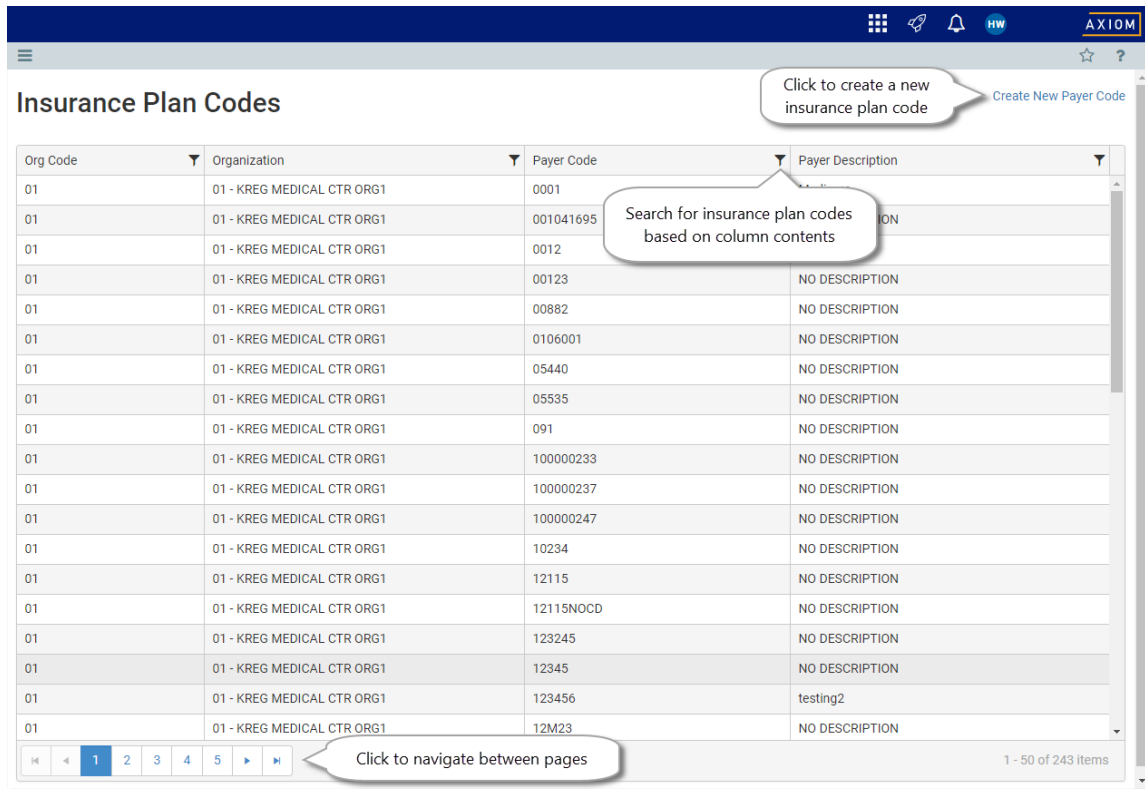
Where: The Manage Insurance Plan Codes feature is available from the Admin menu in the main menu header.

Who: Only Axiom Contract Management administrators can access and use this feature.

How: From the **Admin** menu, select **Manage Insurance Plan Codes**. Then, do one of the following:

- To create a new code, in the upper right of the Insurance Plan Codes page, click **Create New Payer Code** to access the creation tools.

- To search for existing insurance plan codes, decide which criteria to use and then click the funnel icon for that column to open a search parameters dialog.



Org Code	Organization	Payer Code	Payer Description
01	01 - KREG MEDICAL CTR ORG1	0001	
01	01 - KREG MEDICAL CTR ORG1	001041695	
01	01 - KREG MEDICAL CTR ORG1	0012	
01	01 - KREG MEDICAL CTR ORG1	00123	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	00882	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	0106001	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	05440	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	05535	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	091	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	100000233	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	100000237	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	100000247	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	10234	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	12115	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	12115NOCD	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	123245	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	12345	NO DESCRIPTION
01	01 - KREG MEDICAL CTR ORG1	123456	testing2
01	01 - KREG MEDICAL CTR ORG1	12M23	NO DESCRIPTION



Click [here](#) to watch a video demonstration

► Where to find more information

For more information on managing insurance plan codes, see the following topics in the online help:

- “Managing insurance plan codes”
- “Create an insurance plan code”
- “Search for an existing insurance plan code”

Common reports used in implementation now available as a set

Reports commonly used by system implementers, and admin users reconciling and validating imported data, are now available in Drill-Down Reports as a set named Axiom Reports.

▶ Why use this feature

The Axiom Reports set includes the key drill-down reports used by administrators and system implementers to confirm that contract builds are producing the correct results and to confirm that claims are reconciling as expected. Now these reports are conveniently located in one place and can be used as-is or edited and saved as new, customized reports.

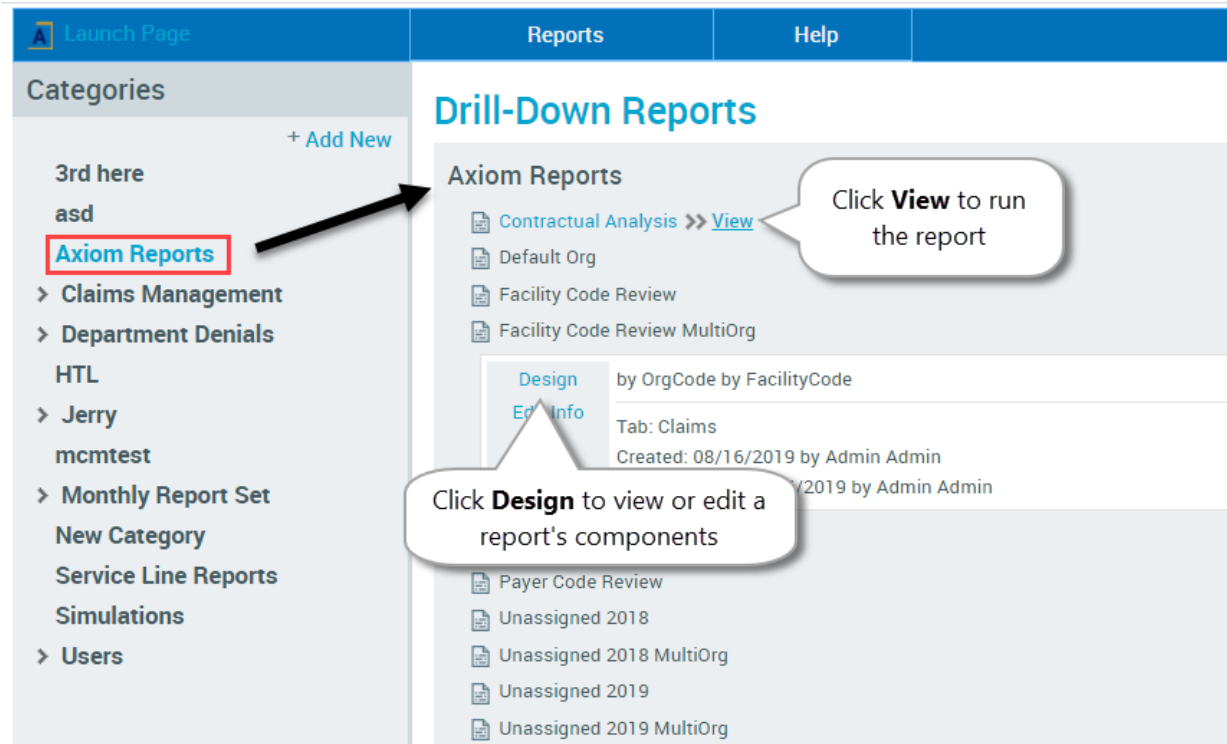
▶ How this feature works

Access the desired report from the list and use it as-is or modify it to create a report that returns information tailored more specifically to your needs.

Where: This report set is available from the Reports > Drill-Down Reports > Drill-Down Reports page.

Who: Implementation consultants installing and testing new systems, and Axiom Contract Management administrators reconciling and validating imported data use these reports.

How: From the main menu header, click **Reports > Drill-Down Reports**. On the Drill-Down Reports page, in the **Categories** column, click **Axiom Reports**. The list of reports in the set displays on the page. Then view or edit reports as desired.



► Where to find more information

For more information, see the following topics in the online help:

- “Editing and filtering drill-down reports”
- For all drill-down report topics, see “Working with drill-down reports”

Import flat files using Axiom ETL

Now your supplemental flat files can be imported to Axiom Contract Management using Axiom ETL as part of the existing Axiom Contract Management Full Import job.

► Why use this feature

The existing Kreg Unified Importer is a Windows application that requires specific knowledge to set up and run and is different from all other Axiom products. While clients can still use the Kreg Unified Importer and SQL Importer combination for flat files, the Axiom ETL importer provides a more efficient method.

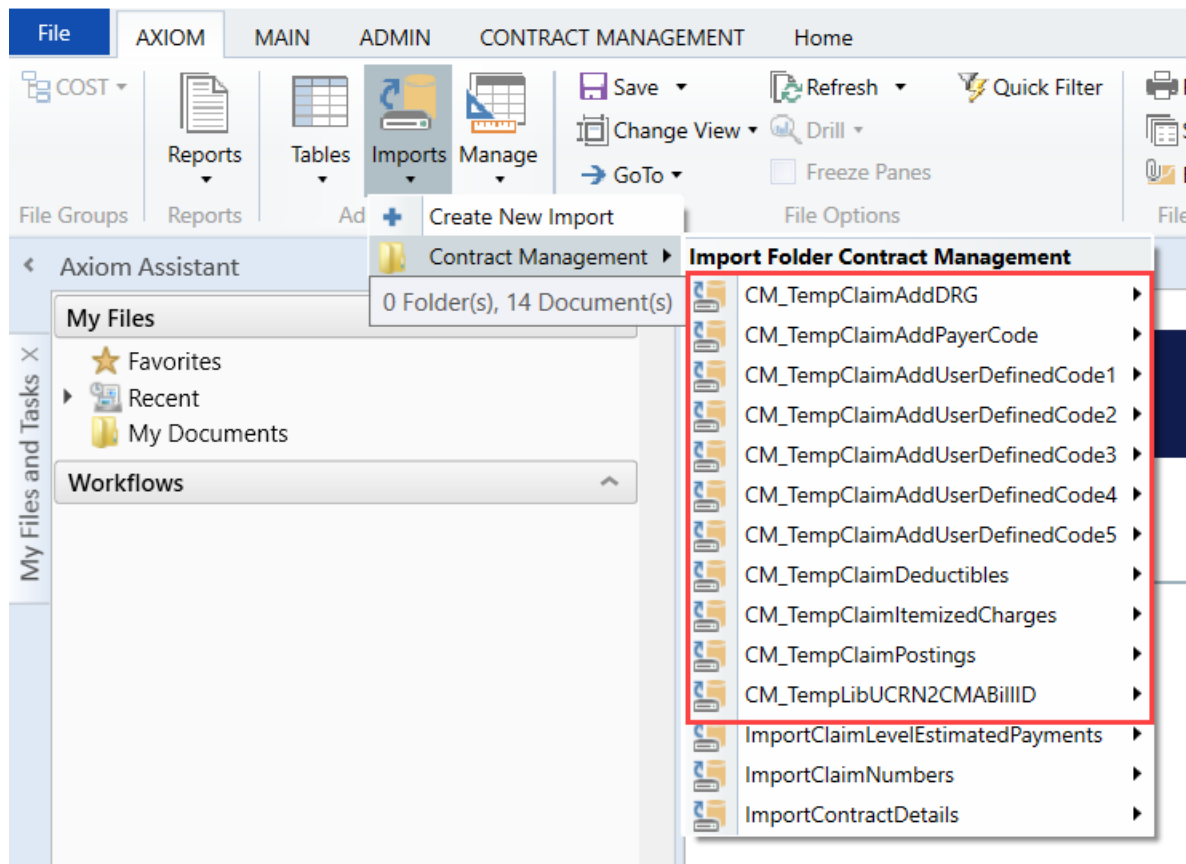
► How this feature works

In the client system, system implementers or support technicians create import folders named for the type of flat file being imported. Most clients have AddDRG and AddPayerCode folders for importing DRG files and Payer Code files respectively, but clients can have other folders created for importing other supplemental files as needed. Clients drop the files for import into the corresponding folders, and the files are picked up by the Axiom ETL importer during the nightly full import.

Where: This change applies to delimited, flat text files imported to Axiom Contract Management, generally in the regular scheduled nightly import.

Who: System implementers and support techs who have a support license. Axiom Contract Management administrators have read-only access to the Axiom ETL importer dialogs. Axiom Admin and Scheduler user roles responsible for loading data into Axiom Contract Management.

How: Using Axiom ETL, clients put their flat files into configured folders named for the file content, such as AddDRG for adding DRG files, and AddPayerCode for adding Payer Code files. The Axiom ETL importer picks up the files from the folders and processes them into Axiom Contract Management.



List of file types in the Axiom importer for Axiom Contract Management

► Where to find more information

The following topics in the online help have been added or updated with information and instructions for using this feature:

- "Set up Axiom ETL import for flat files"
- "About importing data to Axiom Contract Management"
- "Client file specifications"
- "Understanding data formats"
- "Understanding the flow of data"

Jan 15, 2020 Quarterly Release

▶ Why use this feature

Each quarter, 3M provides an update to the 3M GPS Grouper software integrated into Axiom Contract Management. This update includes grouping, pricing, and regulatory updates to the APC and State-specific eAPG groupers. These updates are necessary for clients to get the latest software and regulatory changes for accurately grouping and pricing APC and eAPG claims.

▶ How this feature works

On a quarterly basis, 3M releases product Service Packs containing updates to its Group & Price service software. Kaufman Hall maintains Medicare contracts for many clients, and partners with 3M to handle APC and eAPG calculations and to keep current with all regulatory changes that occur.

Where: The Group and Price menu in the Claims tab of Axiom Contract Management, and Group and Price jobs in the Axiom Scheduler.

Who: Axiom Contract Management Administrators who create contracts with the CMS Outpatient calculation basis on a clause or term, and other users working with applicable claims.

How: The Development team creates the update. Customer Success updates the clients' Schedules and customer contracts to the required Medicare changes. The client picks up available Schedules for any new contract updates between quarters.

What to know before upgrading

NOTE: Axiom Platform is requiring the use of Azure Kubernetes Service (AKS). Technical resources performing the update should refer to the detailed notes in “Notes To Installers” when performing the update. Specific attention is needed to identify when client Production and Sandbox systems share one 3M server. When one 3M server is used, be sure that the original server remains available until both Sandbox and Production updates have been completed.

IMPORTANT: You must apply the **Axiom Software 2020.1.1 upgrade before applying any 2020.1.1 Axiom product upgrades**. Axiom Software upgrades are backwards compatible so you can upgrade different products at different times, but you must upgrade to the Axiom Software 2020.1.1 before the first product upgrade. Refer to the **Axiom Software 2020.1.1 Release Notes** and **Axiom Healthcare Suite 2020.1.1 Release Notes** for considerations before upgrading.

When upgrading to the 2020.1.1 version of Axiom Contract Management, keep in mind the following:

- KHA delivered reports may be replaced. Any report that you saved under a different name or created new will remain untouched. Replaced reports are available in Document History, if needed.
- Any KHA delivered report that was moved to a new location will automatically move back to its original location.
- KHA product templates and calculation method libraries will be replaced.
- Product task panes will be replaced.
- Process definitions will not be replaced.
- Driver files will be replaced.
- Security roles and sub-systems will be reset to their configured settings. All user security exceptions you may have made will remain intact.
- Specific items configured as part of your company or organization's implementation such as imports, exports, driver files, and process management files, will remain as is. Any required modifications to these areas are covered in the release notes, if required.

Preparing and scheduling upgrades

Summary of the upgrade process:

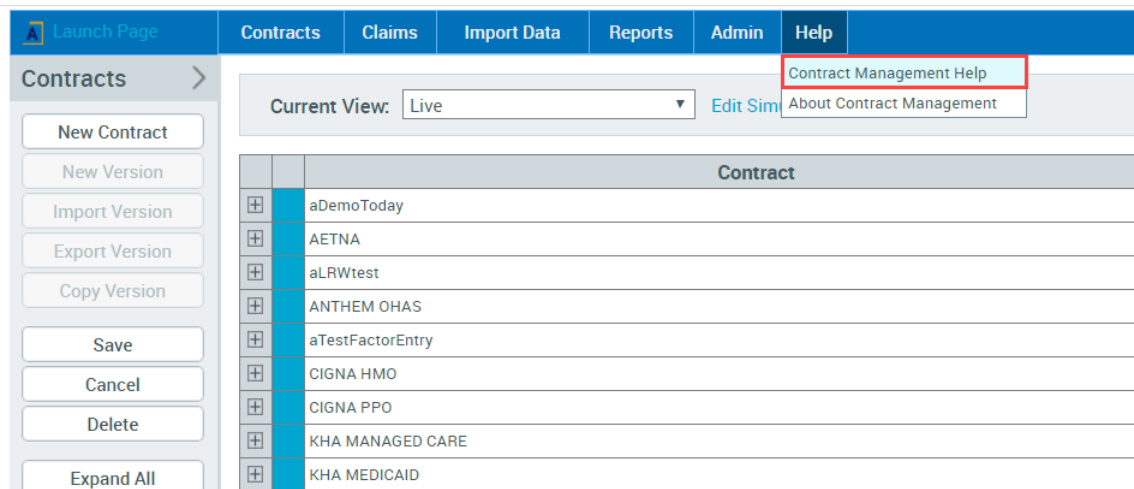
1. **Review product release notes** – Review this document to familiarize yourself with the new features and functionality.
2. **Schedule an installation date** – Submit a request to your organization's Axiom Master System User (MSU) to contact support@kaufmanhall.com to schedule an installation date and time with at least three days of advance notice. The request should include the following information:
 - Desired Axiom Software platform version.

- Desired Axiom for Healthcare product and version.
 - Indicate whether to first refresh the Axiom test sandbox with a copy of the production instance of Axiom and apply update(s) to it. If so, provide the soonest that Kaufman Hall can do this.
 - Propose an approximate two-hour downtime window when Kaufman Hall can apply update(s) to the production instance of Axiom during regular business hours, Monday through Friday 7 AM to 7 PM Central (except holidays recognized by Kaufman Hall).
3. **Complete manual configuration updates** – After installing the upgrade, review any manual setup steps needed to enable features for this version.

Getting help and training

Kaufman Hall provides world-class resources at your fingertips directly within the Axiom Software system. Axiom Help provides topics, knowledge base articles, documents, webinar/training announcements, and videos to guide you through managing your system. To access these resources, do any of the following:

- **Online help** – From the main menu header, click **Help**, and then select **Contract Management Help**. The Contract Management Help opens in a new browser window.



- **Contextual help** – For selected Axiom Contract Management main pages such as the Contracts page, Drill-Down Reports page, View a Claim, and others, accessing the help from these pages opens the online help topic related to that feature.

► Escalating to Axiom Support

As always, we appreciate your commitment to Kaufman Hall. If you have any questions about your upgrade, please contact us by logging into Axiom, navigating to the online help for your product, and clicking the **Axiom Support** link at the top of the home page.

Issues fixed in 2020.1

The following table lists the resolutions for issues addressed in 2020.1.1, released on April 30, 2020:

Web system only

Issue	Description
PFB-07236 - Payer Code Missing [TFS 32739]	<p>Summary: Front screen view for the 835 from a claim contains a detail description of the payer; however, when a user opens the 835, they do not see the same Payer description that is displayed on the previous screen.</p> <p>Resolution: Corrected by adding the PayerName to the applicable stored procedures.</p>
Slow Performance in Calc step when calculating 1 claim [TFS 36100]	<p>Summary: When a user runs a Group and Price (either APC or eAPG) of only one claim, the calculation step takes much longer than expected, about five minutes.</p> <p>Resolution: Corrected by updating the applicable stored procedure to filter the list of records to improve performance.</p>
Slow response in CMA Rejected Records Canned Report causing performance issues [TFS 36847]	<p>Summary: Errors in a stored procedure are causing performance issues (slow response when returning a large result set) in the Rejected Records Canned Report.</p> <p>Resolution: Corrected by adding an index to the report column in which the stored procedure does its filtering and preventing unnecessary table locking.</p>
New index to help grouper performance issue [TFS 37540]	<p>Summary: When running a Group and Price on a large volume of claims (3000+), the process gets hung up on one of the stored procedures.</p> <p>Resolution: Corrected by adding an index to the affected table.</p>
PFB-07873 - CM Clear Recalculation Queue entry for aborted jobs [TFS 37880]	<p>Summary: In the Recalculation Queue, when a scheduled calculation or Group and Price job is aborted by the user, the aborted job is not removed from the queue.</p> <p>Resolution: Corrected by having the Axiom System database check to see if there are any aborted or completed calculation or Group and Price jobs still in the Recalculation Queue at the beginning of the CMA Full Import. If there are any, the system deletes them.</p>

Issue	Description
PFB-08186 - CM - Remove trailing space after contract name when creating contract name [TFS 40292]	<p>Summary: When a user creates a new contract, if a space is accidentally added to the end of the contract name, when saved, the space is added to the Axiom System database dbo.Folder table, which then causes folder errors.</p> <p>Resolution: Corrected by adding a check for trailing spaces in folder names when saving, and, if found, removing them before saving the folder name.</p>
PFB-08342 - CM-CMS OP Adjustments Factor - takes approx 4 times as long to calculate [TFS 41447]	<p>Summary: Contracts using the CMS OP Adjustment factor take approximately four times as long to calculate as contracts that do not use this adjustment factor.</p> <p>Resolution: Corrected by adding an index on the LinelItemsID column for the affected tables.</p>
PFB-08369 - CMA Contractual Export hung intermittently [TFS 41952]	<p>Summary: The Contractual Export is hanging intermittently.</p> <p>Resolution: Corrected by removing the timeout for the Contractual Export.</p>
PFB-08420 - CM - Attributes appear to be enabled but are not [TFS 42245]	<p>Summary: Attribute settings appear to be enabled but, when checked by clicking View/Edit, they are not.</p> <p>Resolution: Corrected the attribute copy routine stored procedures. Also adjusted the select statements for contracts/version/provisions/clauses/terms so that even when orphaned attribute data occurs, it will no longer be visible.</p>
PFB-08419 - CM - Adding a version error - filtered vs non filtered list [TFS 42259]	<p>Summary: When creating a new contract version on an unfiltered Contract list, users sometimes receive an error. The current Contracts screen page number is not being correctly accounted for when a new contract row is added.</p> <p>Resolution: Corrected by adding code to account for the current contract page number during paging operations.</p>
PFB-08453 - CM - Error Processing 835 File during import [TFS 43120]	<p>Summary: Processing 835 files during the nightly full import causes an error.</p> <p>Resolution: Corrected by adding a no-timeout to the applicable stored procedure so that the files process correctly.</p>
PFB-08513 - CM - G&P error - string or binary data would be truncated [TFS 43689]	<p>Summary: During Group and Price jobs, users encounter an error that causes string or binary data to be truncated.</p> <p>Resolution: Corrected by expanding the length of the affected field to accommodate the maximum length of returned data elements.</p>

Issues fixed in 2020.1.1

The following table lists the resolutions for issues addressed in 2020.1.1, released on May 12, 2020:

Web system only

Issue	Description
GpsLineItemTableType didn't get updated. (Patch 2020.1) [TFS 48257]	Summary: A defect in Visual Studio is causing the update script to default to Content instead of Embedded. if a user deletes an embedded resource and then undoes the deletion, the deleted resource is restored as Content instead of as Embedded. Resolution: Corrected by adding back the script as an Embedded Resource.
3M April 15, 2020 Quarterly Release (Patch 2020.1) [TFS 48292]	Summary: The 3M Grouper changes released in 3M's GPS product (Service pack 1 released around the 15th) needs to be updated. Resolution: Corrected by updating the 3M content and deleting the outdated items.