

Release Notes

Axiom Contract Management
Version 2020.2.2

AXIOM

10 S. Wacker Dr., Suite 3375
Chicago, IL 60606
(847) 441-0022
www.syntellis.com

Support email: support@syntellis.com

Syntellis® is a trademark of Syntellis, LLC. Microsoft®, Excel®, and Windows® are trademarks of Microsoft Corporation in the United States and/or other countries. All other trademarks are the property of their respective owners.

This document is Syntellis, LLC Confidential Information. This document may not be distributed, copied, photocopied, reproduced, translated, or reduced to any electronic medium or machine-readable format without the express written consent of Syntellis, LLC.

Copyright © 2020 Syntellis, LLC. All rights reserved.

Version: 2020.2.2

Updated: 8/14/2020

Contents

About the Release Notes	4
New features in 2020.2	5
Common Axiom contracts now available as a set	6
Common Axiom jobs now available for setup and maintenance	8
April 15, 2020 Quarterly Release	10
What to know before upgrading	11
Preparing and scheduling upgrades	12
Getting help and training	13
Issues fixed in 2020.2.1	14
Issues fixed in 2020.2.2	15

About the Release Notes

Syntellis is pleased to announce the 2020.2.2 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.

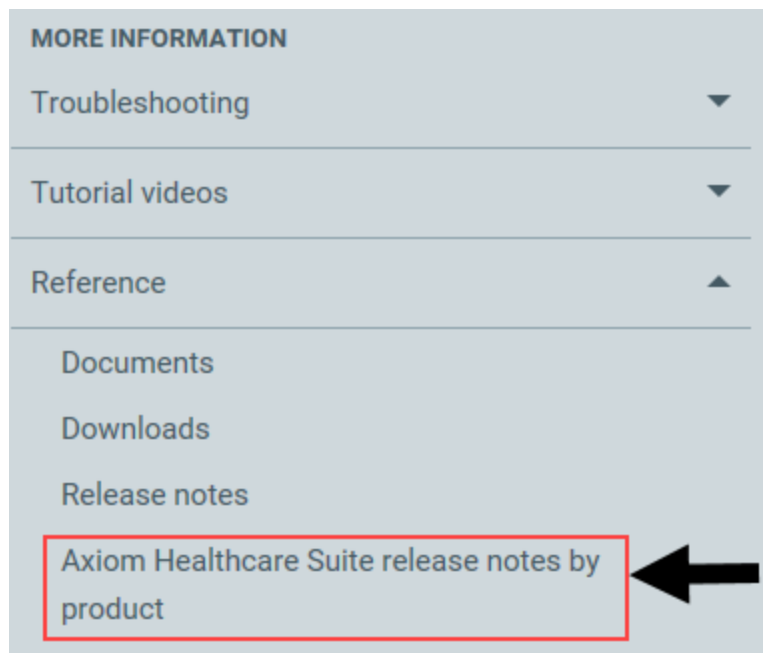
The purpose of these release notes is to provide you with the following:

- 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. In the online help, on the left in the blue header bar, click the Axiom icon. On the help home page under the title, click the **Release Notes** link.

► **NEW!** Accessing current and older release notes for Axiom Healthcare products

The online help for Axiom Healthcare products now includes a page with links to current and past release notes for the last several years. To access this page, [open the product online help](#), and navigate to the **More Information** section.



New features in 2020.2

Axiom Contract Management 2020.2 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.

[Common Axiom contracts now available as a template set](#)

Contracts commonly used by system implementers and administrators modeling contracts are now available in the new simulation Axiom Contracts. You can use any of these contracts as a template for creating new contracts in your system.

[Common Axiom jobs now available for setup and maintenance](#)

Common Axiom jobs used in system implementations and maintenance are now available in every Axiom Contract Management installation. Find these jobs located in the Axiom Desktop Client > Scheduler Jobs Library > Contract Management folder.

[April 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.

Common Axiom contracts now available as a set

► Why use this feature

Certain contracts, such as Medicare, are used in almost every type of client installation by system implementers setting up new systems and by Axiom Contract Management administrators creating and maintaining contracts. These common contracts are now available as a standard set of templates that can be used to create new contracts, reducing the time and effort of setup during implementations and providing contract build consistency when you add new contracts to any simulation.

► How this feature works

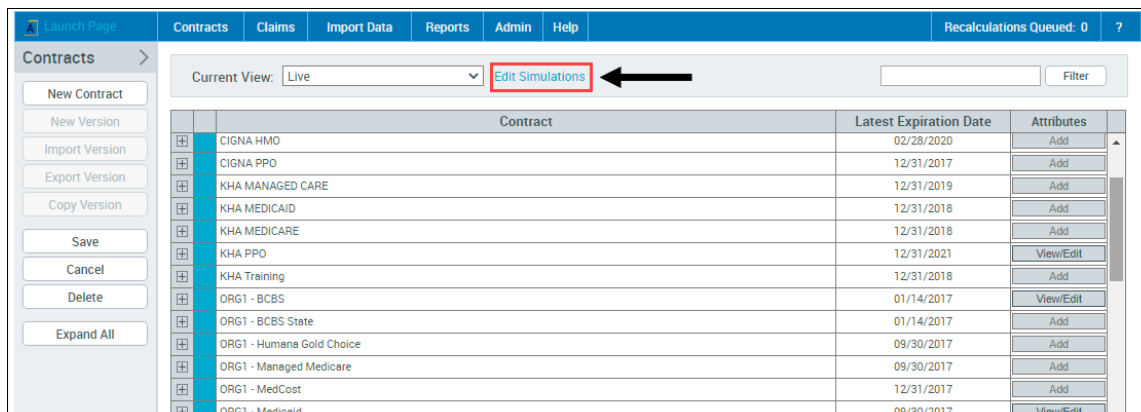
You can customize these templates or use them as-is when adding contracts to your system.

Where: The set of template contracts is stored in the simulation Axiom Contracts, available from the main Contracts page.

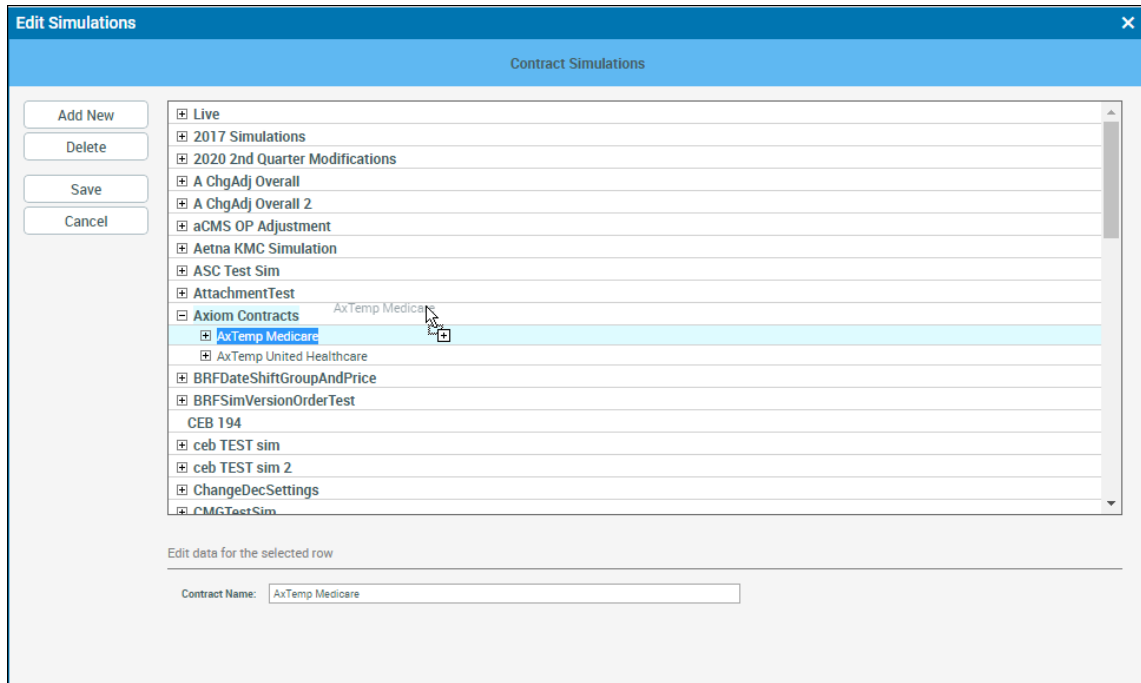
Who: Only system implementers, administrative users performing system setup and maintenance, and other users who are able to model contracts can access these templates.

How: You can copy the entire contract to a new or different simulation, including Live, and then edit the contract as needed.

1. In the **Contracts** main page, click **Edit Simulations**.



2. In the **Edit Simulations** dialog, select the contract to copy and drag it to a simulation in the list.



Dragging a listed contract does not move it; instead, it copies the entire contract to the destination simulation.

You can also copy parts of a contract template, such as versions or provisions.

► Where to find more information

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

- “Copying contracts”
- “Copy an entire contract to a simulation”
- “Export and import a version”
- “Import a provision”

Common Axiom jobs now available for setup and maintenance

► Why use this feature

Key Axiom jobs typically uploaded during setup to establish import settings or to perform common maintenance tasks are now included in the system installation. These common jobs are available in the Contract Management folder of the Axiom Desktop Client's Scheduler Jobs Library.

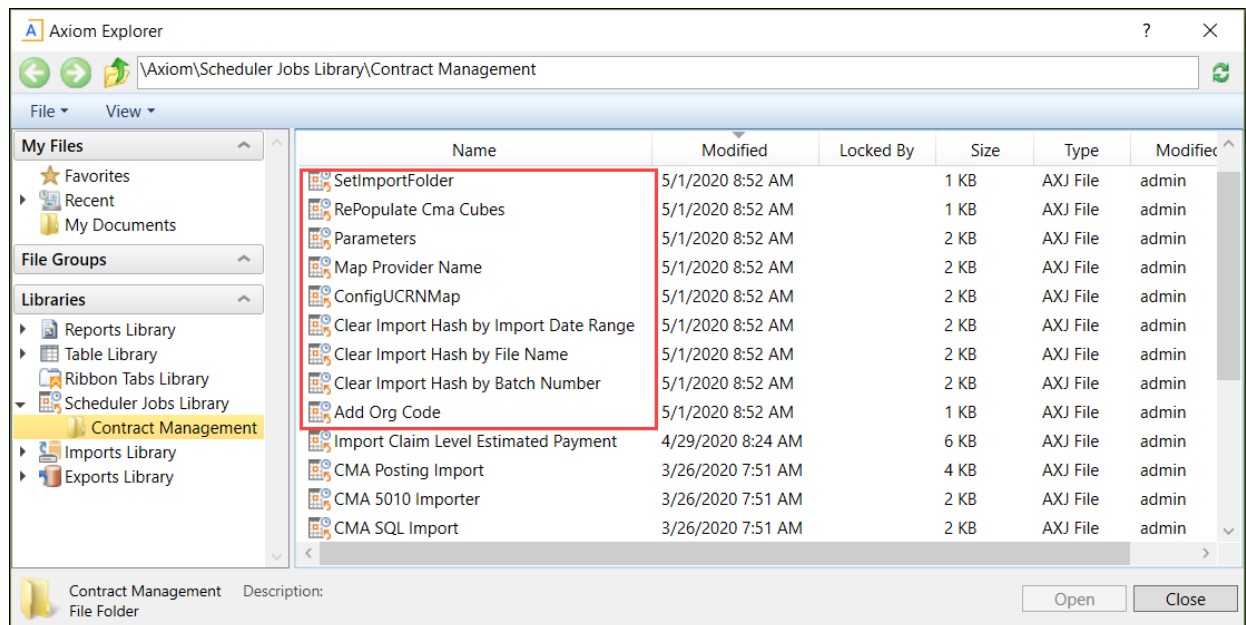
► How this feature works

You can customize these jobs or run them as-is when scheduling jobs in Axiom Contract Management.

Where: The set of jobs is stored in the Axiom Desktop Client's Scheduler Jobs Library in the Contract Management folder.

Who: Only system implementers and users with the Axiom Scheduler role can access these jobs.

How: In the Axiom Desktop Client, access the jobs through the **Scheduler Jobs Library > Contract Management**.



The following table describes each job:

IMPORTANT: Please consult Client Success before running any of the following jobs outside of working with your Implementation Consultant.

Job name	Description
Add Org Code	Used to add a new Organization Code
Clear Import Hash by Batch Number	Clears the batch numbers from the import hash to allow duplicate claim imports
Clear Import Hash by File Name	Clears file names from the import hash to allow duplicate claim imports
Clear Import Hash by Import Date Range	Clears date ranges from the import hash to allow duplicate claim imports
ConfigureUCRNMap	Used to set the UCRN Mapping
Map Provider Name	Used to map an org code to a provider name
Parameters	Used to modify CMA
RePopulate CMA Cubes	Parameters Runs a full cube recalculation
SetImportFolder	Used to modify the import folder path

► Where to find more information

For more information on using the Scheduler to run jobs, see the following topics in the online help:

- “About accessing data in the Desktop Client”
- “About Scheduler”
- “Managing Scheduler jobs and tasks”
- “Running a job”

April 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. Syntellis 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 from the quarterly download. 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 2020.2.2 upgrade before applying any 2020.2.2 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 2020.2.2 before the first product upgrade. Refer to the **Axiom Software 2020.2.2 Release Notes** and **Axiom Healthcare Suite 2020.2.2 Release Notes** for considerations before upgrading.

When upgrading to the 2020.2.2 version of Axiom Contract Management, keep in mind the following:

- Syntellis 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 Syntellis delivered report that was moved to a new location will automatically move back to its original location.
- Syntellis 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

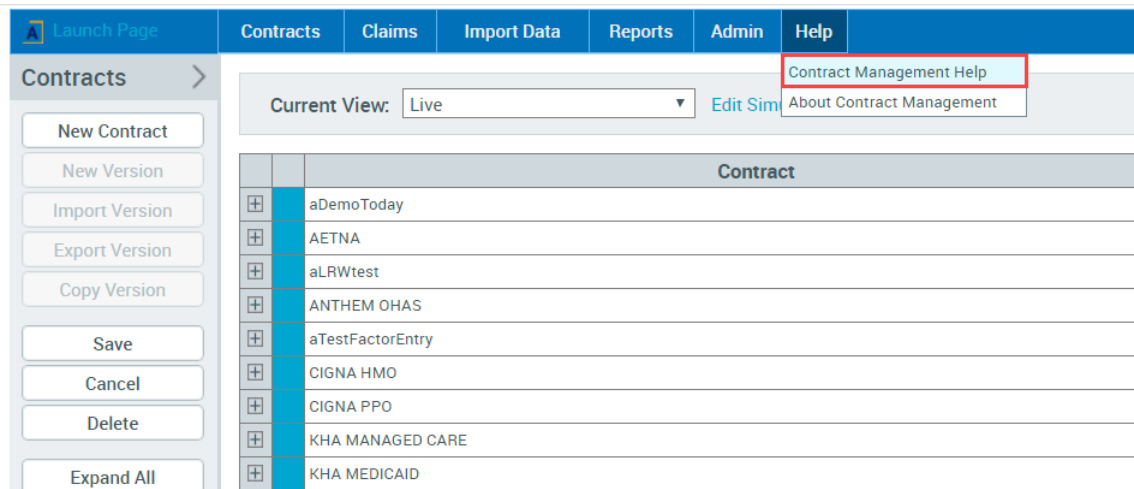
Summary of the upgrade process:

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 Syntellis Support 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 Syntellis can do this.
 - Propose an approximate two-hour downtime window when Syntellis 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 Syntellis).
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

Syntellis 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 Syntellis. If you have any questions about your upgrade, please contact us: login to Axiom Contract Management and open the online help. Next, on the left of the help header bar, click the Axiom logo. On the help home page under the title, click the **Axiom Support** link.

Issues fixed in 2020.2.1

The following table lists the resolutions for issues addressed in 2020.2.1, released on July 20, 2020:

Web system only

Issue	Description
PFB-07046 - Import contract version [TFS 30302]	<p>Summary: When a user exports a provision containing a Global Limit, the resulting xml file will not import to Axiom Contract Management because of an error in the SQL code that retrieves the file.</p> <p>Resolution: Corrected by fixing the SQL code that retrieves the file.</p>
PFB-08899 - CMS OP Rates - Discarding Duplicates [TFS 48689]	<p>Summary: When a CMA Outpatient rate file containing duplicates is uploaded, both entries are removed instead of just the duplicate.</p> <p>Resolution: Corrected by adjusting the stored procedure so that only the duplicate statements intended for removal get removed. Also adjusted script on the CMS Outpatient Import File page so that the bad records display correctly when a file is attached.</p>

Issues fixed in 2020.2.2

The following table lists the resolutions for issues addressed in 2020.2.2, released on August 17, 2020:

Web system only

Issue	Description
PFB-08608 - CM - Voucher Error - CMS Outpatient (Patch 2020.2) [50678]	Summary: An error in claims processing is causing some claims to not display the detailed voucher. Resolution: Corrected by adding a missing null check for svcTot.
3M July 1, 2020 Quarterly Release - Prime (Patch 2020.2) [50829]	Summary: Clients who have the latest release want the quarterly update as soon as it is released from 3M. Resolution: Corrected by incorporating the 3M Grouper changes released in 3M's GPS product into the Axiom 3M grouper code.
3M July 15, 2020 Quarterly Release (Patch 2020.2) [51528]	Summary: The 3M Grouper changes released in 3M's GPS product need to be incorporated into the APC and eAPG groupers in the Axiom 3M grouper code. Resolution: Corrected by updating the Axiom 3M grouper code with the 3M Grouper changes.
PFB-08304 - CM - Voucher view error for some claims (Patch 2020.2) [52566]	Summary: An error occurs when clicking the View Voucher button for some claims. Resolution: Corrected the voucher for CMA Outpatient when users make adjustments in certain cases.