

Release Notes

Axiom Enterprise Decision
Support
Version 2020.31

The Axiom logo consists of the word "AXIOM" in a bold, white, sans-serif font. It is enclosed within a rectangular frame made of two parallel lines, one light blue and one light purple, which are slightly offset from each other.

AXIOM

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About the release notes

Syntellis is pleased to announce the 2020.31.1 release of Axiom Enterprise Decision Support. 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 Enterprise Decision Support online help.

IMPORTANT: See the [Technical Considerations](#) section for important information regarding the platform compatibility enhancements.

New features in 2020.3

[Axiom Cost Accounting and Decision Support combined into one solution](#)

All the utilities and reporting capabilities of Axiom Cost Accounting and Axiom Decision Support have now been combined into a single solution—Axiom Enterprise Decision Support—accessible from an intuitive home page navigation structure.

[Easily implement and maintain service lines](#)

The new Service Line Schemas utility now allows you to quickly and easily create, manage, and process the tagging of encounters with service lines for reporting purposes. You can create up to eight schemas with an unlimited number of definitions, which allows you to specify which encounters to evaluate and tag.

[View detailed encounter data](#)

You can now easily and clearly view the details regarding a patient encounter to help you understand overall reporting results.

[Fully reclass a department using a single rule](#)

If you want to create a department reclass rule that includes all accounts, the add/edit definition has been updated so that you can click the new Full Reclass toggle to perform a full reclass.

[Batch process population definitions](#)

You can now batch process population definitions, which you can schedule to run immediately or on a specific day and time.

[New Per Episode measures in Axiom Intelligence](#)

Axiom Intelligence now includes Per Episode measures that you can use to create or update reports to include cost and revenue data associated with episodes.

Axiom Cost Accounting and Decision Support combined into one solution

► Why use this feature

All the utilities and reporting capabilities of Axiom Cost Accounting and Axiom Decision Support have now been combined into a single solution—Axiom Enterprise Decision Support—accessible from an intuitive home page navigation structure. Functions are grouped into five main areas:

- **Data Control** - Dimension, statistics, costing, and data import management

- **Data Enhancement & Refinement** - Service line management and processing, population management, episode building, and encounter viewing
- **Cost Accounting** - System configuration, data management, methods and assumptions management, method processing, reclass and overhead allocation management and processing, RVU development, unit cost calculations, and cost assignment
- **Reporting** - Axiom Intelligence report building and standard Excel reports
- **Administration** - Security management, job process management, product configuration

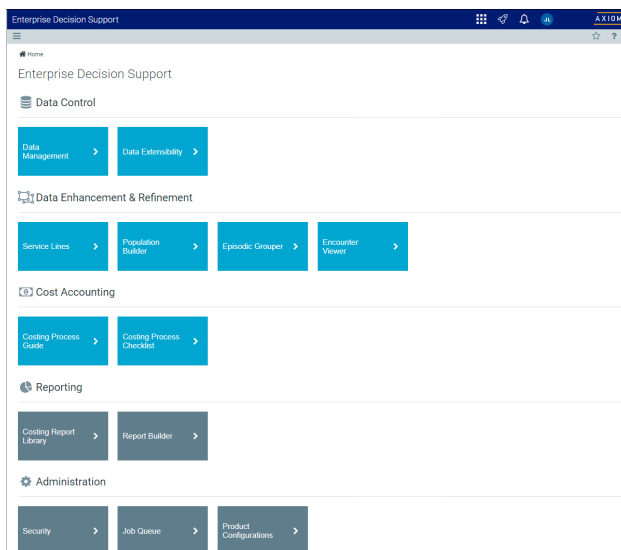
► How this feature works

What: A new web-based homepage provides overall navigation to the functions of Axiom Cost Accounting and Axiom Decision Support combined into a single solution.

Where: After users log in to the system, the new home page and navigation displays.

Who: All licensed users of Axiom Cost Accounting and Axiom Decision Support will see the home page after logging in, but the tools and functionality availability is determined by the user's role profile.

How: Users click the appropriate card to navigate to the many data control, costing, reporting, and administration utilities.



The new Axiom Enterprise Decision Support home page provides access to the powerful tools and utilities of both Axiom Cost Accounting and Axiom Decision Support

► Where to find more information

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

- "Working with Axiom Enterprise Decision Support"

Easily implement and maintain service lines

► Why use this feature

The new Service Line Schemas utility now allows you to quickly and easily create, manage, and process the tagging of encounters with service lines for reporting purposes. You can create up to eight schemas with an unlimited number of definitions, which allows you to specify which encounters to evaluate and tag.

When configuring a schema, you can also create an unlimited number of groups that give you the flexibility to organize encounters in different ways. Let's say your organization has a Center of Excellence. You can create a group for this and add values that addresses each center, such as Neurosciences, Cardiology, Cancer, etc. You can then create reports using these different groups. When you process a schema, the system evaluates each encounter against the service line definition criteria in an order that you define. When an encounter meets the criteria, the system removes it from further evaluation and tags it in the Axiom database with the service line so that it is not counted more than once.

You can also import service lines created using third-party applications such as Sg2, Truven Health Analytics, or your own host system directly into Axiom without needing to create an entire set of service line rules from scratch. This allows you to continue managing and processing service lines outside the Axiom system, and simply import them with the help of a Scheduler job.

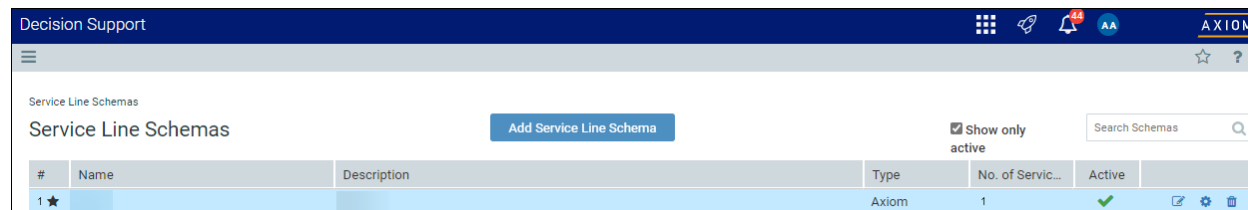
► How this feature works

What: Use the Service Line Schemas to manage your service lines and process them to tag encounters for reporting or import service lines from a third-party application.

Where: From the Enterprise Decision Support home page, in the **Data Enhancement & Refinement** section, click **Service Lines**.

Who: Users must be assigned the DSS Admin role profile in the system. To import third-party service lines, users must be assigned both the DSS Admin and CostDSS Import Admin role profiles.

How: To create your service lines in Axiom, use the Service Line Schema utility create a schema, and then create service line definitions. Place the definitions in the order they should evaluate encounters. To import service lines created using a third-party application, you can import them using instructions in the online help.



#	Name	Description	Type	No. of Service...	Active
1 ★			Axiom	1	✓

The Service Line Schema utility allows you to manage up to eight schemas

Priority	Name	Description	Active
1			✓
2			✓
3			✓
4			✓
5			✓
6			✓

The list of service line definitions the system uses to evaluate encounters and tag them by service line

Name	Service Lines
Neurosciences	1
Heart Center	0
Neonatology	0
Cancer	1
Other	0

Groups provide a flexible way for your organization to report on encounters in different ways, such as by Centers of Excellence.

► Where to find more information

The following topics include new information and instructions for using this feature:

- "Working with service lines"
- "Implementing service lines"
- "Managing service line schemas"
- "Managing service line definitions"
- "Processing service line schemas"

View detailed encounter data

► Why use this feature

You can now easily and clearly view the details regarding a patient encounter to help you understand overall reporting results. The redesigned Encounter Viewer page segments data into the following tabs:

- **Summary** - High-level overview information related to the encounter, such as facility details and admit/discharge information
- **Groupings** - Service line and population assignments
- **Coding** - List of encounters, ICD diagnosis, ICD procedures, and CPT codes
- **Providers** - List of providers, including their role and date assigned
- **Financial** - Payment, adjustment, and cost details
- **Payors** - List of the primary, secondary, and tertiary insurance plans
- **Surgeries** - List of the provided surgical procedures
- **Clinical** - Metrics specific to the encounter, such as hospital acquired conditions and patient safety indicators

TIP: When creating or modifying Axiom Intelligence reports, you can set up encounter hyperlinks to open the Encounter Viewer.

► How this feature works

What: The updated Encounter Viewer shows data related to the encounter, grouped into separate sections using a tabular format.

Where: From the Enterprise Decision Support home page, under the **Data Enhancement & Refinement** section, click **Encounter Viewer**.

Who: Users must be assigned the DSS Analyst role profile in the system.

How: In the **Enter an encounter** dialog, type the encounter number, and click **OK**. To navigate back to the encounter selector, click **Encounters List** in the breadcrumb at the top of the page.

Decision Support											
Encounters List > Encounter 5798904											
Encounters Encounter 5798904											
Summary Groupings Coding Providers Financial Payors Surgeries Clinical											
Facility Details Test Entity for Allocations & Recl... Entity INPT Patient Type 7 Point of Origin yes In House DEFAULT CODE Service Location DEFAULT CODE Revenue Location		Admit/Discharge Information Urgent Admit Type NA Admission Service NA Admission Station Routine Discharge Discharge Status Default Discharge Station NA Discharge Destination									
TestDev Source System NA Account Number Source System NA Account Status 01/01/1900 Extract Date		Billing Summary NA - Default Insurance Plan NA Financial Class 01/01/1900 Bill Status 111 Bill Type 01/01/1900 Bill Generation Date 01/01/1900 Final Bill Date									
Financial Summary \$0.00 Total Charges \$0.00 Total Cost \$0.00 Total Actual Payments \$0.00 Total Actual Allow \$0.00 Actual Profit \$0.00 Total Account Balance		Cost Category Detail <table> <thead> <tr> <th>Cost Category</th><th>Fixed Cost</th><th>Variable Cost</th><th>Total Cost</th></tr> </thead> <tbody> <tr> <td colspan="4">[No Cost Category Details have been found.]</td></tr> </tbody> </table>		Cost Category	Fixed Cost	Variable Cost	Total Cost	[No Cost Category Details have been found.]			
Cost Category	Fixed Cost	Variable Cost	Total Cost								
[No Cost Category Details have been found.]											

The newly redesigned Encounter Viewer with data tabs

► Where to find more information

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

- "Viewing encounter details"

Batch process population definitions

► Why use this feature

You can now batch process population definitions, which you can schedule to run immediately or on a specific day and time.

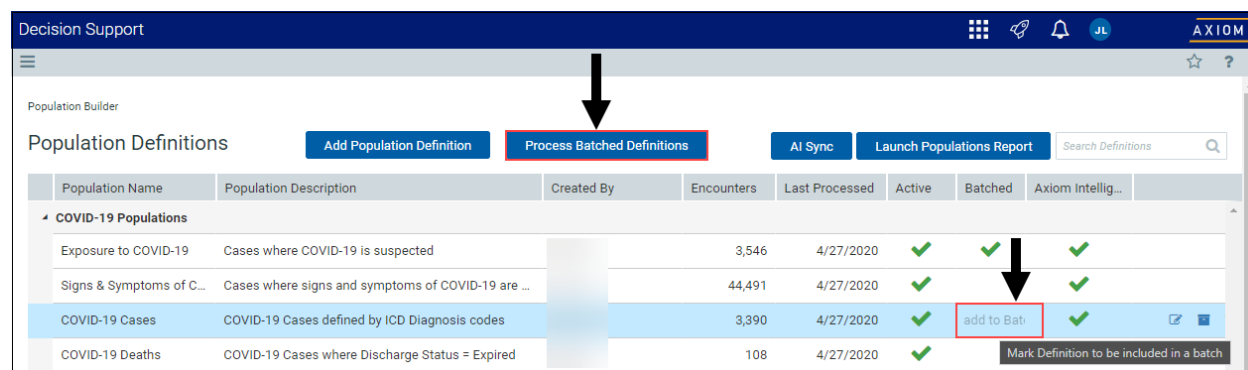
► How this feature works

What: The Population Definition utility now allows you to select and process multiple definitions at the same time.

Where: From the Enterprise Decision Support home page, under the **Data Enhancement & Refinement** section, click **Population Builder**.

Who: Users must be assigned the DSS Admin role profile in the system.

How: For each definition to include in the batch, click the **Batched** column to add a check mark, and then click **Process Batched Definitions** above the table.



Population Name	Population Description	Created By	Encounters	Last Processed	Active	Batched	Axiom Intellig...
COVID-19 Populations							
Exposure to COVID-19	Cases where COVID-19 is suspected		3,546	4/27/2020	✓	✓	✓
Signs & Symptoms of C...	Cases where signs and symptoms of COVID-19 are ...		44,491	4/27/2020	✓	✓	✓
COVID-19 Cases	COVID-19 Cases defined by ICD Diagnosis codes		3,390	4/27/2020	✓	add to Bat...	✓
COVID-19 Deaths	COVID-19 Cases where Discharge Status = Expired		108	4/27/2020	✓		

The updated Population Definitions page with the new batch processing functionality

► Where to find more information

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

- "Processing population definitions"

Fully reclass a department using a single rule

► Why use this feature

If you want to create a department reclass rule that includes all accounts, the add/edit definition has been updated so that you can click the new Full Reclass toggle to perform a full reclass.

► How this feature works

What: The Add/Edit Reclass Rule dialog now includes the Full Reclass toggle, which allows you to fully reclass a department—including all statistics, key statistics, and manual statistics—without the need to filter for all the accounts to include in the definition.

Where: From the Enterprise Decision Support home page, under the **Cost Accounting** section, click **Costing Process Guide > Reclasses**.

Who: Users must be assigned the Costing Admin role profile in the system.

How: Click the **Full Reclass** toggle to **Yes** to fully reclass a department.

The updated Add/Edit Allocation Rule dialog with the new Full Reclass toggle

► Where to find more information

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

- "Adding, editing, or cloning overhead allocation definitions"

New Per Episode measures in Axiom Intelligence

► Why use this feature

Axiom Intelligence now includes Per Episode measures that you can use to create or update reports to include cost and revenue data associated with episodes.

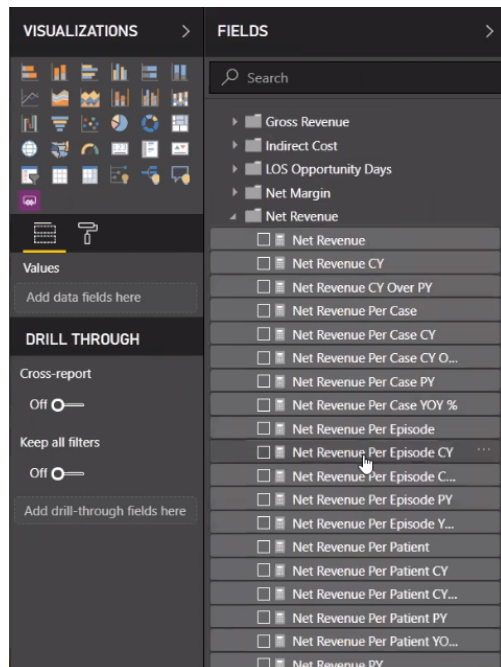
► How this feature works

What: The Fields panel in Axiom Intelligence now includes Per Episode measures that you can include in your Axiom Intelligence reports.

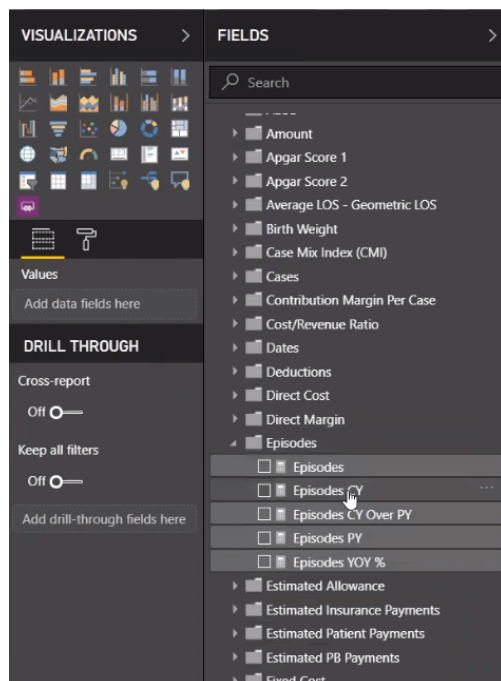
Where: The new measures are included in the **Model Measures** folder in Axiom Intelligence.

Who: Users must be assigned the DSS Administrators or DSS Analysts role profile in the system.

How: From the Enterprise Decision Support home page, under the **Reporting** section, click the **Report Builder**. Open the AI report in edit mode. In the **Fields** panel, click **Model Measures > DSS Measures**. Drag and drop the appropriate measures into the data visualization area to build or update your dashboard or report.



New Per Episode measure type added to existing data categories in Axiom Intelligence



Episodes data category in Axiom Intelligence

► Where to find more information

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

- "Using the Axiom Intelligence report editor"

Keep manual statistics when reloading CGL

► Why use this feature

When importing data, you can now retain manual statistics so that you no longer have to reload them each time the CGL is loaded.

► How this feature works

What: The General Ledger configuration page now includes a checkbox that allows you to keep your manual statistics.

Where: From the Enterprise Decision Support home page, in the **Data Control** section, click **Data Management > External Financial Data > General Ledger**.

Who: Users must be assigned the DSS Administrators role profile in the system.

How: To retain the manual statistic records in the Costing General Ledger (CGL) table, click the **Keep Manual Statistics** checkbox. To clear the manual statistic records from the CGL and only load the records from the source GL table, leave the checkbox blank.

IMPORTANT: If manual statistics are loaded manually to the CGL instead of using the Manual Statistics page, and you want to use the Keep Manual Statistics option, then the **ReclassType** column in the ACCT dimension must be set to **StatManual**.

Cost Accounting

mjntest2 > Data Management > External Financial Data > General Ledger

General Ledger | Import

Processing Utility: Copy GL to CGL.axi

Variables

Select Year of GL Table to Import: 2017

Keep Manual Statistics ☒

Run Now

New checkbox for retaining manual statistics

► Where to find more information

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

- "Importing data"

New features in 2020.3.4

The following new report was added as part of the 2020.3.4 release on January 11th, 2021:

[Service Line Profitability dashboard](#)

This dashboard allows you to determine the actions needed to optimize profitability of your organization by reducing cost compared to internal peer groups.

Service Line Profitability report

► Why use this feature

The Service Line Profitability report includes a series of reports that allows you to determine the actions needed to optimize profitability of your organization by reducing cost compared to internal peer groups. The report package includes the following:

NOTE: These reports cannot be edited using the Axiom Intelligence report editor.

IMPORTANT: If you are not using the new [Service Line Schemas utility](#) available in this release, the report will default to primary service from the schema line structure available pre-2020.3.

► How this feature works

What: Use this report to see profitability changes for service lines, net income of physicians, and model profitability scenarios.

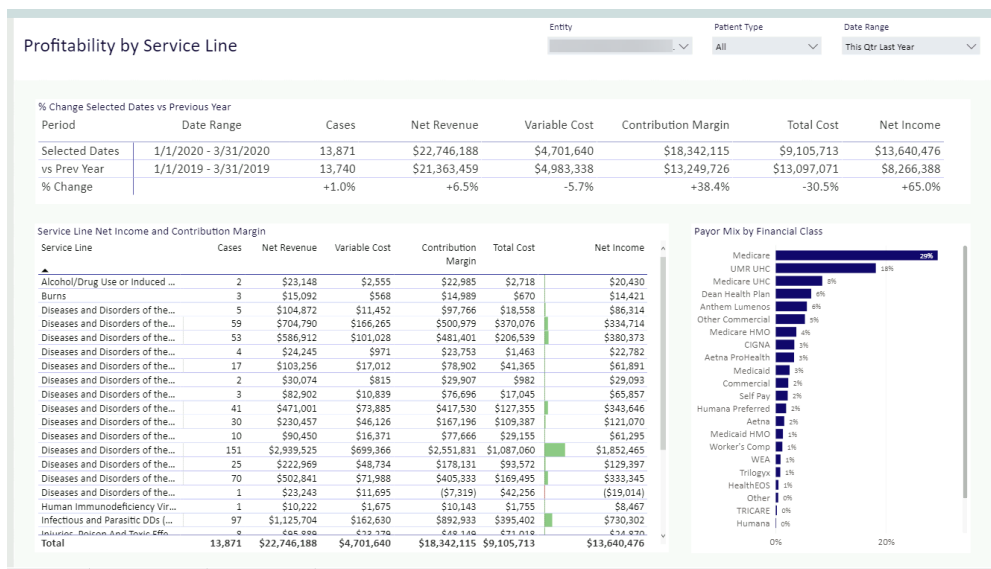
Where: From the Enterprise Decision Support home page, in the **Reporting** section, click **Report Builder**. In the Axiom Intelligence Reports section, click **Service Line Profitability**.

Who: Users must be assigned the DSS Admin role profile in the system.

How: The package includes the following reports:

Profitability by Service Line

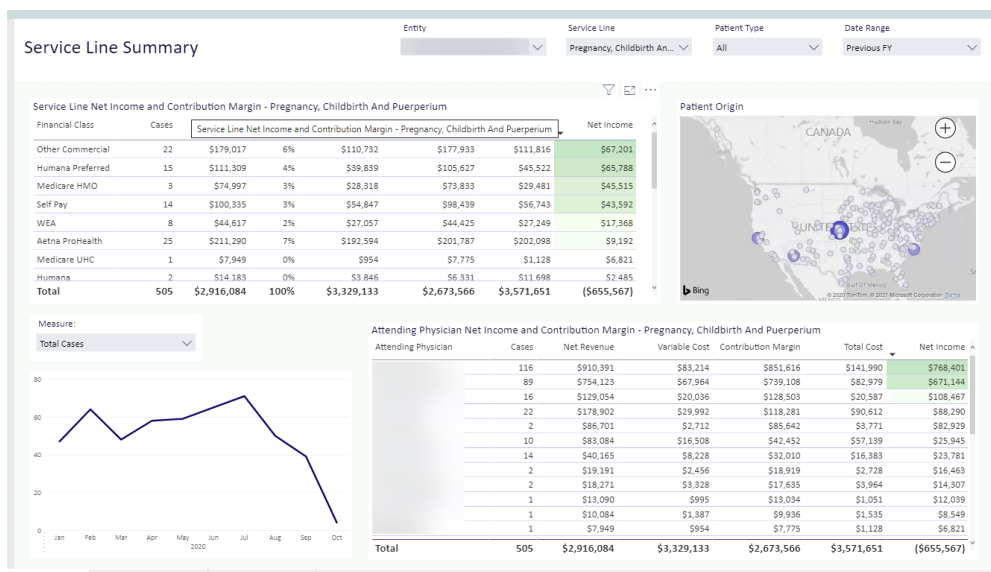
This interactive report allows you to see the profitability changes for a selected date range and compare the results to the previous year for all or specific service lines. You can click any of the service lines to see the percentage change for that specific service line. In the upper right corner of the page, you can select the entity, patient type, and date range to include in the report.



The Profitability by Service Line report shows the percentage change for selected dates and from the previous year

Service Line Summary

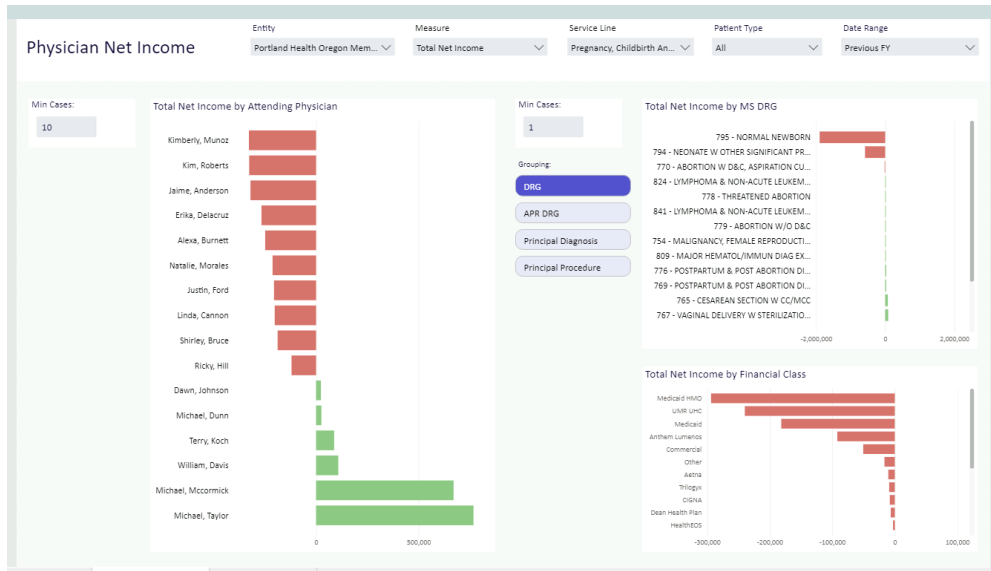
This interactive report allows you to drill down to a specific service line to see the profitability by payor, patient origin, measures, and profitability at the physician level. In the upper right corner of the page, you can select the entity, service line, patient type, and date range to include in the report.



View the details regarding profitability at the service line level

Physician Net Income

This interactive report allows you to see the net income for your physicians. Using the Min Cases fields, you can eliminate your lows by setting the minimum number of cases to include in the report. You can click the bar graph for each physician to see their income details by their specific DRG/diagnosis/procedure and payors. In the upper right corner of the page, you can select the measure, service line, patient, and date range to include in the report.



Easily see the profitability details for each physician

Financial Modeling

This interactive report allows you to model profitability scenarios by service line and payors.



Profitability modeling for service lines and payors

New features in 2020.31.2

The following new Service Line Intelligence and data model was added as part of the 2020.31.2 release on June 19, 2023:

[Cost Accounting/Decision Support Services \(CA/DSS\) encounter model](#)

The Visual Insights-based data model is the foundation for CA/DSS Service Line Intelligence. All CA/DSS clients can open and review the model to view the source columns for dimension fields and the calculations for the measures. Visual Insights customers can copy and modify the data model.

[Service Line Intelligence and data model](#)

Syntellis now offers a service line visualization using a new data model with Visual Insights (VI).

You must purchase VI to either use this visualization or leverage the data model. You cannot customize a data model without a VI license.

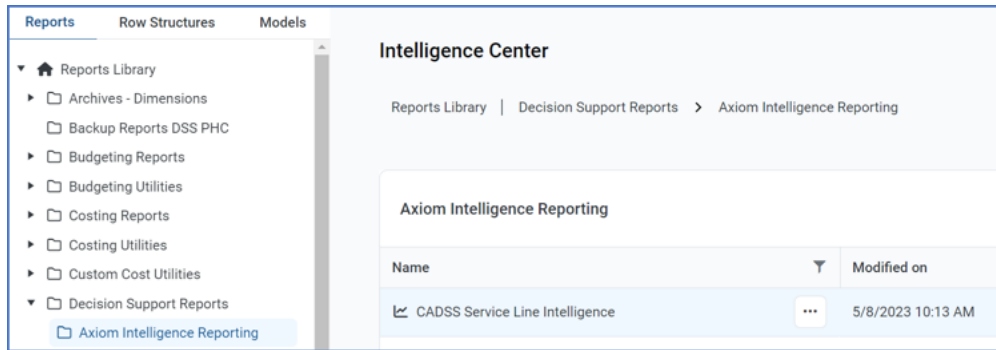
This new visualization replaces the legacy Service Line dashboard, which will remain in the product until the first release of 2024.

Cost Accounting/Decision Support Services (CA/DSS) encounter model

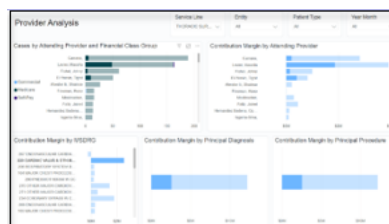
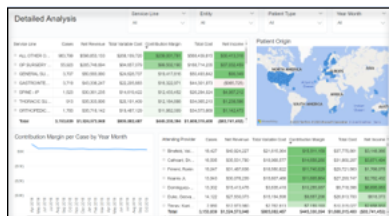
The Visual Insights-based data model is the foundation for Cost Accounting Decision Support Services (CA/DSS) Service Line Intelligence. All CA/DSS clients can open and review the model to see the source columns for dimension fields and the calculations for the measures. Visual Insights customers can copy and modify the data model.

Service Line Intelligence

This visualization is provided in the Report Library in the Decision Support Reports subfolder in the folder titled, "Axiom Intelligence Reporting." This is the location where all standard visualizations will be delivered in future releases.



The Service Line dashboard offers much of the same content that is available in the legacy versions, but in a format that replaces many tabular summarizations with updated informative visuals. See the following images for examples.





What to know before upgrading

IMPORTANT: You must apply the Axiom 2020.3 upgrade before applying any 2020.3 Axiom product upgrades. Axiom upgrades are backwards compatible so you can upgrade different products at different times, but you must upgrade to the Axiom 2020.3 *before* the first product upgrade. Refer to the **Axiom 2020.3 Release Notes** and **Axiom Healthcare Suite 2020.3 Release Notes** for considerations before upgrading.

When upgrading to the 2020.31.3 version of Axiom Enterprise Decision Support, keep in mind the following:

- This product upgrade contains updated templates, calculation methods, driver files, and remediated defects.
- KHA delivered reports may be removed or 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 by the client will automatically move back to its original location.
- KHA product templates and calculation method libraries will be replaced.
- Process definitions will not be replaced. Process Manager will not currently work with the new system tables and web-based pages and utilities. Consequently, please plan on reviewing and potentially revising any Cost Accounting Process Definitions depending on the scope and what tasks have been created and are in use.
- Security roles and sub-systems will be reset to their configured settings for the Axiom defined roles. All security exceptions you may have made at the individual user level 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. For example, Process Manager defined processes for Cost Accounting will need to be modified by Client Success and has limitations with accessing web-based tasks.

Preparing for and scheduling upgrades

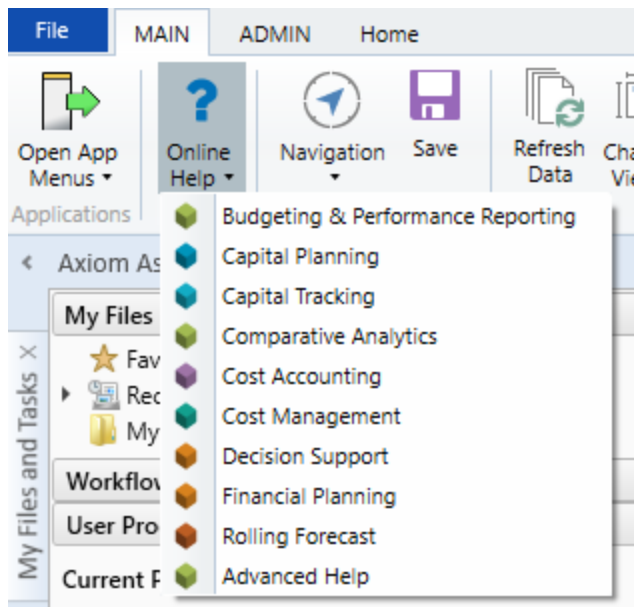
Summary of the upgrade process:

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@syntellis.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 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 or Admin ribbon tab, click **Online Help**, and then select the product. Axiom Help opens in a new browser window. The online help will only open for products you are licensed to use.



- **Contextual help** - Form/web-enabled features include contextual help directly within the user interface. This information provides a quick summary and/or instructions specifically related to the screen you are using. You can access this information by clicking the question mark in the upper right corner of the screen. For more detailed information, open Axiom Help by clicking **Open Help** at the top of the contextual help dialog.



Syntellis Central

[Syntellis Central](#) provides centralized self-service content and resources for the Axiom Enterprise Decision Support platform and suite of products. Using Syntellis Central, you can:

- Search help across all Axiom products
- Access tips, tricks, and best practices in our knowledge base
- Find training & certification content including on-demand, video, webinars, labs, and instructor-led courses

- Submit a support issue, find suggested content, and manage any outstanding issues directly with us
- Review open Software Service project status and details

Issues resolved in 2020.3.1

The following table lists the resolutions for issues addressed in 2020.3.1, released on October 12th, 2020:

Issue	Description
Web UI: Delete button requires save after row has been deleted in dimension tables [TFS 32042]	<p>Issue: Currently, when a user clicks the Delete button when deleting a dimension row, the system displays a confirmation dialog to delete the row. When the user clicks OK, the user then also needs to click the Save button to confirm the deletion. This save action is not explained in the interface.</p> <p>Resolution: Corrected by no longer requiring the user to click the Save button when deleting a row.</p>
PFB-07748 - Unit Cost Recon Reports Refresh Issue [TFS 38039]	<p>Issue: Some of the Unit Cost Reconciliation reports need to be refreshed twice to bring in the correct data. This was discovered in the "ReconUC_02_1_Cost Results to Costing GL by Dept" report but likely impacts other costing reports that are set up the same way. This only happens in the Excel Client.</p> <p>Resolution: Corrected by setting refresh in the Control Sheet between AQs.</p>
PFB-08580 - Sum Cost Detail Category to Encounter Detail Category [TFS 44098]	<p>Issue: The Cost Assignment import utility, Sum Cost Detail Category to Encounter Detail Category in 2019.4 does not fully update the EDCC table from CDCC for encounters discharged based on the transaction start and end ServiceYRMO when run for a current or prior period (CostSet).</p> <p>Resolution: Corrected by removing additional constraints in the query that summarizes the Cost Detail Category Calculation (CDCC) table to the Encounter Detail Category Calculation (EDCC) table.</p>

Issue	Description
<p>DSS Axiom Intelligence: Variable columns across 10 tables have "Included in AI Model" set to false, leading to lack of their usability in Axiom Intelligence reports [TFS 48304]</p>	<p>Issue: The following tables with Group 1-5 variable columns should be included in the Axiom Intelligence model:</p> <ul style="list-style-type: none"> • ACCT • Age • APRDRG • CPT • DEPT • ICDDIAG • ICDPROC • INSPLAN • MSDRG • RevCode <p>Resolution: Corrected by including the list of tables above into the model.</p>

Issues resolved in 2020.3.2

No client-facing issues were addressed in this release.

Issues resolved in 2020.3.3

The following table lists the resolutions for issues addressed in 2020.3.3, released on December 7th, 2020:

Issue	Description
Sum CDCC to EDCC job fails in large volume systems [TFS 61745]	Issue: When importing data using the Sum Cost Detail Category to Encounter Detail Category.axi ETL, the system displays an error message that the import failed. Resolution: Corrected by updating the ETL to load into the CDCC using smaller batches of data.

Issues resolved in 2020.3.4

The following table lists the resolutions for issues addressed in 2020.3.4, released on January 11th, 2021:

Issue	Description
PFB-09343 - Encounter Viewer error occurs when using zip codes with alpha numeric values [TFS 69384]	<p>Issue: When using the Encounter Viewer, the system displays a conversion and incorrect syntax error when loading a patient.</p> <p>Resolution: Corrected the query that populates the Encounter Viewer page to allow zip codes with alpha numeric values.</p>
PFB-09427 - Reclass defect [TFS 75191]	<p>Issue: Axiom does not save more than one account number when defining the source. When adding two account numbers and then clicking the worksheet tab, the system presents the data, but when saving the reclass, the closing parenthesis is removed and an error message displays.</p> <p>Resolution: Corrected the syntax of the save mechanism because the saving mechanism for the reclass rule was erroneously removing the ending ")".</p>

Issues resolved in 2020.3.5

The following table lists the resolutions for issues addressed in 2020.3.5, released on February 15th, 2021:

Issue	Description
2020.3 CostDetailBase and CostDetailTotalCost allows duplicate transaction records [TFS 78820]	<p>Issue: Running an import that saves to the CostDetailBase and updates an existing servicedate may cause a duplicate transaction to be created.</p> <p>Resolution: Corrected by adding a new transformation to the beginning of the CostDetailStaging to CostDetail import that updates the serviceyrmo for any transactionid where the imported serviceyrmo is different than the one stored in the database.</p> <p>IMPORTANT: See the Add new transformation step to customized version of Import CostDetail from Staging.axi for instructions on configuration steps you may need to complete related to this resolved defect.</p>

Issues resolved in 2020.3.6

The following table lists the resolutions for issues addressed in 2020.3.6, released on April 12th, 2021:

Issue	Description
Service line groups are not available for reporting in 20.3	<p>Issue: Users cannot report on service line groups in the Windows/Excel client in the 20.3 implementation of service lines. This only affects clients who upgrade to Axiom 20.3 AND migrate their service lines and groups to the 20.3 service line model.</p> <p>Resolution: Corrected by creating an install script that moves Groups to the new fields on the ServiceLine Assignment table.</p>

Issues resolved in 2020.3.7

No client-facing issues were addressed in this release.

Issues resolved in 2020.3.8

No client-facing issues were addressed in this release.

Issues resolved in 2020.3.9

No client-facing issues were addressed in this release.

Issues resolved in 2020.3.10

No client-facing issues were addressed in this release.

Issues resolved in 2020.3.11

No client-facing issues were addressed in this release.

Issues resolved in 2020.3.12

The following table lists the resolutions for issues addressed in 2020.3.12, released on June 6th, 2022:
(missing or bad snippet)

Issues resolved in 2020.31

The following table lists the resolutions for issues addressed in 2020.31, released on June 6th, 2022:

Issue	Description
[142824] [20.31] Case Number 00464637 - Error message when running our reclasses in our costing processes - Merge into 20.31	Issue: An error message appears when running reclasses in costing processes in CA 2020.3.7 and above on platform 2021 and above. Resolution: Corrected by reverting validation back to 'periodic' from 'aggregate' for reclasses. Resolution will also appear in the upcoming EDS 2020.3.12. For questions and scheduling a patch resolution, contact Syntellis Support .
137318 [20.31] Case Number 00457784 - No launch page for Cost Accounting and DSS	Issue: Clients missing the EDS HomePage screen because their Product still says Cost Accounting/DSS and not EDS. Resolution: Corrected by fixing algorithm for licensing allowing users to access EDS homepage and all its tiles.

Issues resolved in 2020.31.1

No client-facing issues were addressed in this release.

Issues resolved in 2020.31.2

The following table lists the resolutions for issues addressed in 2020.31.2, released on June 19, 2023:

Issue	Description
Assign Method definitions from TransactionMicrocost incorrectly filtering records [51815]	<p>Issue: The TransactionMicrocost job did not convert cost items with a negative cost to the TransactionMicrocost method. Users could not accurately run costing models.</p> <p>Resolution:Fixed software so the process updates the methods for all items regardless of cost.</p>
Transaction Microcost Calculator missing the create partition transformation [52047]	<p>Issue: The Transaction Microcost calculator that performs partition switch operations to load data was missing a 'create partition' step at the beginning of the import to create the partition for the given year month (YRMO).</p> <p>Without this step, cost processing did not calculate results correctly in some rare cases.</p> <p>Resolution: A new transformation step was added to the calculator as the first transformation step to create the partition for the YRMO.</p>
Encounter Viewer Actual and Estimated Profit calculations incorrect [165526]	<p>Issue: The Encounter Viewer Actual and Estimated Profit calculations were incorrect.</p> <p>Resolution: On the Encounter Viewer Summary tab, the formulas for Actual Profit and Estimated Profit values were corrected:</p> <ul style="list-style-type: none">• Actual Profit = Total Actual Payments – Total Cost• Estimated Profit = Total Estimated Payments – Total Cost

Issues resolved in 2020.31.3

No client-facing issues were addressed in 2020.31.3, released on December 18, 2023.

Issues resolved in 2020.31.4

The following table lists the resolutions for issues addressed in 2020.31.4, released on April 14, 2025:

Issue	Description
ADO 56303	Summary: CA/DSS Load DeptUtilizationSummary.axi failed due to deadlocks. Resolution: Corrected by fixing code to reduce or eliminate the deadlock occurrence.
ADO 60379	Summary: CA/DSS performance - hash joined in sum to CGL and cost results. Markup and Micro Cost GL & CostResults Posting.axi. Resolution: Corrected by fixing code in transformation step of Markup and Micro Cost GL & CostResults Posting.axi.
ADO 66630	Summary: Case Number 00501412 - CA/DSS upgrade failed on 2020.31. Resolution: Corrected by adding a query to pre-scripts.

Technical considerations

Add new transformation step to customized version of Import CostDetail from Staging.axi

A new transformation step has been added to \Axiom\Imports Library\Costing\02 Internal Data\Import CostDetail from Staging.axi that prevents duplicate record creation in the CostDetailBase table. Many clients use a customized version of this import, so you may need to add this new transformation step to your version.

The best way to do this is to identify the import that your organization uses to import cost detail records and, if the version you are using does not point to \Axiom\Imports Library\Costing\02 Internal Data\Import CostDetail from Staging.axi, then you will need to copy transformation step 1 from \Axiom\Imports Library\Costing\02 Internal Data\Import CostDetail from Staging.axi to your version.

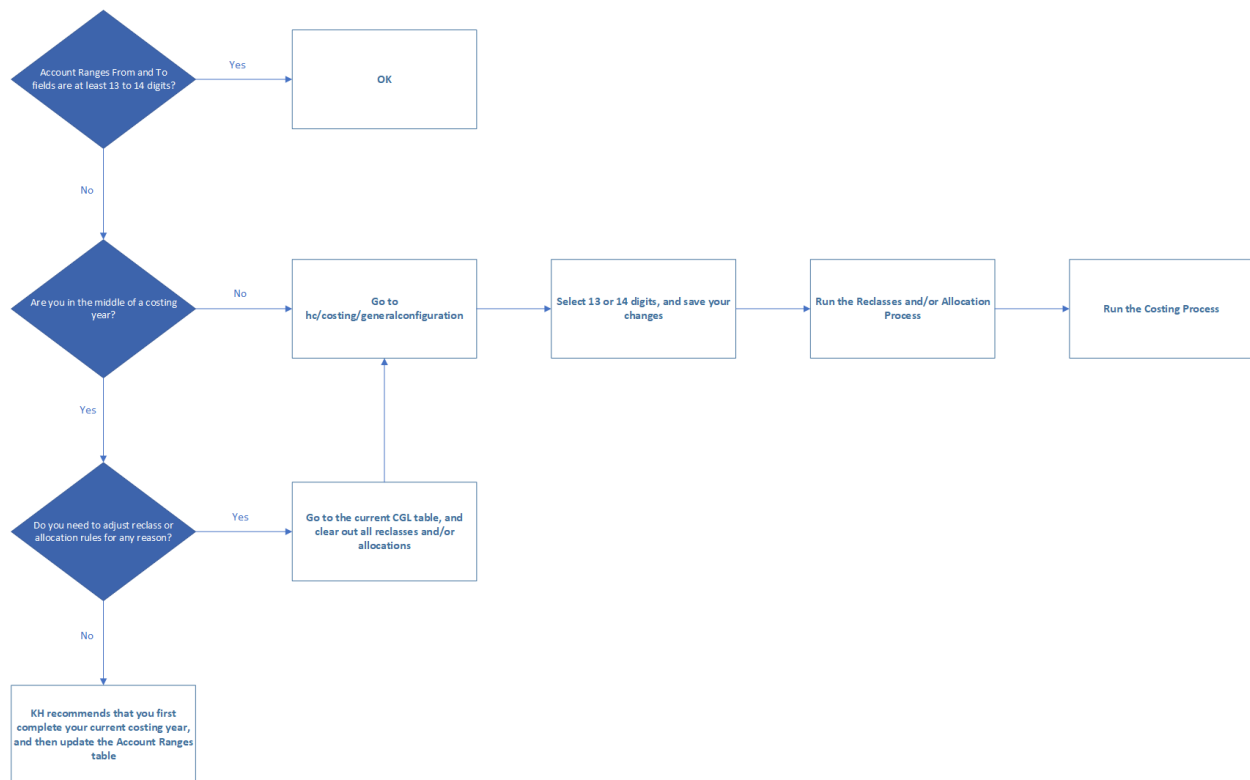
CostResultsUsage table

In Axiom Cost Accounting 2019.4 Patch 1, it was discovered that the CostResultsUsage table was no longer referred to by the original reports it was meant to support. To improve cost processing performance, we deprecated the table, and as a result, the system no longer writes data to the table.

IMPORTANT: If your organization uses exports or reports that use data points from this table, you will need modify the exports/reports to point them to point them to tables post 2019.4 upgrade.

Account number lengths and invalid reclass/overhead allocation rules

Post 2019.1, the system identifies reclass and overhead allocation rules as invalid if the associated account numbers are less than 13 digits. Review the following process diagram to determine the appropriate steps to resolve this issue.



Custom Encounter Patient imports and patient zip codes

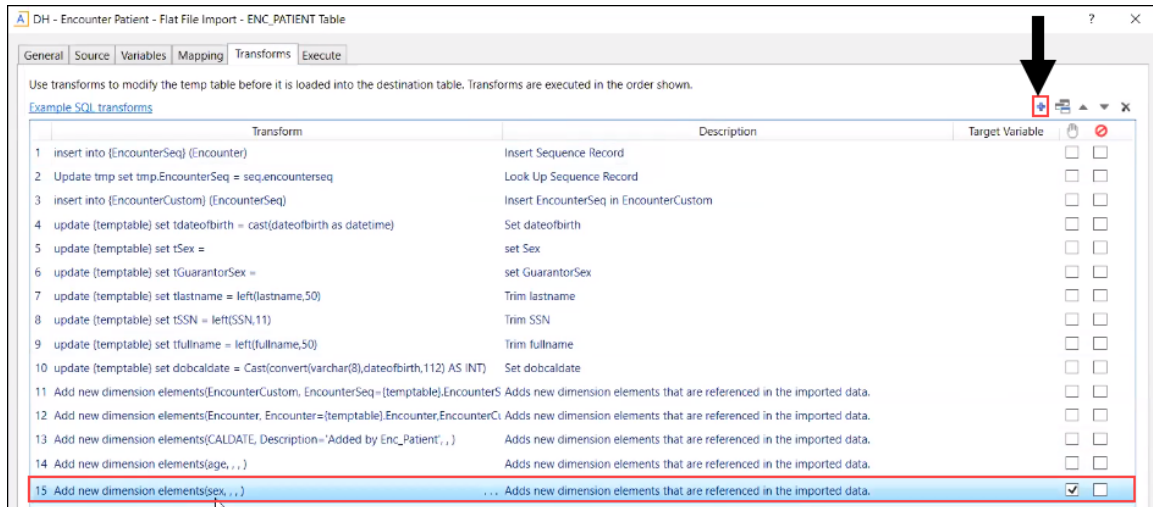
If your organization uses a custom version of the Encounter Patient import from previous versions of Axiom, you may encounter an error when importing zip codes if they do not currently exist in the PatientZipcode table.

You can resolve this issue one of the following ways:

- Add a transform step to your custom Encounter Patient import that adds all zip codes from the import to the PatientZipcode table.
- Copy the standard 2020.3 Encounter Patient import, and customize it as needed. This import includes the step to add zip codes to the PatientZipcode table.

Complete these steps to add a new transform step:

1. Open your customized Encounter Patient import.
2. In the **Transforms** tab, click any of the **Add new dimension elements** transform steps, and then click + in the upper right corner of the dialog to add the new step. In the following screen shot, the new transform will be added after step 15.



3. In the new row that displays, click the ellipsis (...).
4. In the **Edit Transform** dialog, select **Built-in Function**.
5. From the **Function** drop-down, select **Add new dimension elements**.
6. In the **Table** field, type **PatientZipcode**.
7. Click **OK**.

2020.31 compatibility enhancement for platform versions 2022.2 and beyond

We have released the Enterprise Decision Support (EDS) version of Cost Accounting Decision Support System (CA/DSS) 2020.31 with compatibility enhancements for platform 2022.2 and above.

Installing this 2020.31 version is necessary to upgrade your other Axiom products that require EDS version of CA/DSS 2020.3 on platform 2021.3 to platform 2022.2 and above, without breaking EDS.