

## **Release Notes**

Axiom Contract Management  
Version 2020.4

The logo for AXIOM, featuring the word "AXIOM" in a bold, white, sans-serif font. The text is enclosed within a thin, light blue rectangular border that is slightly offset from the text, creating a subtle frame effect.

**AXIOM**

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Version: 2020.4.2

Updated: 3/15/2021

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# About the Release Notes

Syntellis is pleased to announce the 2020.4 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.

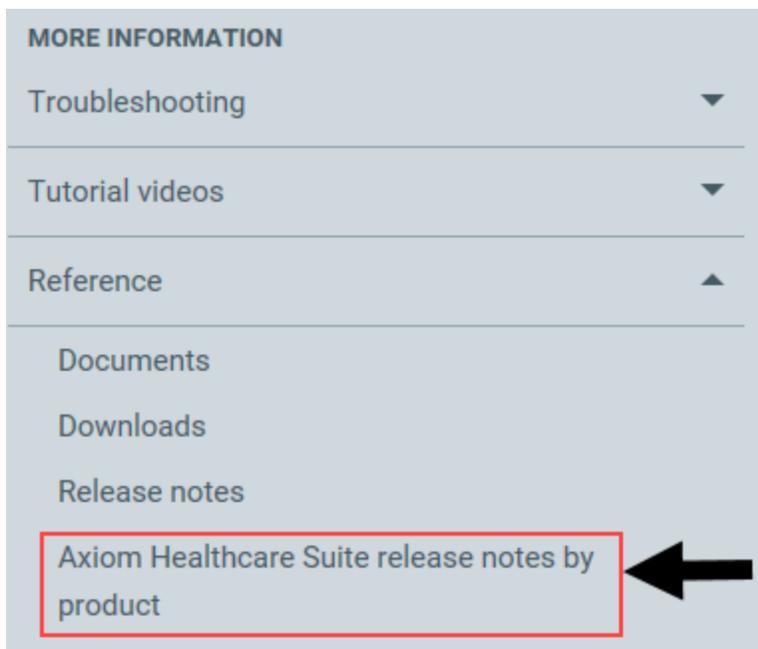
The purpose of these release notes is to provide you with the following:

- 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.

## ▶ 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 2020.4

Axiom Contract Management 2020.4 delivers an updated user interface for all contract levels, with expanded functionality that enables you to better model and manage contracts. These and other enhancements are described as follows:

## [Updated UI improves visibility and navigation for contract pages](#)

The new UI provides a cleaner layout for easier viewing of, and navigating to, contract levels and their associated settings. For example, each contract level now has its own page, providing a larger workspace, and the process for navigating from one contract level to another is consistent. Other enhancements include icons and other indicators that make it easy to tell at a glance whether a contract level has additional information such as attributes or attached documents.

## [New search functionality added to contract modeling](#)

Along with improved navigation, the updated UI for contract pages and dialogs provides new sort and filter functionality for contract table grids, and search functionality for drop-down dialog fields that have numerous entries.

## [Main menu additions](#)

Axiom Contract Management's main menu header has been enhanced with some new links that provide quick access to context help pages, software version and copyright information, a queued tasks indicator, and logout.

## [Manage clause and term descriptions](#)

This feature has been updated with additional functionality and moved to the Admin menu in the main menu header. From the Clause/Term Descriptions page, administrators can search for, add, edit, and remove descriptions used for clauses and terms.

## [October 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.

# Updated UI improves visibility and navigation for contract pages

## ▶ Why use this feature

The new UI provides a cleaner layout for easier viewing of, and navigating to, contract levels and their associated settings. For example, each contract level now has its own page, providing a larger workspace, and the process for navigating from one contract level to another is consistent. Other enhancements include icons and other indicators that make it easy to tell at a glance whether a contract level has additional information such as attributes or attached documents.

## ▶ How this feature works

**What:** Navigating is more straightforward, with a larger onscreen viewing area and larger text. Instead of cramped tables, contract levels are laid out grid-style with adjustable-width columns. Other navigation improvements include:

- Contracts, versions, provisions, clauses and terms each have their own page.
- Hidden-until-needed icons at the end of contract level rows keep the look clean and provide easy access to editing features.
- Breadcrumbs at the top of contract pages make it easier to see your location as you navigate through contract levels.

**Where:** These changes apply to all contract pages.

**Who:** Administrators have full access to contract pages for creating, editing, copying, and deleting contracts. Other users have read-only access.

### How:

1. On the **Contracts** page, navigate to the desired simulation and contract level. To navigate to the next level, place your cursor to the right of the caret ( ▶ ) to view the sub level link, and then click the link (see image in step 2).

**NOTE:** As you navigate, breadcrumbs display at the top of the page. You can click the breadcrumbs to jump back to any point in the path.

2. To access hidden icons, hover your cursor over the row to view the icons, and then click the desired icon.

Versions

[+ Add a New Version](#)

| Version                              | Start Date | Expiration Date | Calculation Date | Ins. Plan ...                    | Attached ...                        | Attributes               |   |
|--------------------------------------|------------|-----------------|------------------|----------------------------------|-------------------------------------|--------------------------|---|
| 1 > <a href="#">Go to Provisions</a> | 1/1/2008   | 2/2/2008        | Discharge        | <input type="radio"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> |    |
| 2 >                                  | 7/1/2009   | 12/31/2017      | Discharge        | <input checked="" type="radio"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |   |

► Where to find more information

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

- “Navigating in contracts”

# New search functionality added to contract modeling

## ▶ Why use this feature

Along with improved navigation, the updated UI for contract pages and dialogs provides new sort and filter functionality for contract table grids, and search functionality for some dialog fields.

## ▶ How this feature works

**What:** Many contract grid columns can now be sorted and filtered. In contract dialogs, if a drop-down field has a long list of entries, you can search the list.

**Where:** These changes apply to all contract pages. Drop-down search capability applies to certain drop-down selection menus in various contract-level and sublevel dialogs.

**Who:** Only Axiom Contract administrators have access to the full functionality of these features. Other users may have read-only access.

### **How:**

1. To sort a column, click the head. A sort up () or sort down arrow () displays in the column head if the column can be sorted.
2. To filter a column:
  - a. In the column head, click the filter icon ()
  - b. In the filter dialog, from the first drop-down, select the parameter to use, and then type the word into the field provided. If desired, add another filter parameter.
  - c. Click **Filter**. The list filters to display results that meet the filter parameters.
  - d. To clear the filter, click the icon again and then, in the filter dialog, click **Clear**.
3. To search a long list of entries in a dialog drop-down field:
  - a. Click the drop-down, and then start typing a search word or letter.
  - b. The list changes to begin with the search word or letter. A small red triangle displays at the upper left corner of the field to show that the entry has changed. Select the desired option from the list.

**Calc Basis**

Multi-Channel Discount ▼

Line Item Code Bundle ▲

Line Item Code Incidental

Line Item Code Modifier

Line Item Code MPR

Line Item Code Plus RevCode

Line Item Code POS

Multi-Channel Discount ▼

# Main menu header additions

## ▶ Why use this feature

Axiom Contract Management’s main menu header has been enhanced with some new links that provide quick access to context help pages, software version and copyright information, a queued tasks indicator, and logout.

## ▶ How this feature works

**What:** New and improved functionality has been added to the main menu header in Axiom Contract Management:

- **Help > About** – Opens a window providing version, copyright, and legal information on your installed Contract Management software.
- **Logout** – Click to log out of your Contract Management system. This link is located to the right of your username.
- **Queued Tasks** – Displays the number of tasks you have in the Scheduler queue, along with priority, task type, queued by, and total number of claims.
- **Contextual Help link icon (?)** – Located at the right end of the main menu bar, this icon links to help topics specific to the page you are on, when context help is available for the page.

**Where:** This change applies to all Axiom Contract Management pages that have the main menu header.

**Who:** All Axiom Contract Management users have access to the main menu header.

**How:** Open Axiom Contract Management, and then view the main header at the top of the page:

- To access the software version and copyright information, from the main menu, select **Help > About Contract Management**.
- To log out of the system, on the right side of the header after your username, click **Logout**.
- To view the number and type of your queued tasks, on the right side of the header, **Queued Tasks: #** displays the number of tasks you have in the queue. To view a drop-down list of your queued tasks, hover your cursor over the **Queued Tasks** text.
- To view the online help topic for the specific page you are on, on the far-right side of the main menu header, click the Context Help icon (?).



# Manage clause and term descriptions

## ▶ Why use this feature

This feature has been updated with additional functionality and moved from the Clause/Terms page to the Admin menu in the main menu header. From the Clause/Term Descriptions page, administrators can search for, add, edit, and remove descriptions used for clauses and terms.

## ▶ How this feature works

**What:** The description is the first criterion that you need to define for a clause or term. Some standardized descriptions are included with Axiom Contract Management, but you can add, edit, and delete descriptions at any time using this feature.

**Where:** This change applies to the Admin menu in the main menu header, and to the new Clause/Term Descriptions pages.

**Who:** Only Axiom Contract Management administrators can manage clause and term descriptions.

### How:

1. In the main menu header, from the **Admin** menu, select **Manage Clause/Term Descriptions**.
2. On the **Create New Clause/Term Descriptions** page, in the **Description** field, type the description.
3. Do one of the following:
  - To save and return to the main Clause/Term Descriptions page, click **Save**, and then, in the upper right corner of the page, click **Back to Descriptions**. The new description is added to the list.

| Clause/Term Descriptions |  | Create New Record |
|--------------------------|--|-------------------|
| Description              |  |                   |
| BRACHYTHERAPY            |  |                   |
| BRACHYTHERAPY USING RCC  |  |                   |
| BURN UNIT                |  |                   |
| CARDIAC CATH             |  |                   |
| CARDIAC CATH DOUBLE      |  |                   |
| CARDIAC CATH SINGLE      |  |                   |
| CARDIAC SERVICES         |  |                   |
| CARDIOLOGY               |  |                   |
| CATARACT EXTRACTION      |  |                   |
| CHEMO                    |  |                   |

41 - 50 of 409 items

- To save and close the page, click **Save and Close**.

▶ Where to find more information

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

- “Managing clause and term descriptions”

# 3M Oct 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 and 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; users with the Scheduler role who are able to run the group and price routine; general users reviewing results and working with applicable claims.

**How:** The Development team creates the update from the quarterly download. Client 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 2020.4 upgrade before applying any 2020.4 Axiom product upgrades. Axiom upgrades are backwards compatible so you can upgrade different products at different times, but you must upgrade to the Axiom 2020.4 before the first product upgrade. Refer to the **Axiom 2020.4 Release Notes** and **Axiom Healthcare Suite 2020.4 Release Notes** for considerations before upgrading.

When upgrading to the 2020.4.2 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

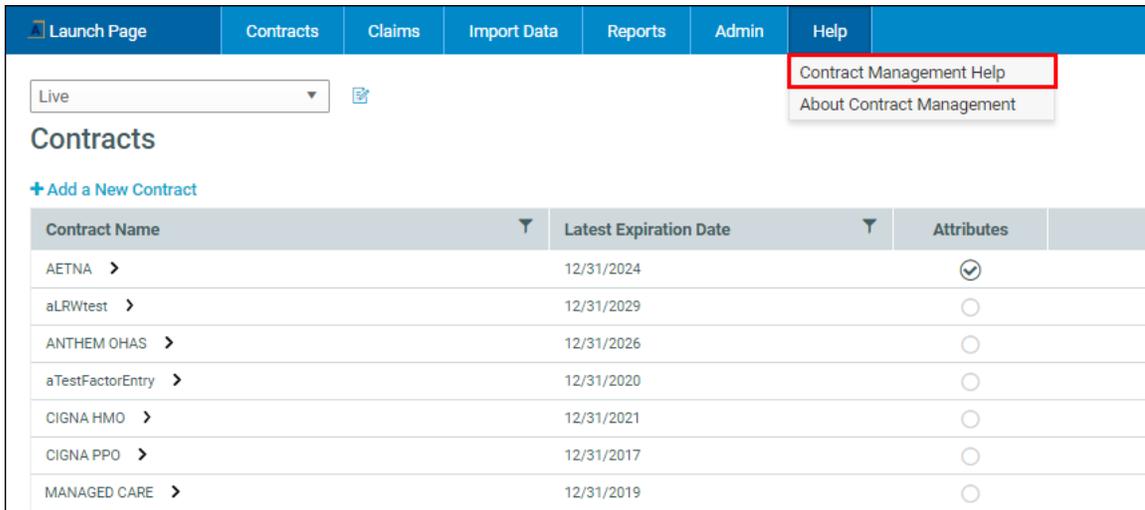
Summary of the upgrade process:

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 support by creating a [support ticket](#) to schedule an installation date and time with at least three days of advance notice. The request should include the following information:
  - Desired Axiom 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 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.

## ▶ Syntellis Central

[Syntellis Central](#) provides centralized self-service content and resources for the Axiom Contract Management 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 fixed in 2020.4

No client facing issues were addressed in 2020.4, released on January 11th, 2021.

# Issues fixed in 2020.4.2

The following table lists the resolutions for issues addressed in 2020.4.2, released on March 15, 2021:

Web system

| Issue   | Description   |
|---|---|
| LI MPR Professional not prioritizing based on reimbursed amount [78687] | <p><b>Summary:</b> When the system calculates on a multiple-procedure payment reduction (MPR) line item on a professional claim, instead of calculating the reimbursement of the highest paying service per unit first, it is calculating services in the order found on the claim.</p> <p><b>Resolution:</b> Corrected by rewriting the logic so that the highest paying service is calculated first, and the system calculates the right units.</p> |