Release Notes

Axiom Contract Management
Version 2021.1

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About the Release Notes

Syntellis is pleased to announce the 2021.1 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. 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.
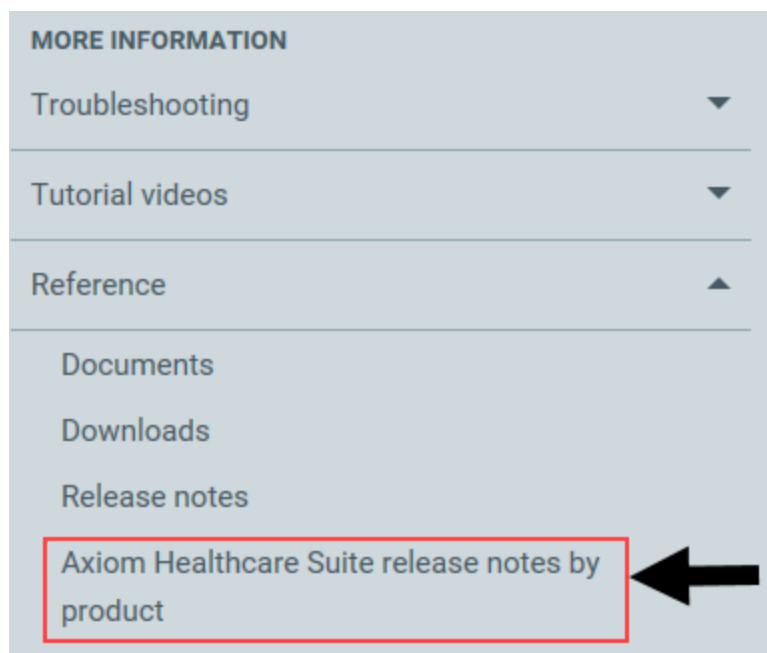
New features in 2021.1

Axiom Contract Management 2021.1 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:

Exclude always-payable services from Line Item MPR calculations

Now when modeling professional services contracts, you can add an exclusion to a unit max limit on a Line Item MPR calculation. The exclusion allows the always-payable services to calculate separately from the reduction calculation, while still including them in the unit max limit count.

January 15, 2021 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.

Exclude always-payable services from LI MPR calculations on professional claims

▶ Why use this feature

Now when modeling professional services contracts, you can add an exclusion to a Line Item MPR calculation with a max limit. The exclusion allows the always-payable services to calculate separately from the reduction calculation, while still including them in the unit max limit count.

▶ How this feature works

What: Professional services that are always payable are excluded from Line Item MPR calculations when those services are added as exclusions to the clause or term with the Line Item MPR. Additionally, the clause with the always-payable services resides at the top of the clause hierarchy on the provision so that those items are given priority, even if they do not contain the highest reimbursable service amount.

Where: This change applies to professional contracts with Line Item MPR calculation clauses.

Who: Only Axiom Contract Management administrators and users with the ability to create contracts can add exclusions to clauses.

How:

1. Navigate to the Line Item MPR clause/term with the unit max limit.

2. Next, open the Line Item MPR clause **Edit Clause** dialog (or Edit Term if term). In the **Exclusions** tab, click **+ Add a New Row**, and then in the new row, enter the code of the service to be excluded. Repeat for any additional codes that need to be excluded.

3. Click **Save**.

4. Ensure that the clause with the always-payable services is at the top of the clause page hierarchy; if it is not, drag that clause row to the top of the table.

▶ 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:

- "Add an exclusion to a unit max limit Line Item MPR calculation"
- "About multiple-procedure payment reduction line items"
- "Add a unit max limit to a Line Item MPR"

3M Jan 15 2021 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 2021.1 upgrade before applying any 2021.1 Axiom product upgrades.** Axiom upgrades are backwards compatible so you can upgrade different products at different times, but you must upgrade to the Axiom 2021.1 before the first product upgrade. Refer to the **Axiom 2021.1 Release Notes** and **Axiom Healthcare Suite 2021.1 Release Notes** for considerations before upgrading.

When upgrading to the 2021.1 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.
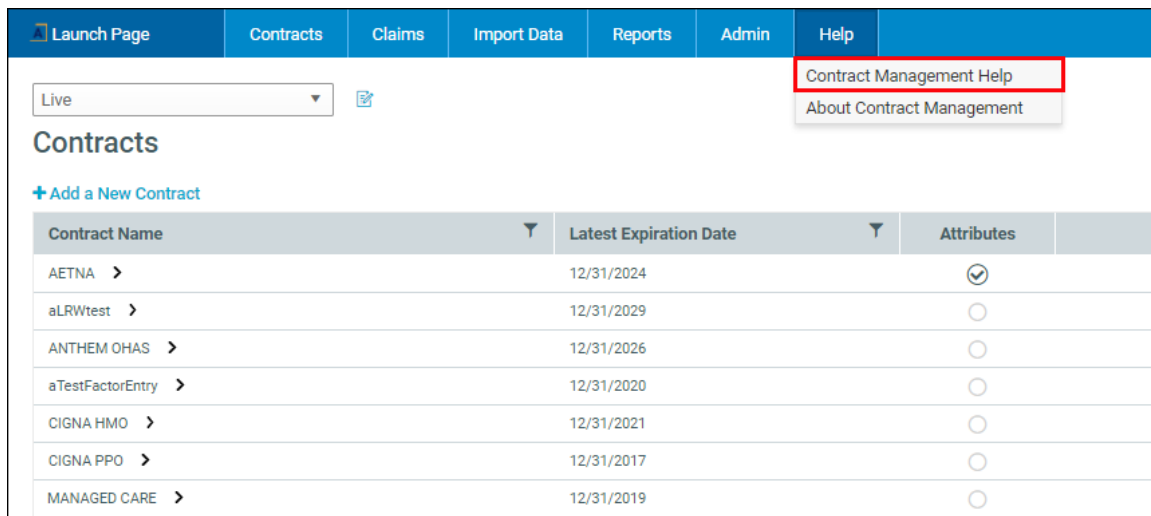
- **Contextual help** – For selected Axiom Contract Management main pages such as the Contracts page, Drill-Down Reports page, View a Claim, and others, accessing the help from these pages opens the online help topic related to that feature.

▶ 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 2021.1

The following table lists the resolutions for issues addressed in 2021.1, released on March 15, 2021:

Web systems

Issue	Description
Slow Performance in Calc step when calculating 1 claim Professional [78305]	**Summary:** A stored procedure is causing the calculation step of the Group and Price function to take a long time to calculate. **Resolution:** Corrected by updating the applicable stored procedure to filter the list of records to improve performance.
LI MPR Professional not prioritizing based on reimbursed amount [78687]	**Summary:** 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. **Resolution:** Corrected by rewriting the logic so that the highest paying service is calculated first, and the system calculates the right units.