

Release Notes

Axiom Contract Management
Version 2021.3

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 2021.3 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.

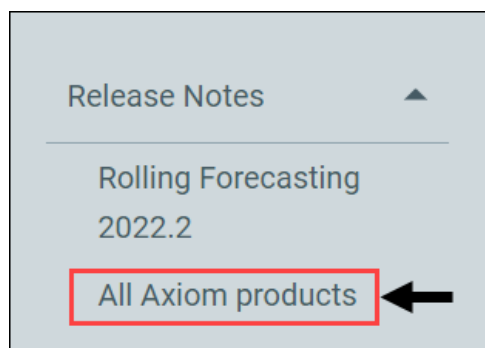
The purpose of these release notes is to provide you with the following:

- 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, click the Release Notes link at the top of the page.

► Accessing current and older release notes for Axiom Healthcare and Axiom Financial Institutions products

The online help for Axiom Healthcare products 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 at the top of the menu on the left side of the page, click **Release notes > All Axiom products**.



New features in 2021.3

Axiom Contract Management 2021.3 delivers the following enhancements:

[New report provides Expected Payment details](#)

Until now, calculation detail has existed in the payment vouchers, with no easy way to get a more encompassing view into how various services generate revenue for a given contract. The Calculation Detail report solves this problem by enabling you to tag the services to include in the report. Users who analyze contract terms can use this report to help them understand the different services and reimbursements that generate revenue.

[Model claim charge adjustments by Facility Code](#)

The Facility Code adjustment type enables you to adjust procedure charges by the type of bill code, which is a combination of facility and patient type (inpatient or outpatient). Previously, you were limited to adjusting the entire contract or by revenue code, which could be too broad, or by line item code, which could be too narrow.

[Adjust CMS Outpatient calc basis rate by revenue code](#)

The Revenue Code adjustment type enables you to adjust your post-grouper custom pricing for the CMS Outpatient calculation based on the revenue codes that come in on claims. The revenue code option allows you to adjust rates at a more summarized level than line item code.

[3M July 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.

Additional enhancements

Claims – Now when you make a percent adjustment to the CPT fee schedule amount, the modifier that affects reimbursement can be in any of the four modifier positions on the claim instead of needing to be in the first position. For more information, see “Assign a modifier to a provision” in the online help.

New report provides Expected Payment details

► Why use this feature

Until now, calculation detail has existed in the payment vouchers, with no easy way to get a more encompassing view into how various services generate revenue for a given contract. The Calculation Detail report solves this problem by enabling you to tag the services to include in the report. Users who analyze contract terms can use this report to help them understand the different services and reimbursements that generate revenue.

► How this feature works


What: You configure a special reporting attribute, Reporting Category, to contain service labels that reflect the services to be included in the Calculation Detail report. Next, you use the labels to tag clauses and terms that have these services. After recalculating the claims on a contract, you run the report. In addition to some standard columns, the report includes a column for each service label. The report includes such information as estimated payment, total expected contractual, total charges, and so on.

Where: This change applies to the Reports menu in the main menu header, to the Attributes page available from the Admin menu in the main menu header, and to the list of available attributes in the Attributes tab on Edit Clause and Edit Term dialogs.

Who: Only Axiom Contract Management administrators can configure the Reporting Category attribute for use with the Calculation Detail report. Only users with the Admin role may assign/remove Reporting Category attribute tags to clauses and terms. No user role can delete the Reporting Category attribute from the system.

How:

NOTE: Although the report displays in the Admin menu, you need to contact Syntellis Support to have the it enabled before it can be used.

1. From the **Admin** menu, select **Manage Attributes**.
2. In the list of **Attributes**, locate the **Reporting Category** attribute and then click the Edit icon (.
3. On the **Edit Attribute** page, click **Library**.
4. In the **Edit Library** dialog, create the attribute labels with which to tag clauses and terms for your contracts. Click **Save and Close**.
5. In each clause/term to be included in the Calculation Details report for a given contract, add the desired attribute tag from the **Reporting Category** library attribute.

6. Recalculate the claims associated with the contract to which you applied the attributes.
7. From the **Reports** menu, select **Calculation Detail**.
8. On the **Calculation Detail** page, select the simulation the contract is in, then select the contract, and then select the **Discharge** start and end dates.
9. Click **Get Report**. After processing, the report downloads.

► 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:

- “Using the Calculation Detail report”
- “Set up the Reporting Category library attribute”
- “Set up the Calculation Detail report”
- “Run the Calculation Detail report”

Model claim charge adjustments by Facility Code

► Why use this feature

Now you have an additional option when simulating charge adjustments: Facility Code. Previously, you were limited to adjusting the entire contract or by revenue code, which could be too broad, or by line item code, which could be too narrow. Facility Code equates to type of bill, which means you can adjust procedure charges by the Type of Bill code, which is a combination of facility and patient type (inpatient or outpatient).

► How this feature works

What: The Facility Code charge adjustment type allows you to adjust charges by type of bill. When you specify adjustments by facility code, the adjustment applies to each claim in the selected simulation that has charges for that type of bill. You can specify adjustments for as many facility codes as you need.

Where: This change applies to the Charge Adjustments feature available from the Claims menu.

Who: Only Axiom Contract Management administrators can simulate charge adjustments. Analysts and other users can view the adjustments but not change or delete them.

How: From the **Claims** menu, select **Charge Adjustments**. On the **Charge Adjustments** page, select the desired simulation (cannot be Live), and then select the **Adjust By** option **Facility Code**. Click **Add New Record** to add a row to the table, and then select the **Type of Bill**, and then in the **Adjustment** field, enter the adjustment amount as a decimal value. Click **Save Changes**. Add additional codes as needed.

► 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:

- "Model adjustments to claim charges"
- "Edit or delete a charge adjustment"
- "About Type of Bill (bill types)"

Adjust CMS Outpatient calc basis rate by revenue code

► Why use this feature


When setting up post grouper custom pricing for commercial APC plans, you can now adjust rates for the CMS Outpatient calculation by revenue code. Previously, you were limited to adjusting this calculation by an overall percentage, by APC code, or by APC status indicator, all of which could be too broad; or by line item code, which could be too narrow. The revenue code option allows you to adjust rates at a more summarized level than line item code.

► How this feature works

What: The Revenue Code adjustment type enables you to adjust your post-grouper custom pricing for the CMS Outpatient calculation based on the revenue codes that come in on claims. You set this up on a commercial contract's clause or term that uses the CMS Outpatient calc basis for APCs.

Where: This change applies to commercial contracts with the CMS Outpatient calc basis on a clause or term requiring rate adjustments based on revenue code.

Who: Only Axiom Contract Management administrators can create and manage CMS Outpatient rate adjustments. Analysts and other users can view the adjustments but not change or delete them.

How: Navigate to an APC clause with a CMS Outpatient calc basis that needs rate adjustments. In the **Rates** column for the for the clause, click the Edit icon (). In the **Adjustments** tab of the **Edit Rates** dialog, in the **Adjust By** row, select **Revenue Code**. In the **Files** tab, select the file of rate adjustments and then upload and map them. In the **Import** tab, select the file type and then attach the file. You can then view the results in the **Adjustments** tab, as shown in the following example:

Edit Rates

Clause 5 | Adjustments

CMS Outpatient

Adjustments
Import
Files

Adjust By:
☐ No Adjustment
☐ Overall Percentage
☐ APC Status Indicator
☐ APC
☒ Revenue Code
☐ Line Item Code

Revenue Code	Description	Adjustment
0250	Pharmacy - General	1.010000
0251	Pharmacy - Generic	1.010000
0252	Pharmacy - Non-Generic	1.010000
0253	Pharmacy - Takeout Drugs	1.010000
0254	Pharmacy - Diag/Limit	1.010000
0255	Pharmacy - Rad/Limit	1.010000
0256	Pharmacy - Experimental	1.010000
0257	Pharmacy - Non - Rx	1.010000
0258	Pharmacy - Iv Solution	1.010000
0259	Pharmacy - Other	1.010000
0260	Iv Therapy - General	1.010000
0261	Iv Therapy - Infusion Pump	1.010000
0262	Iv Therapy - Pharmacy Service	1.010000
0263	Iv Therapy - Drg/Supply Delivery	1.010000
0264	Iv Therapy - Supplies	1.010000
0269	Iv Therapy - Other	1.010000
0270	Med/Surg - General	1.010000

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Close

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:

- "Adjust rates for a CMS Outpatient calculation"
- "Set up post-groupur custom pricing"

3M July 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

What: 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 2021.3 upgrade before applying any 2021.3 Axiom product upgrades. Axiom upgrades are backward compatible so you can upgrade different products at different times, but you must upgrade to the Axiom 2021.3 before the first product upgrade. Refer to the **Axiom 2021.3 Release Notes** and **Axiom Healthcare Suite 2021.3 Release Notes** for considerations before upgrading.

When upgrading to the 2021.3 version of Axiom Contract Management, note the following:

- You can replace Syntellis reports. Any report that you created or saved under a different name remains unchanged. Revised reports are available in Document History.
- Any Syntellis report that was moved to a new location is automatically moved back to its original location.
- Syntellis product templates and calculation method libraries are replaced.
- Product task panes are replaced.
- Process definitions are not replaced.
- Driver files are replaced.
- Security roles and subsystems are reset to their configured settings. Your user security exceptions remain intact.
- Specific items that are configured as part of your company or organization’s implementation such as imports, exports, driver files, and process management files, remain unchanged. Any required modifications to these areas are covered in the release notes.

Preparing and scheduling upgrades

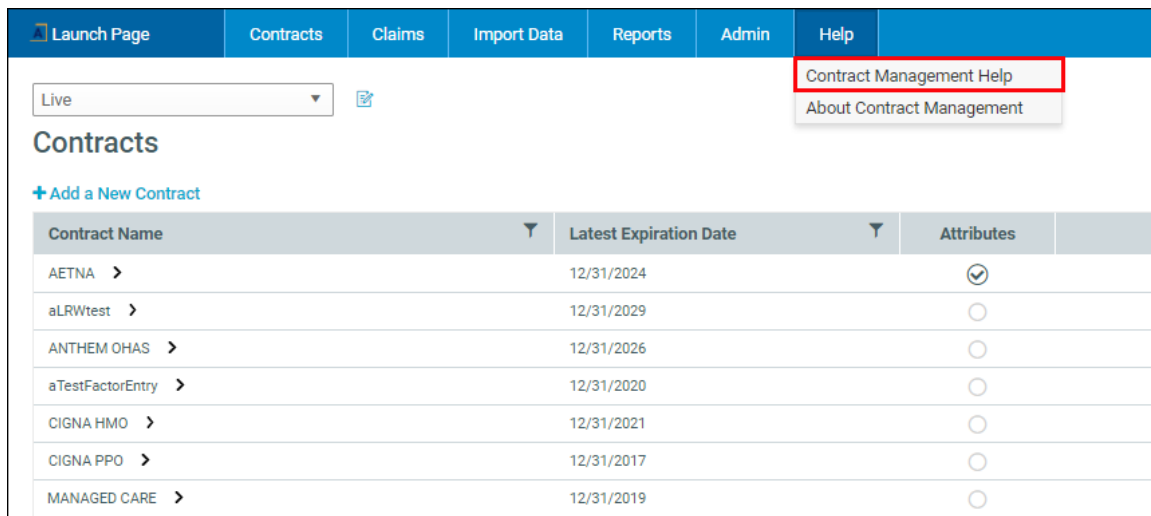
Summary of the upgrade process:

1. **Review product release notes** – Review this document to become familiar with the new features and functionality.
2. **Schedule an installation date** – Submit a request to your organization's Axiom System Administrator 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:
 - Axiom platform version.
 - Axiom for Healthcare product and version.
 - Whether to first refresh and apply updates to the Axiom test sandbox with a copy of the production instance of Axiom. If so, provide the earliest date that Syntellis can do this.
 - Propose an approximate two-hour downtime window when Syntellis can apply updates 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 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 and 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 Support.
- Review open Software Service project status and details.

Issues fixed in 2021.3

The following table lists the resolutions for issues addressed in 2021.3, released on February 21, 2022:

Web systems

Issue	Description
Case Number 00450633 - Contract page filter for contract name not holding when returning to Live contract list (Patch 2021.3) [127325]	<p>Summary: In all simulations, when the user filters the contract list for a specific contract, then edits the contract, saves, and then returns to the main page, the filter settings are lost. Users want to be able to return to the main page at the point of their selected contract.</p> <p>Resolution: Corrected by adding filter retention for the Contracts, Versions, and Provisions pages.</p>
Case Number 00450637 - Unable to print a voucher - will not fit on a page so data is lost (Patch 2021.3) [127332]	<p>Summary: When a user tries to print a claim voucher, the contents do not fit the page so the information is cut off.</p> <p>Resolution: Corrected by adding media print settings to ensure that entire page displays and that the voucher prints properly.</p>
Case Number 00456109 - Medicare calculation enhancement request (Patch 2021.3) [128838]	<p>Summary: Users need a way to make a percent adjustment to the CPT fee schedule amount. Currently, users can only make an adjustment on a claim if the modifier used is in the first position on the claim. Users need to be able to use the modifier if it exists in any of the four available modifier fields.</p> <p>Resolution: Corrected by updating the code to check to see if modifiers 1 through 4 are calculable if the CalcMultiMod CmaParameter is present. This applies to the following calc methods:</p> <ul style="list-style-type: none">• Line Item Code ASC• Line Item Code• Line Item Code POS• Itemized Charge Code• Line Item Code MPR• Line Item Code Plus Revcode

Issues fixed in 2021.3.2

No client-facing issues were addressed in 2021.3.2, released on March 28, 2022.

Issues fixed in 2021.3.3

No client-facing issues were addressed in 2021.3.3, released on April 25, 2022.

Issues fixed in 2021.3.4

No client-facing issues were addressed in 2021.3.4, released on May 23, 2022.

Issues fixed in 2021.3.7

No client-facing issues were addressed in 2021.3.7, released on August 15, 2022.

Issues fixed in 2021.3.9

No client-facing issues were addressed in 2021.3.9, released on October 10, 2022.