Release Notes

Axiom Contract Management
Version 2022.1

AXIOM

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About the Release Notes

Syntellis is pleased to announce the 2022.1 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.

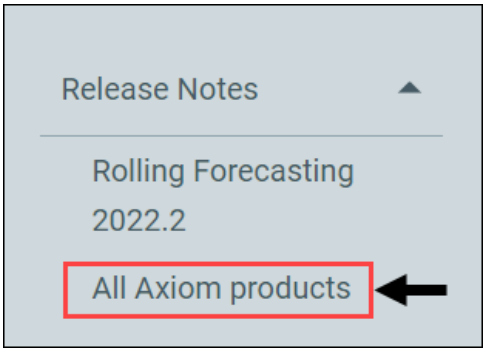
The purpose of these release notes is to provide you with the following:

- 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. 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 2022.1

Axiom Contract Management delivers the following features and enhancements:

New report provides reimbursement insights by contract

The Winning Detail report delivers contract calculation details, displaying actual reimbursement, potential reimbursement, and loss, enabling you to clearly see areas for potential negotiation.

New report provides reimbursement insights by service line

The Winning Detail Service Line report provides calculation details that enable you to see, across payers, your revenue and losses for each service line for all the contracts in a given simulation.

New Change Tracking report

Use the Change Tracking report to help determine why a contract is not calculating, if a payer code is missing, which contract is using a payor code that you want to assign elsewhere, and so on.

Other enhancements

- **Recalculate from clauses and terms pages** – We enabled claims recalculation from clauses and terms pages. Now to recalculate and view changes after editing clauses or terms, click the Recalculate button to queue the parent provision for calculation; no need to navigate to the Recalculate Claims page.
- **Voucher line item code modifiers** – Previously, vouchers did not consistently display line item code modifiers that affect the reimbursement calculation. Some displayed only modifiers in the first position on a claim, while others displayed all modifiers regardless of position or whether they affected reimbursement, and some did not display modifiers at all. This has been corrected so that as of version 2022.1, vouchers will display only modifiers that affect the reimbursement calculation, regardless of which position the modifier appears in on the claim. Other modifiers associated with a claim are displayed on the claim. For more information, see “View claim details” in the online help.
- **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.

New report provides reimbursement insights by contract

Why use this feature

The Winning Detail report delivers contract calculation details, displaying reimbursement, loss, and potential reimbursement by contract, enabling you to clearly see areas for potential negotiation.

How this feature works

What: The Winning Detail report enables you to see, by contract, all the elements that make up your reimbursement and expected payment, laid out in easy-to-read columns that clearly show what you were paid based on the contract terms, the total amount available without contract restrictions, and the difference between the two, down to the term level. You can include claims data in the report to see how each claim affects reimbursement, and you can export the report to Excel for reviewing outside of Axiom Contract Management.

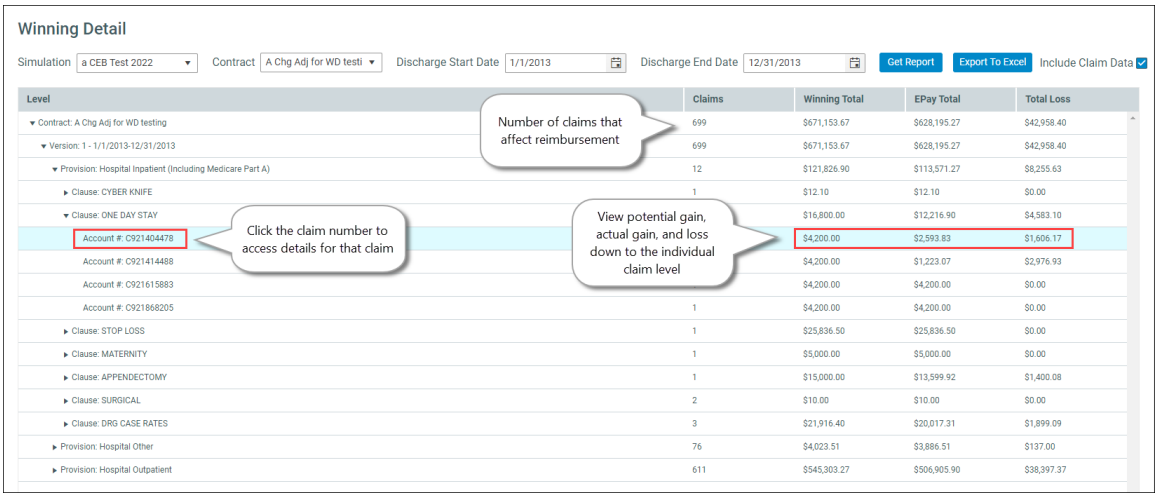
Where: This change applies to the Reports menu in the main menu header.

Who: Only Axiom Contract Management administrators and analysts can access and run the report.

How:

NOTE: This report needs to be enabled before use. Please contact Syntellis Support for setup help. After enabling, you need to recalculate claims to generate data used in the report.

1. From the **Reports** menu in the main menu header, select **Winning Detail**.
2. From the **Simulation** drop-down, select the desired simulation.
3. Select a contract.
4. Select a date range.
5. To include claims data, select the **Include Claim Data** check box.
6. Click **Get Report**.



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:

- “Run the Winning Detail report”
- “Review Winning Detail reports”
- "Working with reimbursement detail reports"

New report provides reimbursement insights by service line

Why use this feature

The Winning Detail Service Line report provides calculation details that enable you to see, across payers, your revenue and losses for each service line for all the contracts in a given simulation.

How this feature works

What: View all the elements that make up your reimbursement and expected payment by service line. The report displays this information in easy-to-read columns that clearly show what you received from each payer, the total amount available without contract restrictions, and the difference between the two, down to the term level. As with the Winning Detail report, you can select to include claims information and you can export the report to Excel.

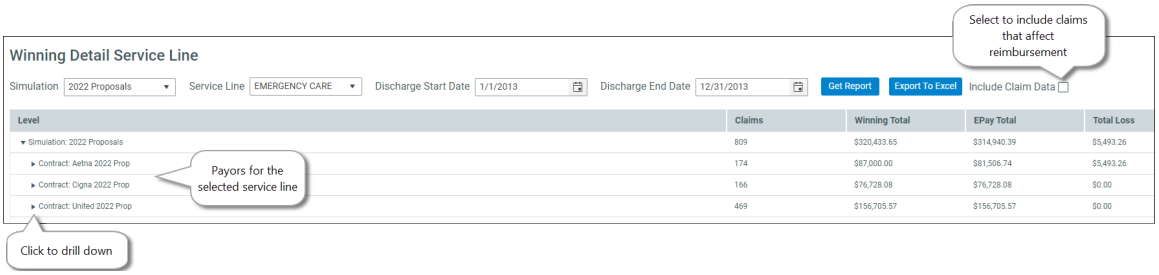
Where: This change applies to the Reports menu in the main menu header.

Who: Only Axiom Contract Management administrators and analysts can access and run the report.

How:

NOTE: This report needs to be enabled before use. Please contact Syntellis Support for setup help. After enabling, you need to recalculate claims to generate data used in the report.

1. From the **Reports** menu in the main menu header, select **Winning Detail Service Line**.
2. Select the desired simulation.
3. Select the service line.
4. Select a date range.
5. To include claims data, select the **Include Claim Data** check box.
6. Click **Get Report**.



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:

- “Run the Winning Detail Service Line report”
- “Review Winning Detail reports”
- "Working with reimbursement detail reports"

New Change Tracking report

Why use this feature

Use the Change Tracking report to help determine why a contract is not calculating, if a payer code is missing, which contract is using a payor code that you want to assign elsewhere, and so on.

How this feature works

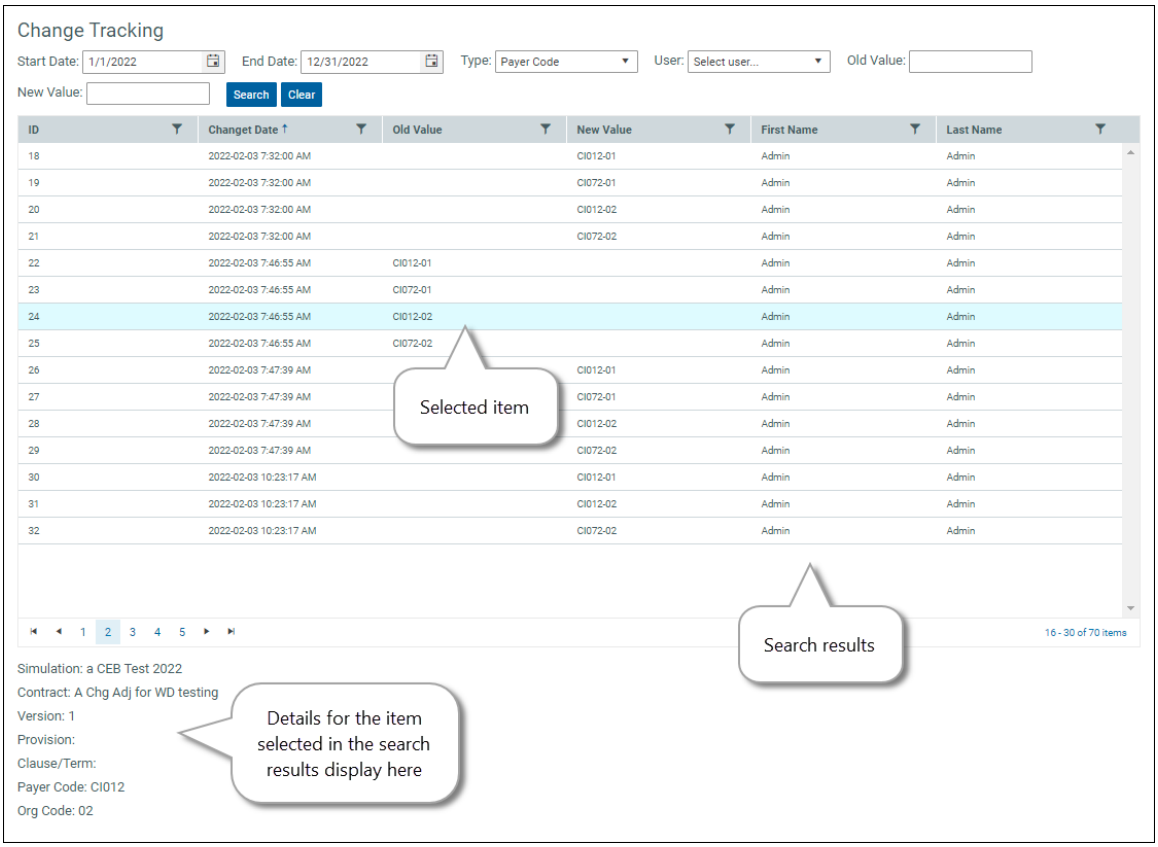
What: The Change Tracking report enables administrators to query the log files for changes based on attributes or payor codes assigned to a contract, and then see the details related to the change: the simulation, contract name, version number, related provision, clause, or term if any, and the payer code and the organizational code if they exist.

Where: This change applies to the Admin menu in the main menu header.

Who: Only Axiom Contract Management administrators can access this menu to query the log files.

How:

1. From the **Admin** menu, select **Change Tracking**.
2. On the **Change Tracking** page, select the query date range, whether to query attribute or payor code data, by user, or by value.
3. Click **Search**.
4. In the search results, find the desired item and click in the row. Details about the event display in the lower left of the page.


Change Tracking
Start Date: 1/1/2022
End Date: 12/31/2022
Type: Payer Code
User: Select user...
Old Value:
New Value:
Search
Clear
ID
Changet Date
Old Value
New Value
First Name
Last Name
18 2022-02-03 7:32:00 AM CI012-01 Admin Admin
19 2022-02-03 7:32:00 AM CI072-01 Admin Admin
20 2022-02-03 7:32:00 AM CI012-02 Admin Admin
21 2022-02-03 7:32:00 AM CI072-02 Admin Admin
22 2022-02-03 7:46:55 AM CI012-01 Admin Admin
23 2022-02-03 7:46:55 AM CI072-01 Admin Admin
24 2022-02-03 7:46:55 AM CI012-02 Admin Admin
25 2022-02-03 7:46:55 AM CI072-02 Admin Admin
26 2022-02-03 7:47:39 AM CI012-01 Admin Admin
27 2022-02-03 7:47:39 AM CI072-01 Admin Admin
28 2022-02-03 7:47:39 AM CI012-02 Admin Admin
29 2022-02-03 7:47:39 AM CI072-02 Admin Admin
30 2022-02-03 10:23:17 AM CI012-01 Admin Admin
31 2022-02-03 10:23:17 AM CI012-02 Admin Admin
32 2022-02-03 10:23:17 AM CI072-02 Admin Admin
1 2 3 4 5
16 - 30 of 70 items
Selected item
Search results
Simulation: a CEB Test 2022
Contract: A Chg Adj for WD testing
Version: 1
Provision:
Clause/Term:
Payer Code: CI012
Org Code: 02
Details for the item selected in the search results display here

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 2022.1 upgrade before applying any 2022.1 Axiom product upgrades. Axiom upgrades are backward compatible so you can upgrade different products at different times, but you must upgrade to the Axiom 2022.1 before the first product upgrade. Refer to the **Axiom 2022.1 Release Notes** and **Axiom Healthcare Suite 2022.1 Release Notes** for considerations before upgrading.

When upgrading to the 2022.1 version of Axiom Contract Management, note the following:

- This product upgrade may contain updated templates, calculation methods, and remediated defects.
- 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

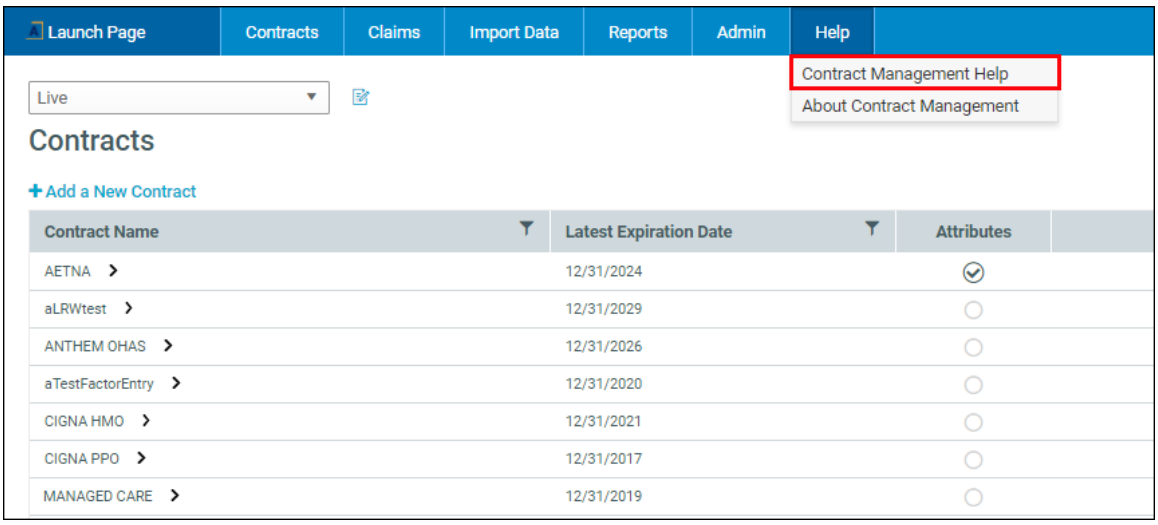
Summary of the upgrade process:

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 2022.1

The following table lists the resolutions for issues addressed in 2022.1, released on May 23, 2022:

Web systems

Issue	Description
PFB-07647 - CM Subrate Error Message (3/18/2021 - updated error for 2021.1) [36639]	**Summary:** When users imported s a Translation Table file for a Line Item MPR on a clause or term, if they did not specify a subrate, a message displayed stating that the file was not imported because the subrate cannot be null. **Resolution:** Removed the error message for imported translation tables that have no specified subrate. If the user does not specify a subrate, the system automatically enters a zero (0) in the subrate field.
PFB-08597 - CM - RevCodeIncidental - all line items not marked as paid [45367]	**Summary:** When a contract clause had a Rev Code Incidental, if another clause or term below that clause also had the same code, the code was paid on twice instead of once. **Resolution:** Fixed the logic so that it correctly pairs matching line item codes for payment as expected.
Case Number 00450633 - Contract page filter for contract name not holding when returning to Live contract list [121486]	**Summary:** When users filtered the Contracts page to access a contract, after working on the contract, when they returned to the Contracts page, the filter was lost and users had to refilter the list to get to the contract they were on. The page filter settings were supposed to hold until users cleared it. **Resolution:** Changed the code so that the filter is retained until users remove it.
Case Number 00450637 - Unable to print a voucher - will not fit on a page so data is lost [121487]	**Summary:** When users printed a voucher, some of the voucher was cut off and did not print. **Resolution:** Added media print settings to the code so that the voucher prints correctly.

Issues fixed in 2022.1.2

The following table lists the resolutions for issues addressed in 2022.1.2, released on July 18, 2022:

Issue	Description
Simulation Mapping for Prof Reporting (Patch 22.1) [146947]	**Summary:** In Drill-Down reports, users could not see the expected payments from their mapped simulations for professional claims. The UI was only mapping simulation environments that were specific to institutional claims. **Resolution:** Created a stored procedure that directs the UI to the Professional data table.

Issues fixed in 2022.1.3

No client-facing issues were addressed in 2022.1.3, released on August 15, 2022.

Issues fixed in 2022.1.5

No client-facing issues were addressed in 2022.1.5, released on October 10, 2022.