

Release Notes

Axiom Contract Management
Version 2023.2

AXIOM

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Contents

- About the Release Notes 4
- New features in 2023.2.3 5
- New features in 2023.2.2 6
- New features in 2023.2.1 7
- New features in 2023.2 8
- What to know before upgrading 9
- Preparing and scheduling upgrades 10
- Getting help and training 11
- Issues fixed in 2023.2.3 12
- Issues fixed in 2023.2.2 13
- Issues fixed in 2023.2.1 14
- Issues fixed in 2023.2 15

About the Release Notes

Syntellis is pleased to announce the 2023.2 release of Axiom Contract Management. Each product release provides new features, enhancements, and configuration options. 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

This document provides the list of changes to shared areas of the Axiom Healthcare Suite products, which includes:

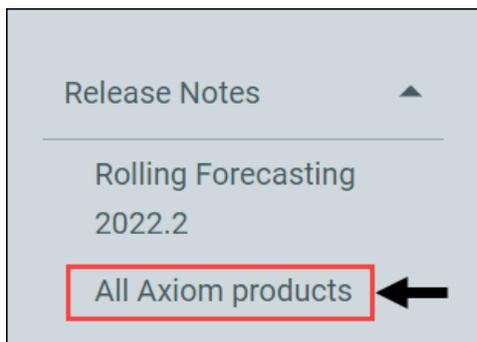
- Suite-wide feature additions and changes
- Security changes
- Key platform changes

Each Axiom Healthcare Suite product has their own separate release notes that provide additional details about features and fixes that are specific to that product.

Prior to upgrading, review the **Axiom 2023.1 Release Notes** and the release notes for each product that is licensed by your organization.

▶ Accessing current and older release notes for Axiom Healthcare 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 2023.2.3

No new features or enhancements were made in Contract Management 2023.2.3, released on August 14, 2023.

New features in 2023.2.2

No new features or enhancements were made in Contract Management 2023.2.2, released on July 17, 2023.

New features in 2023.2.1

Enhancements in this patch include:

Improved Drill-Down Reports

Drill-Down Reports were modernized for enhanced speed and stability.

NOTE: The add/edit user interface (UI) for Calculated Columns in Drill-Down Reports is now available.

New features in 2023.2

Enhancements in the release include:

Correct rate displays based on Calc Type

When viewing and editing clauses/terms with Calc Basis 'Any and All Services' and 'All Other Line Items', the full rate (up to four decimal places) is now displayed in the rate and as a tool tip from the clauses/terms page.

Improved Drill-Down Reports

Drill-Down Reports were modernized for enhanced speed and stability.

NOTE: The Calculated Column user interface (UI) for adding and editing Calculated Columns is not available until Patch 2023.2.1; however, existing Calculated Columns are still available for use in Drill-Down Reports.

What to know before upgrading

IMPORTANT: You must apply the latest Axiom upgrade before applying any 2023.2 Axiom product upgrades. Axiom upgrades are backward compatible so you can upgrade different products at different times, but you must upgrade to Axiom 2023.1 before the first product upgrade. Refer to the **Axiom Release Notes** for consideration before upgrading.

When upgrading to the 2023.2 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 returned 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.
- Shared tables might have any of the following changes:
 - Columns reordered
 - New columns added
 - Old columns removed (rare)
- If you copy and paste into or from Axiom tables, please review the column order of those tables after upgrading to assess the impact to your internal processes.

Preparing and scheduling upgrades

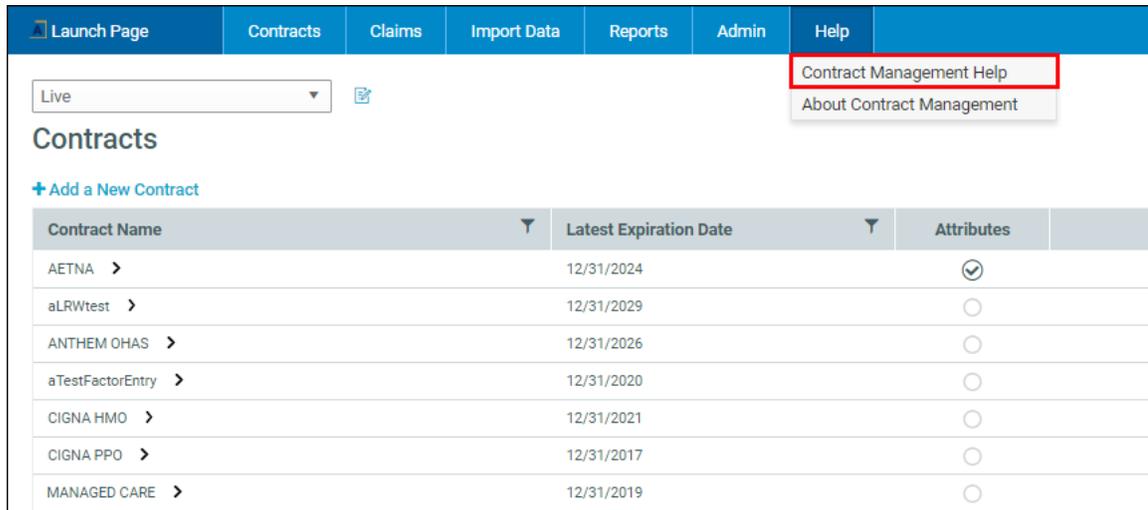
Summary of the upgrade process:

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 or 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 then 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 refresh and apply upgrades.
 - An approximate two-hour downtime window when Syntellis can apply updates to the production instance of Axiom. The downtime window should occur during regular business hours of Monday through Friday 7 AM to 7 PM Central Time (except for 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 Healthcare Suite 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 2023.2.3

No client-facing issues were addressed in Contract Management 2023.2.3, released on August 14, 2023.

Issues fixed in 2023.2.2

The following table lists the resolutions for issues addressed in Contract Management 2023.2.2, released on July 17, 2023:

Issue	Description
Case Number 00518338 - Denials Line Item Adj Rpt - Payer subtotals under each CARC are all the same amounts. [#64855]	Summary: Sums were grouped only at the top level, so the report results showed the same amounts for each payer under the Claim Adjustment Reason Code (CARC). Resolution: Adjusted grouping to the sums to display the proper payer amounts for charges, payments, adjustments.

Issues fixed in 2023.2.1

The following table lists the resolutions for issues addressed in Contract Management 2023.2.1, released on June 19, 2023:

Issue	Description
Import Summary not working due to connection string (Patch 23.2) [#55798]	Summary: The Import Summary, which is generated nightly and distributed to designated recipients via email, did not function correctly because of an encryption issue with the 2023.2 release. Resolution: The encryption issue was corrected, and the Import Summary is now generated correctly and distributes information accurately.
Drill Down Reports - Create Calculated Fields functionality missing (Patch 23.2) [#61042]	Summary: The Calculated Column user interface (UI) for adding and editing Calculated Columns in Drill-Down Reports was not available with the 2023.2 release. Resolution: The Calculated Column user interface (UI) for adding and editing Calculated Columns is now available.

Issues fixed in 2023.2

The following table lists the resolutions for issues addressed in Contract Management 2023.2, released on May 15, 2023:

Issue	Description
Case Number 00492019 - Error Message on Drill-Down Reports [#163990]	Summary: Some users reported usability and performance issues with Drill-Down reporting. Resolution: Drill-Down reports were rewritten to address reported issues.
More efficient user experience viewing voucher results. [#158939]	Summary: Users were required to select the SimulationID each time they viewed voucher details. Resolution: When viewing voucher details, the system retains the last-selected SimulationID for subsequent views during that login session.