



HEALTH **SOURCE**

8.0 Release Notes

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Table of Contents

Requester Matching Changes	4
Partial Fulfillment Checkbox for PAYD Requests.....	4
Partial Fulfillment Cover Letter for PAYD Requests	5
Indirect Chase File Enhancement to Support Specific Dates of Service	6
HCA Digital Fulfillment	7
oMAP Calculator (Pendo)	7
User Experience & Technical Enhancements	10



Requester Matching Changes

The Requester Search “fuzzy” logic that was activated on Thursday, November 17, 2022, and subsequently inactivated, has been updated and will be reactivated. The following updates have been made...

- Zip Code
 - Zip Code with additional County Code (last 4 digits) requires a hyphen (ex. 30097-4055)
 - Full Zip Code (5 or 9 digits) matches only on Requesters who have the same Zip Code
 - Partial Zip Code (less than 5 digits) matches on Requesters that *contains* the number
 - Alphanumeric zip codes (International) matches on Requesters
- PO Box matches on Requesters who have the *same* PO Box number including variations of PO Box being typed with spaces, periods, abbreviations, uppercase, lowercase
- Partial Name entry matches on Requesters who contain part of the name and also fuzzy logic
- The Country abbreviation in the Requesters search results now shows the correct Country abbreviation instead of US
- Requesters that are configured with special ‘protection’ (ex: Datavant Requesters) will no longer display unless the Requester ID is searched

Note: You should select the name and address that is a 100% **exact match** to the Request Letter. If you cannot find the exact match, submit a request to New Requester Support.

Partial Fulfillment Checkbox for PAYD Requests

Record Types Requested & Retrieved: A new flag “Partial Fulfillment” with a Checkbox is added under “Retrieved All” in fulfillment for PAYD Requests. When a Request is in “Ready to Fulfill” status and is identified that only part of the Medical Record is available to fulfill, a User can attach the available Medical Records, select the Record Type(s) being fulfilled, and click on the Partial Fulfillment check box as shown below. Upon selecting Partial Fulfillment, the mandatory reasons for Partial Fulfillment and comments will enable and can be indicated accordingly.

When a Request has multiple Dates of Service, Partial Fulfillment will be applied to all of the records retrieved.

Requested	* Record Types	Retrieved
<p>✓ Entire Record</p> <p>Add Record Type: <input type="text"/></p>		<p><input checked="" type="checkbox"/> Retrieved All</p> <p><input checked="" type="checkbox"/> Partial Fulfillment</p> <p><input checked="" type="checkbox"/></p>



*** Indicate Reasons for Partial Fulfillment**

- | | |
|---|---|
| <input type="checkbox"/> All Available Information Provided | <input type="checkbox"/> Not Authorized |
| <input type="checkbox"/> Records Not Retrieved by Ciox. Request Forwarded | <input type="checkbox"/> No Face to Face Visits |
| <input type="checkbox"/> Outpatient Visit Only | <input type="checkbox"/> H&P from Outside Facility |
| <input type="checkbox"/> Discharge Not Yet Available | <input type="checkbox"/> Inpatient Visit less than 48 hours |
| <input type="checkbox"/> ER Visit Only | <input type="checkbox"/> Patient Left without Being Seen |
| <input type="checkbox"/> Records under Different Name | <input type="checkbox"/> Records under Different DOB |

Comment

Partial Fulfillment Cover Letter for PAYD Requests

Users are no longer required to update the *PAYD Partial Retrieval Reasons Form* manually. When the appropriate reasons are selected for Partial Fulfillment under “Indicate Reasons for Partial Fulfillment”, and the request is submitted, the system will auto generate a cover letter and attach as Page 1 of the Medical Records, so the QA Team can accurately conduct their review.

*** Indicate Reasons for Partial Fulfillment**

- | | |
|---|---|
| <input checked="" type="checkbox"/> All Available Information Provided | <input type="checkbox"/> Not Authorized |
| <input type="checkbox"/> Records Not Retrieved by Ciox. Request Forwarded | <input type="checkbox"/> No Face to Face Visits |
| <input type="checkbox"/> Outpatient Visit Only | <input type="checkbox"/> H&P from Outside Facility |
| <input type="checkbox"/> Discharge Not Yet Available | <input type="checkbox"/> Inpatient Visit less than 48 hours |
| <input type="checkbox"/> ER Visit Only | <input type="checkbox"/> Patient Left without Being Seen |
| <input type="checkbox"/> Records under Different Name | <input type="checkbox"/> Records under Different DOB |

Comment

See below sample Cover Letter for “All Available Information Provided”, Cover Letter is attached as Page 1-1, and Medical Records will be in the following page tab, 2-11.

CioxHealth
PAYD Partial Fulfillment Letter

ATTENTION QA TEAM:

Provider Group/Name	ECS OPTUM PHYSICIANS MRA
Patient Name	FN LN
Chart Id	224280057
Date	11/28/2022

Please note that the attached medical records are EVERYTHING that are available for the patient and date range requested. While we found the patient,

- This was all that was available for the requested HEDIS measures.

Comments	N/A
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Indirect Chase File Enhancement to Support Specific Dates of Service

The updated version of the Indirect Chase File has replaced the DOS_START and DOS_END columns with a new single column 'SDOS'. The 'SDOS' stands for specific Dates of Service(s) and the column will support single DOS values in addition to date ranges. Dates must be in *MM/DD/YYYY* format and multiple dates are supported when using commas to separate dates. The field will support up to 50 date ranges.



HCA Digital Fulfillment

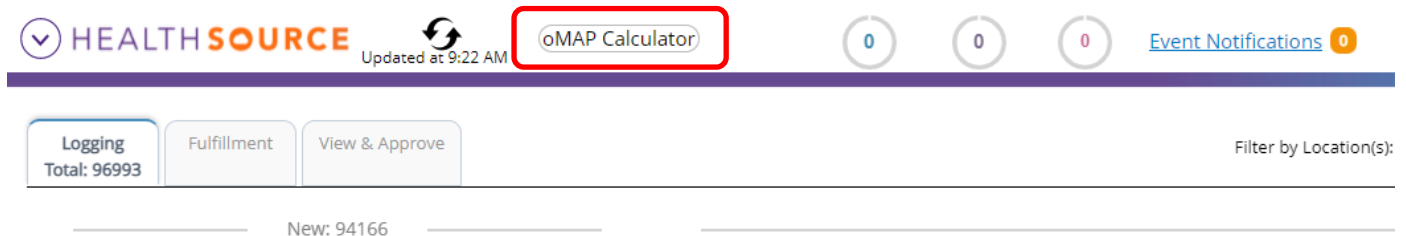
HealthSource now supports a new digital workflow called ‘HCA Digital Fulfillment’. As the name suggests, this workflow state will be exclusively used for HCA sites to leverage HCA’s digital fulfillment capabilities. Requests in the HCA Digital Fulfillment workflow will behave identical to requests that flow into the existing Digital Fulfillment workflow in HealthSource. Primarily, the requests will be in read-only view in this workflow state. Once the HCA digital processing is complete, requests will flow back into the regular HealthSource workflow. For requests successfully retrieved via HCA, requests will be submitted from HCA Digital Fulfillment and onwards in the HealthSource workflow. Requests that are not successfully retrieved via HCA will be placed back into Ready to Fulfill with corresponding history events to notify the user why the request was not successfully completed.

Please note that not all HCA requests will qualify for the HCA Digital Fulfillment process. This will be determined by business partners and the workflow will be driven by the HCA Digital Fulfillment rules engine which will route the request based on the configurations of Site, Requester Type, Reason for Request.

oMAP Calculator (Pendo)

HealthSource now allows for the manual calculation of oMAP (Ciox users only). As oMAP is only applicable to Fulfillment, non-fulfillment users will still see the calculator however, they will not have a MAP score that can be used to calculate oMAP.

From any page within HealthSource, users may select the oMAP Calculator button in the top banner, to the left of the Performance Trending Donuts.



This will open a calculator where the user can enter their MAP score for the day (right-most donut from performance trending) and the hours they worked for the day. Upon clicking *Calculate*, they will receive their oMAP score.

The screenshot shows a web interface for the "ciOX[™] HEALTH SOURCE oMAP Calculator". At the top right of the interface is a close button (X). Below the logo, the title "oMAP Calculator" is centered. There are two input fields: the first is labeled "MAP" and the second is labeled "Hours Woked". Below these fields is a "Calculate" button. Underneath the button, the text "Your oMAP is" is displayed. In the bottom right corner, there is a dark button labeled "MAP vs oMAP".

Additionally, upon clicking “MAP vs oMAP” a short explanation is available describing the difference between the two.

×

What is MAP?

MAP stands for *Mixed Adjusted Production*.
There is a weight applied to each Major Class /
Requester Class of Requests Completed.

Major Class / Requester Class	Weight
ATTY / Attorney	4.0
CLIN / Continuing Care	1.5
COPY / Attorney	2.0
COPY / Insurance	2.0
DDS / Government	1.5
DVNT / Datavant	1.0
FAC / Facility	1.5
GOV / Government	1.5
INS / Insurance	2.0
PAT / Patient	2.0
PAYD	1.0
PAYI	1.0
PRO	2.0

For example, you completed 8 Attorney requests
Multiply the number of ATTY requests by the weight
shown in the chart above... 8×4
Your MAP score will be 32!

But How Do I Calculate oMAP?

Take your MAP score from the donut and divide it by the
hours you've worked today.

For example, your MAP score above is 32 and you
worked six hours today...
Then $32 / 6$...
Your oMAP is 5.3!

Back

Got it

User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
End-User	Chase PAYI	Enhancements described on previous pages	64916 64918 64942 64919
End-User	HCA - Escalation	The Reason for Request and Dates of Service are incorrectly being removed when a request is escalated while in the Awaiting Delivery Approval state The data is no longer removed	64549
End- User	History event – Digital Fulfillment	User name instead of the system name is in the Request Letter attached event, but it was not attached by the User History event now has the correct User Name representing the system instead of the Users name	64888
End- User	History event - Digital Fulfillment	The Digital Fulfillment API is causing a blank row in the History screen. The extra blank row has been removed	62307
End-User	IEX Epic Interface	The Status update now includes the Correspondence Request Flag in a Status update	65197
End-User	Read Only – Resubmit to Logging	When request is opened for User in read-only mode, the User can resubmit the request back to logging which should not be allowed. When in read-only mode, User is not able to Resubmit to Logging since no editing should be allowed.	64513
End-User	Request Search - Standardized Address	When a New Requester User is searching for a Requester that has over 18 characters in the City, the Requester is not being found. The Requester is able to be selected now, and the last two characters are truncated when sent to Back Office	63076
End-User	Request Search- Accessed by Me	When specific Sites are selected to narrow the Search and using Accessed by Me, or other Users, no requests are found. The Requests are now found when the Search has	64432

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
		just specific Sites instead of all Sites.	
End- User	Third Party Integration- EMRN	Patient Lookup configured for EMRN is not displaying the EMRN in the field when in Ready to Fulfill or Digital Fulfillment Review statuses, but does display in Logging The EMRN displays in the EMRN field now	63918
End-User	View Original Request Letter - Child Request	When viewing the parent request's original request letter in the window, the Medical Record doesn't load The MR displays when the original request letter window is open.	63613
Administrator	Platform Admin, Digital Fulfillment Config	Bulk editing is available for Secondary Reason for Request configuration	64944
Administrator	Platform Admin, Digital Fulfillment Config	Minor UX screen improvements	64566
Administrator	Platform Admin, User Permissions	The Edit and the Pre-Delivery View & Approve, Pre-Fulfillment View & Approve permissions have been added for CSR Internal Management Group Admin Business Office	64673 64672
Administrator	Platform Admin, User Config	Users are now sorting in alphabetic order by the User's last name	64646