



HEALTH SOURCE

8.19 Release Notes

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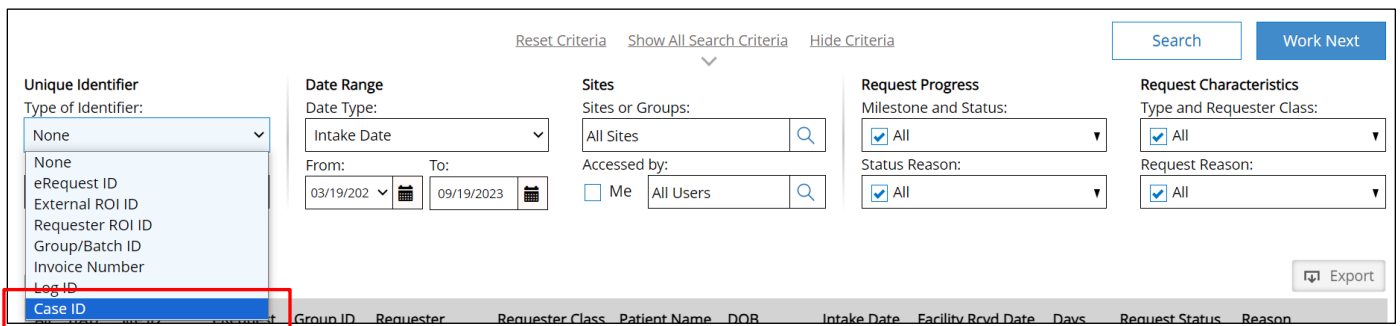
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Request Search by Case ID

The **Unique Identifier** field now offers a “Case ID” search option under the Type of Identifier on the Request Search screen. Case IDs (11-32 alphanumeric/special characters) are typically used to capture the Requester’s own tracking number for the patient/member and is often required for certain Insurance company requests. Users can now search for a specific request using the Case ID by selecting Case ID from the dropdown as seen below.



Note: Case ID request search will be active for the requests created on or after 9/22/2023.

Correspondence - Poor Image Quality

There are two changes to the Correspondence Reasons/Letters explained below.

1. The name of the Correspondence reason for Poor Image Quality has been revised to be used for microfilmed medical records only. The new name is “**Poor Image Quality- Microfilmed records**” as seen below.

Poor Image Quality - Microfilmed records ⓘ Record on microfilm but poor image quality.

2. A new Correspondence Reason has been created to be used for **non-microfilmed** medical records, “**Poor Image Quality**”

Poor Image Quality ⓘ Record has poor image quality.

The body of the letter contains the following language

“The information you requested is unable to be produced in a quality legible copy due to the format in which is stored and maintained. We apologize. If you have any further questions, please contact us at the number below.”

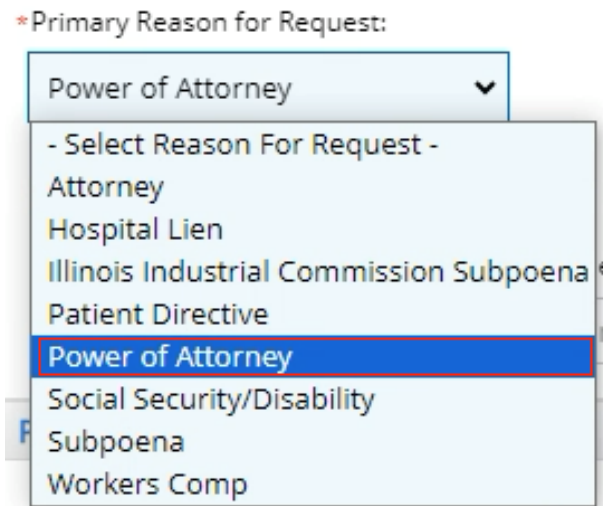
Reminder – User should type the contact phone number into the letter when using this Reason/Letter.

Primary Reason for Request for Ohio, Power of Attorney

A new Primary Reason for Request, Power of Attorney, has been added for Sites in Ohio to capture when a POA is sent. The new reason can be used for Major Class ATTY, and Major Class COPY, Requester Type Attorney. The request can be certified and has a Due Date of five days. The new Ohio law takes effect October 2, 2023.

NEW Primary Reason
If an Attorney or any other third party submits a Power of Attorney (POA) document, they will be billed the Patient Office of Civil Rights rates, with a maximum fee of \$50 for an electronic copy
Existing Primary Reason
For HIPAA authorization submissions by an Attorney or any other third party, billing will follow the Ohio rates applicable to Attorney/third-party requests

The new Reason for Request is shown below in the Primary Reason for Request dropdown for a Major Class of ATTY request. There is no secondary reason option.



User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
Technical	Swellbox- COC	<p>Requests entered via Swellbox with Major Class of CONT CARE with a Zip Code that is used by multiple States/Requesters (ex: 68144) are not being created and have an error.</p> <p>Requests are now being created and put in the Ready to Log status by changing the logic to bypass the External Requester Validation</p>	69589
Technical	smlog_requester_type	Updates to the types for ~100 Reason for Request combinations	69579