



HEALTH SOURCE

8.8 Release Notes

Release Date: April 13, 2023



Document Revision History

Publication Date : 04/12/2023

Document Version : 4.0

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Utah Notice of Delay Reasons & Letters

Utah has passed a new law statute 78B-5-618 that requires covered entities and CIOX to produce records to third-party requesters within 30 days from the date of receipt of the request or face a penalty of half of the invoice amount for the records. The law states that if records are produced more than 60 days after receipt of the request, then the corresponding invoice for those records must be \$0.00. However, there are some exceptions to this penalty that allow for circumstances outside of our control which the law calls a, "Force majeure event" which is...

*an event or circumstance beyond the control of the health care provider or the health care provider's third-party service, including fires, floods, earthquakes, acts of God, lockouts, ransomware, or strikes.
In this case Ciox must send a Notice of Delay letter within 10 days of receiving the request informing the requester of the event which will allow Ciox to not have to reduce our invoice for records.*

As we approach the end of the force majeure event, the law states an additional letter similar to the Notice of Delay needs to be sent within ten (10) days of the end of the event that prohibited us from fulfilling the request. In order to meet this law's requirements, we have created two new Notice of Delay letters for the state of Utah that are strictly for the purpose of a "force majeure event".

Sub-reason: Force Majeure Event Notice - UTAH ONLY

- Verbiage in letter:
 - We have received your medical records request on the patient listed above. In accordance with Utah Statute 78B-5-618 this letter is to provide you with notice that we are unable to process your record request at this time due to a "force majeure event" that prevents us from providing you with the records you requested within 30 days from the date we received your request. Please note that according to Utah Statute 78B-5-618, a "Force majeure event" means an event or circumstance beyond our control, including fires, floods, earthquakes, acts of God, lockouts, ransomware, or strikes.
- Email notification description:
 - We are unable to process your request at this time due to a "force majeure event" that prevents us from providing you with the records you requested within 30 days from the date we received your request.

Sub-reason: Force Majeure Event Ends - UTAH ONLY (will be activated in next Release)

- Verbiage in letter:
 - We have received your medical records request on the patient listed above. In accordance with Utah Statute 78B-5-618 this letter is to provide you with notice that the "force majeure event" that prevented us from providing you with the records you requested was resolved and you will be receiving your requested records within the statutory time frames.
- Email notification description:
 - This letter is to provide you with notice that the "force majeure event" that prevented us from providing you with the records you requested was resolved and you will be receiving your requested records within the statutory time frames.

The Correspondence Notice of Delay available letters are shown below

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- Notice of Delay Letter ⓘ
 - Clinical Treatment Research study ⓘ
 - Force Majeure Event Ends - UTAH ONLY ⓘ
 - Force Majeure Event Notice - UTAH ONLY ⓘ
 - Medical record unavailable due to analysis ⓘ
 - Patient in hospital ⓘ
 - Pending health care provider's approval ⓘ
 - Records archived offsite and not readily accessible ⓘ
 - Technical issues in retrieving ⓘ

User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error Solution implemented/amended behavior	Reference #
End-User	Fulfillment Quality Control	<p>Page navigation issues and page number counts are incorrect when the panel is expanded.</p> <p>Users can navigate to the desired page and page count numbers are correct</p>	67290
End-User	Medical Record page count mismatch	<p>When multiple MR files are uploaded that total 100MB in size, often the page count is increased incorrectly.</p> <p>A temporary workaround is being applied to fix the page count mismatch with an Artifact Processor job until the TrayApp DocServices can be modified.</p>	68165
Technical	Epic ROI integration- Rhapsody	<p>The following data items have been added to the request status payload for Rhapsody: Delivery Method, Invoice #, FedEx Tracking ID, USPS ID</p>	68014 68009 68010
Technical	Record Hub	Provide support so Requesters will not receive emails for downloading MRs when the request is delivered onsite	67943
Technical	Security	snakeyaml and json-smart jars	68100