



HealthSource

5.13 Release Notes

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Correspondence- Denial of Access

Two new correspondence reasons are available for **Patient Request Types only**:

Denial of Access – Reviewable

Denial of Access – Unreviewable

Selecting one of the reasons above will disable all other correspondence reasons from being selected (like the existing Notice of Delay behavior). Each reason above will have sub-reasons available for selection that allows the user to provide more specificity for the Denial of Access. Users will have the ability to select one or more sub-reasons.

- Denial of Access - Reviewable ⓘ
 - Patient wellbeing denied ⓘ
 - Patient wellbeing denied due to PHI referencing other individuals ⓘ
 - Personal representative request denied due to patient wellbeing ⓘ

- Denial of Access - Unreviewable ⓘ
 - Civil, criminal, or administrative proceeding records ⓘ
 - Correctional institution ⓘ
 - Psychotherapy notes ⓘ
 - Records not maintained at this facility ⓘ
 - Research records ⓘ

Reason for Request- Personal Injury (Plaintiff Attorney)

The existing “Personal Injury” Reason for Requests names have been revised to include “(Plaintiff Attorney)”. No other changes were made to the Reasons.

Request Reason:



A screenshot of a web application's 'Request Reason' dropdown menu. The menu is open, showing a list of reasons with checkboxes. The 'Personal Injury (Plaintiff Attorney)' option is highlighted with a red rectangular box. Other visible options include 'All', 'Attorney', 'Patient Social Security Appeal', 'Hospital Lien', 'Subpoena', 'Social Security/Disability', 'Workers Comp', 'Florida Statute', 'Illinois Industrial Commission Subpoena', and another 'Attorney' option.

*Secondary Reason for Request:



A screenshot of a web application's 'Secondary Reason for Request' dropdown menu. The menu is open, showing a list of secondary reasons. The 'Personal Injury (Plaintiff Attorney)' option is highlighted with a red rectangular box. Other visible options include '- Select Secondary Reason for Request -', 'Defense Attorney', 'Defense Subpoena', 'Represent Indigent', and 'State Attorney Office'.

Digital Fulfillment Auth Review

The status, 'Digital Fulfillment Review' status can now be used for **specific Sites**. This request status is to provide a required manual validation that the correct authorization has been provided by the patient to release their medical records.

Priority Level

On the Request Search Screen, when the STAT filter field is "YES", then the Priority field dropdown gets disabled.

Production Defect Resolutions

- **Electronic delivery (RAC deliveries) acknowledgement message will now display in HealthSource history:**

The history message from CorpWeb is now displayed in HealthSource Audit Trail and rephrased as “Electronic delivery has been acknowledged by Cotiviti. Confirmation number is: <Invoice ID>”. (Connolly has been acquired by Cotiviti).

- **Patient lookup identifier field configured will populate in request screen of HS**

The patient identifier looks ups on the Request screen (magnifying glass icon) that are configured for a site in Platform Admin now display

- **Site specific Patient Identifiers fields (up to 3 fields) are now displayed on the Pull List Patient Information page**

- **STAT requests will now display the default Days Due and Due Date**

Upload RL STAT requests now have the ‘No of days to complete’ as 0 and due date as the current date, when the Due Date field is set to required in Site Preferences. (no changes to due date logic)

- Escalation comments are now displayed in the Comments section
- Requests with onsite delivery method will no longer move to Digital Fulfillment Review & Digital Fulfillment statuses when onsite is configured to be excluded
- Technical only- OCR tech changes (Jira 58411)
- Chase file upload- Phase 1- Preventduplicate erequest creation on indirect chase file