



# HealthSource Clarity

## v1.6 Release Notes

October 2019

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## Document History

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## HealthSource Clarity v1.6 Release Notes

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You do **NOT** need to update your TrayApp to use **v1.6**.

## INTERNET EXPLORER AND EDGE BROWSERS NOW SUPPORTED

You can now run **HealthSource Clarity** in any of these browsers:

|                      |
|----------------------|
| Chrome (latest)      |
| Internet Explorer 11 |
| Edge (latest)        |



We recommend Chrome as it offers the best performance with **HealthSource Clarity**.  
Users on Internet Explorer or Edge can expect tasks to take approximately 15% longer when compared to Chrome, although this difference varies depending on many factors.

### Clear browser history daily

Always clear your browser history before beginning work for the day, regardless of the browser used.

## BUG FIXES

### Page count bug fix for on-site requests

Some users received a **Page Count Mismatch** error when submitting a request for which the **Delivery Method** was any of:

- CD/DVD/Flash Drive
- Faxed
- Walk-In

This error occurred because two values in the **HealthSource Clarity** database were being updated at different times.

We have resolved this problem in **v1.6**. Please let us know if you experience it again.

### Humana requests not going through SmartIndexing

Many requests from Humana were being routed through regular indexing, rather than the faster SmartIndexing process. This routing caused a delay in processing and delivering the requests to this important customer.

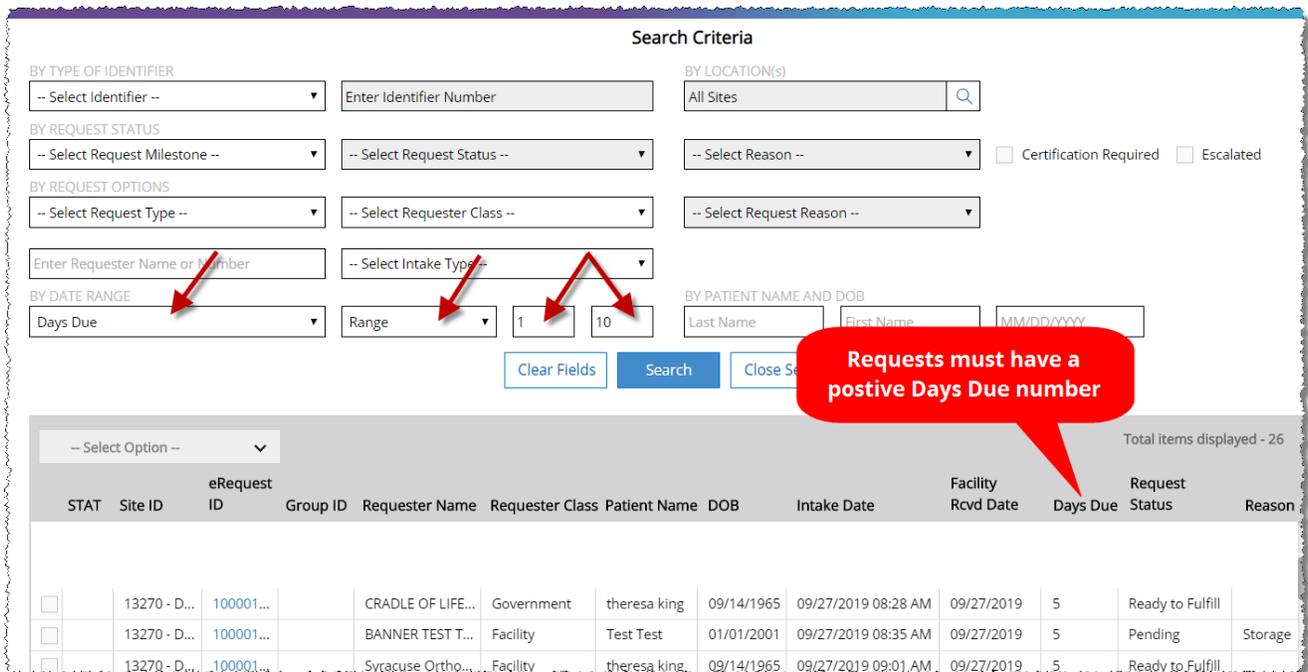
This error occurred when the requests were created through the **Pull List** function. The patient **DOB** values were mistakenly stripped from the child requests, which prevented them from being SmartIndexed.

We have resolved this problem in **v1.6**. We will monitor Humana and other high-volume **Pull List** customers to try and prevent similar issues in the future.

## Due Date search returns only requests with a Due Date

**IF** you search for requests by **Days Due**;

**THEN** the **Search Results** will only include requests with an actual **Days Due** value.



**Search Criteria**

BY TYPE OF IDENTIFIER: -- Select Identifier --, Enter Identifier Number

BY LOCATION(s): All Sites

BY REQUEST STATUS: -- Select Request Milestone --, -- Select Request Status --, -- Select Reason --,  Certification Required,  Escalated

BY REQUEST OPTIONS: -- Select Request Type --, -- Select Requester Class --, -- Select Request Reason --

Enter Requester Name or Number, -- Select Intake Type --

BY DATE RANGE: Days Due, Range, 1, 10

BY PATIENT NAME AND DOB: Last Name, First Name, MM/DD/YYYY

Buttons: Clear Fields, Search, Close S

Red callout bubble: Requests must have a positive Days Due number

| STAT                     | Site ID      | eRequest ID | Group ID | Requester Name    | Requester Class | Patient Name | DOB        | Intake Date         | Facility Rcvd Date | Days Due | Request Status   | Reason  |
|--------------------------|--------------|-------------|----------|-------------------|-----------------|--------------|------------|---------------------|--------------------|----------|------------------|---------|
| <input type="checkbox"/> | 13270 - D... | 100001...   |          | CRADLE OF LIFE... | Government      | theresa king | 09/14/1965 | 09/27/2019 08:28 AM | 09/27/2019         | 5        | Ready to Fulfill |         |
| <input type="checkbox"/> | 13270 - D... | 100001...   |          | BANNER TEST T...  | Facility        | Test Test    | 01/01/2001 | 09/27/2019 08:35 AM | 09/27/2019         | 5        | Pending          | Storage |
| <input type="checkbox"/> | 13270 - D... | 100001...   |          | Syracuse Ortho... | Facility        | theresa king | 09/14/1965 | 09/27/2019 09:01 AM | 09/27/2019         | 5        | Ready to Fulfill |         |

Previously, the results included requests without a **Days Due** value. Including those requests made it hard to use the results as a “work list” based on delivery deadlines.

## IMPROVEMENTS TO THE ELECTRONIC INTAKE PROCESS

Requests that enter **HealthSource Clarity** through the electronic intake channel go straight to the **Ready to Fulfill** stage, with a Request Letter automatically attached and most required request information already filled out.

We have updated the type of data that can be accepted through this process. See the following sections for details:

- [Accept requester-mandated Patient ID values](#)
- [Search by Requester ROI ID](#)
- [Accept more characters for requester identification values](#)

## Accept requester-mandated Patient ID values

Some requesters have their own rules about how patients are identified and want those identification values to be included in their **HealthSource Clarity** requests.

We now accept these **Patient ID** values for requests submitted through the electronic intake channel:

| Field Name         | Column name in data file | Field Name       | Column name in data file |
|--------------------|--------------------------|------------------|--------------------------|
| Request ID         | REQUESTID                | File Number      | FILENUMBER               |
| Requester ROI ID * | CIOXROIIDENTIFIER        | Invoice Number   | INVOICE                  |
| EMR ROI ID         | EMRROIIDENTIFIER         | Mail Stop Number | MAILSTOP                 |
| Account Number     | ACC                      | Mer Order Number | MER                      |
| Auth Number        |                          | MRN              | MRN                      |
| Barcode Number     | BARCODE                  | Order ID         | ORDERID                  |
| Case Number        | CASENUMBER               | PO Box Number    | POBOX                    |
| Chart ID           | CHARTID                  | Site ID          | SITEID                   |
| Chase ID           | CHASEID                  | SSN              | SSN                      |
| Claim Number       | CLAIMNUMBER              | Tax ID           | TAXID                    |
| Claim / ICN        | ICN                      | TDN Number       | TDN                      |
| Contract Number    | CONTRACT                 | Vendor Number    | VENDOR                   |
| Control ID         | CONTROLID                | Voucher Number   | VOUCHER                  |
| DOB                | DOB                      |                  |                          |

\* see [page 10](#) for information about locating requests using this value.

## No format restrictions

As of **v1.6**, we do not validate the format or length of the incoming data for these fields. We plan to add this kind of validation in a future release.

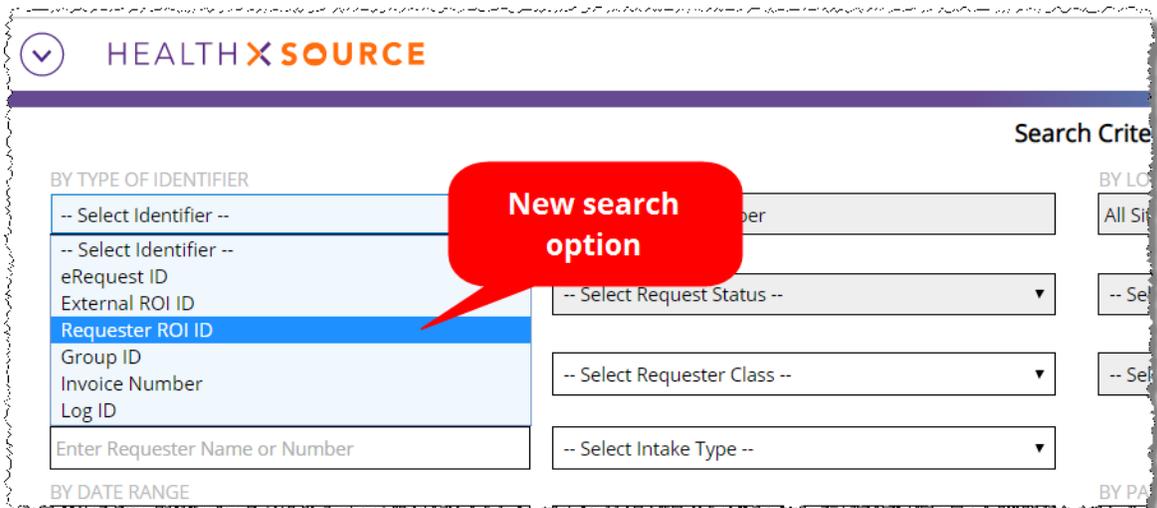
## Fields and values automatically displayed

If a requester provided any of the above values, we will automatically display a matching field in the **Patient Information** section of the **Fulfillment** screen. This field will be filled with the data provided by the requester. You cannot change these values.

## Search by Requester ROI ID

As described on [page 8](#), requesters can now provide us with an **ROI Requester ID** when submitting requests through the electronic intake channel.

The **Request Search** tool now lets you look for this **Requester ROI ID** value.



Only **EXACT** matches will be found. Searching for 1234 will **NOT** match 1234567.

The **Requester ROI ID** value is **NOT** displayed when you open the request for fulfillment. However, you can see it in the **Request History**.

| Date                | Name        | Event Description  |
|---------------------|-------------|--|
| 09/25/2019 05:01 PM | Pushpa Arul | Fulfillment request fetched.   |
| 09/25/2019 05:01 PM | Pushpa Arul | Cover sheet auto-generated for Requester ROI ID: 11111111111111. eRequestId: 10282661  |
| 09/25/2019 05:01 PM | Pushpa Arul | <b>Requester ROI ID: 11111111111111</b> , eRequest Id: 10282661. Bill Address: PO BOX 2528, WACO, TX, USA- 76702-2528. Requester Found. Selected requester: EMSI. Requester ID: 1346394. Preferred Delivery Method for the Requester: Electronic |
| 09/25/2019 05:01 PM | Pushpa Arul | Electronic Intake. Patient Information: First Name: Employee, Last name: Great the, DOB: 01/03/1944. PatientIdentifiers: orderID - 456566, SSN - 888-88-8888   |
| 09/25/2019 05:01 PM | Pushpa Arul | Electronic Intake. Requester Information: Name: Terrier, Address: USA- , Customer Id: 1346394  |

## Accept more characters for requester identification values

We have changed the number and type of characters allowed for some requester identification values when requests are created through the electronic intake method:

| Field                            | Allowable characters when received electronically  | Changed when displayed in HealthSource Clarity? |
|----------------------------------|--|---|
| Requester Name                   | 100 alphanumeric or special characters<br>All special characters except % supported.   | Yes, limited to 30 characters.                  |
| Requester State                  | 20 alphabetic characters.  | Yes, limited to 2 characters.                   |
| Requester Zip                    | 10 alphanumeric characters.<br>Dash character allowed.   | No.   |
| Requester Phone<br>Requester Fax | 8 characters minimum<br>20 characters maximum<br>All numeric characters allowed<br>Special characters supported: <ul style="list-style-type: none"> <li>• Dash -</li> <li>• Decimal point .</li> <li>• Parenthesis ()</li> <li>• Plus sign +, only allowed at start of value</li> <li>• Space</li> </ul> Consecutive special characters not allowed.<br>Value cannot end with hyphen, decimal point, or space character. | Yes, limited to 12 numbers.                     |
| Attention To                     | 100 alphanumeric characters.   | Yes, limited to 30 characters.                  |



## AUTOMATIC IDENTIFICATION OF TWO HIGH VOLUME REQUESTERS

**HealthSource Clarity** can now automatically identify and select two high-volume requesters if the Request Letter contains sufficient information:

| Requester Name | Requester # | Keyword matching  | Address matching                         |
|----------------|-------------|---|--|
| ExamOne        | 492912      | ExamOne<br><b>OR</b><br>Quest<br><b>OR</b><br>1-800-99-2771 | PO Box 2340<br>Lee's Summit, MO<br>64063 |
| Release Point  | 1387456     | ReleasePoint  | PO Box 1390<br>St. Peters, MO<br>63376   |

If the matching process finds the required information shown above:

- the requester will be automatically selected;
- the **Find Requester** fields and commands will be unavailable;
- the **Approved Requester Name and Address** message will be displayed.