



# **HealthSource Clarity**

## **v1.9 Release Notes**

July 2020

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## Document History

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## HealthSource Clarity v1.9 Release Notes

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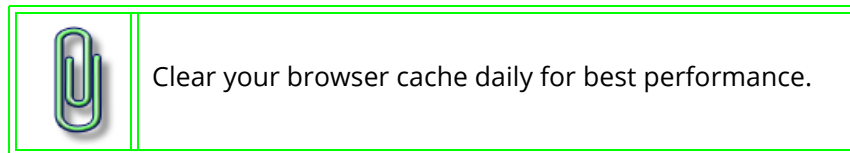
You do **NOT** need to update your **TrayApp** to use this new version.

## BROWSERS USED DURING DEVELOPMENT

We used these browser versions during the development of **HealthSource Clarity v1.9**:

Browser	OS	Version / Build #
Chrome	Windows 7 or 10	81.0.4044.138
Internet Explorer	Windows 7	11.0.9600.18617
Internet Explorer	Windows 10	11.356.18362.0
Edge	Windows 10	81.0.416.72

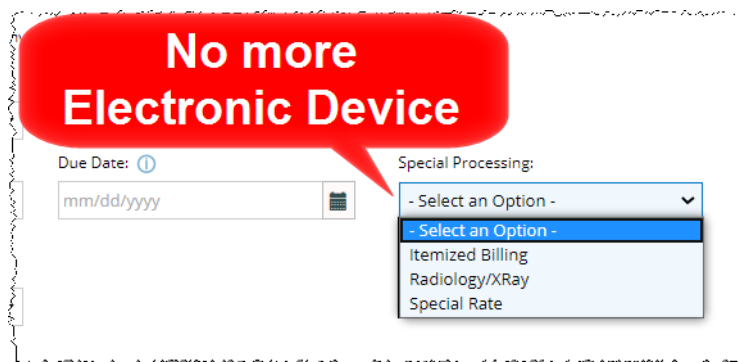
Check that your browser is up-to-date to avoid possible problems with the new release.



## ELECTRONIC DEVICE NO LONGER A SPECIAL PROCESSING CHOICE

The Electronic Device choice is no longer listed in the **Special Processing** field. This rule applies to:

- all new requests;
- any request that has not yet left **Fulfillment**.



In previous versions of **HealthSource Clarity**, the Electronic Device choice was frequently selected by mistake. Medical Records sent on CD, DVD, or Flash Drive often did **NOT** qualify for the Electronic Device special billing rules, but it wasn't easy for a CSR to know when to select it.

## What about requests that already had Electronic Device selected?

### IF

the Electronic Device option was already selected for a request before the release of **v1.9**;

### BUT

the request had **NOT** yet been submitted from **Fulfillment**;

### THEN

we will automatically remove the Electronic Device selection. This includes requests with a **Status** of:

- Ready to Fulfill
- Pending
- Fulfillment Exception
- Fulfillment User Hold
- Fulfillment Quality Control
- QC in Progress
- Digital Fulfillment

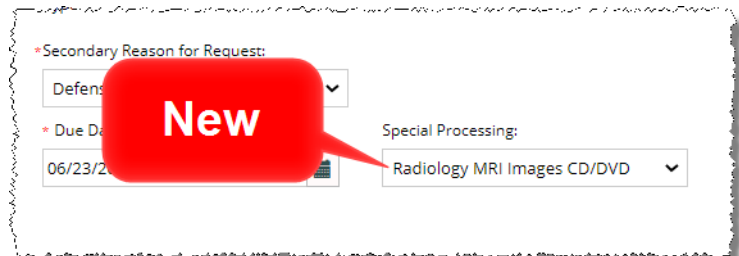
For existing requests that have moved past **Fulfillment**, including those that need **Certification**, the Electronic Device selection will remain.

### No effect on Logging requests

Since you can only choose a **Special Processing** option during **Fulfillment**, this change does not affect requests in a **Logging** status.

## NEW CHOICE FOR SPECIAL PROCESSING

You can now select Radiology MRI Images CD/DVD from the **Special Processing** field when a request meets any of the following conditions:



Site State	Major Class	Primary Reason for Request	Secondary Reason
All	ATTY / COPYA	Attorney	<ul style="list-style-type: none"> <li>• Defense Attorney</li> <li>• Defense Subpoena</li> <li>• Personal Injury</li> <li>• State Attorney Office</li> <li>• Represent Indigent</li> </ul>
KY	ATTY / COPYA	Attorney	Subpoena 2nd Request
KY, NV, TN, WA	ATTY / COPYA	Attorney	SSI Claim 2nd Request
NJ, SC	ATTY / COPYA	Attorney	Hospital Per Admission
All	ATTY / COPYA	Patient Directive	N/A
KY	ATTY / COPYA	Personal Injury	2nd Request
All	ATTY / COPYA	Social Security / Disability	<ul style="list-style-type: none"> <li>• Social Security Appeal</li> <li>• Social Security Claim / Application</li> </ul>
WI	ATTY / COPYA	Social Security / Disability	Attorney REP PAT
KY, NV, TN, WA	ATTY / COPYA	Social Security / Disability	Social Security Claim / Appeal 2nd Request
All	ATTY / COPYA	Subpoena	<ul style="list-style-type: none"> <li>• Subpoena</li> <li>• Defense Subpoena</li> <li>• Workers Comp Subpoena</li> </ul>

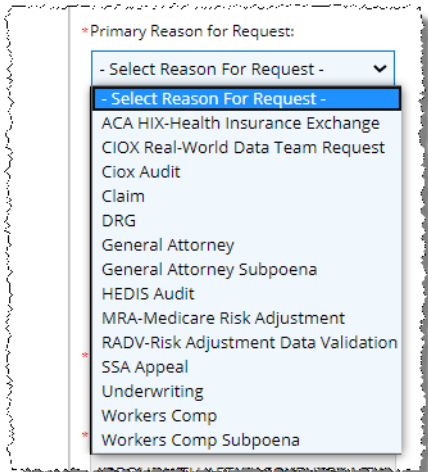
Site State	Major Class	Primary Reason for Request	Secondary Reason
NY	ATTY / COPYA	Subpoena	Subpoena-deposition / trial testimony with records
All	ATTY / COPYA	Workers Comp	<ul style="list-style-type: none"> <li>• Workers Comp 2nd Request</li> <li>• Workers Comp Subpoena</li> <li>• Workers Comp</li> </ul>
OH, WA, WV	ATTY / COPYA	Workers Comp	Workers Comp Self Insured
All	INS / COPYI	Audit of Claims	Any
All	INS / COPYI	Disability	Any
All	INS / COPYI	Insurance	<ul style="list-style-type: none"> <li>• BC / BS Claim</li> <li>• Standard Insurance Claim Payment</li> <li>• Underwriting</li> </ul>
PA	INS / COPYI	Insurance	Non Medical Insurance Claim
TX	INS / COPYI	Insurance	Pharmacy
KY	INS / COPYI	Insurance	2nd Request Insurance
All	INS / COPYI	Medicare / Medicaid	Any
All	INS / COPYI	Patient Directive	N/A
All	INS / COPYI	Workers Comp	<ul style="list-style-type: none"> <li>• 2nd Request Workers Comp</li> <li>• Standard Workers Comp</li> </ul>
OH, WA, WV	INS / COPYI	Workers Comp	Workers Comp Self Insured
All	GOV	Attorney	<ul style="list-style-type: none"> <li>• Attorney General</li> <li>• State Attorney</li> </ul>
All	GOV	Subpoena	N/A



## NEW REASONS FOR REQUEST FOR DIRECT PAYERS (PAYD)

Several new **Primary Reason for Request** choices are available for requests from Direct Payers:

- **Major Class** = Direct Payer
- **Requester Type** = PAYD

Reason	New in v1.9?	Example
ACA HIX — Health Insurance Exchange	YES	
Ciox Real-World Data Team Request	YES	
Ciox Audit	NO	
Claim	YES	
DRG	YES	
General Attorney	YES	
General Attorney Subpoena	YES	
HEDIS Audit	YES	
MRA — Medicare Risk Adjustment	YES	
RADV — Risk Adjustment Data Validation	YES	
SSA Appeal	YES	
Underwriting	YES	
Workers Comp	YES	
Workers Comp Subpoena	YES	

You can also select these new choices when you run a **Request Search**.

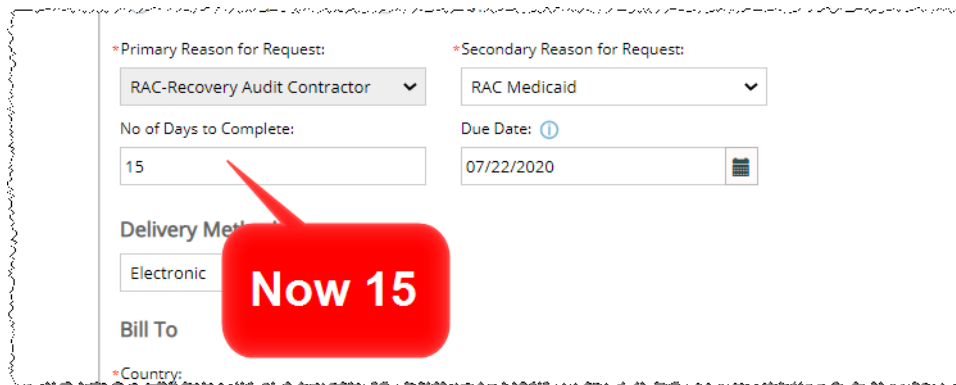
## DUE DATE FOR RAC REQUESTS CHANGED FROM 30 TO 15 DAYS

The **Due Date** calculation for RAC (Recovery Audit Contractor) requests is now 15 days, rather than 30.

RAC requests have these characteristics:

Major Class	Insurance
Requester Type	Insurance
Primary Reason for Request	RAC — Recovery Audit Contractor
Secondary Reason for Request	<ul style="list-style-type: none"> <li>• RAC Medicare</li> <li>• RAC Medicaid</li> </ul>

We made this change to allow more time for delivering the requested Medical Records to the RAC. There has been no change in the actual RAC rules, which still require hospitals to provide Medical Records in 30 days.



\*Primary Reason for Request: RAC-Recovery Audit Contractor

\*Secondary Reason for Request: RAC Medicaid

No of Days to Complete: 15

Due Date: 07/22/2020

Delivery Method: Electronic

Bill To

\*Country:

**Now 15**