eMDs

Lytec 2020

Release Notes

March 2020

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Chapter 1 - Enhancements

This chapter presents a high-level description of the following enhancements to the Lytec® system.

Note: Support for SQL Server 2008 ended on July 9, 2019 and only Microsoft SQL 2012 R2 is supported. In addition, support for Windows Server 2008 was discontinued January 14, 2020; and end of Lifecycle for Windows 7 was January 14, 2020 and eMDs no longer supports Windows 7.

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Scanning

You can now scan full page images in Lytec, as well as scan dual-sided items, such as insurance cards.

Below is a sample of a dual-sided scan. Note that double-clicking the image name will open it in a larger window for better viewing.

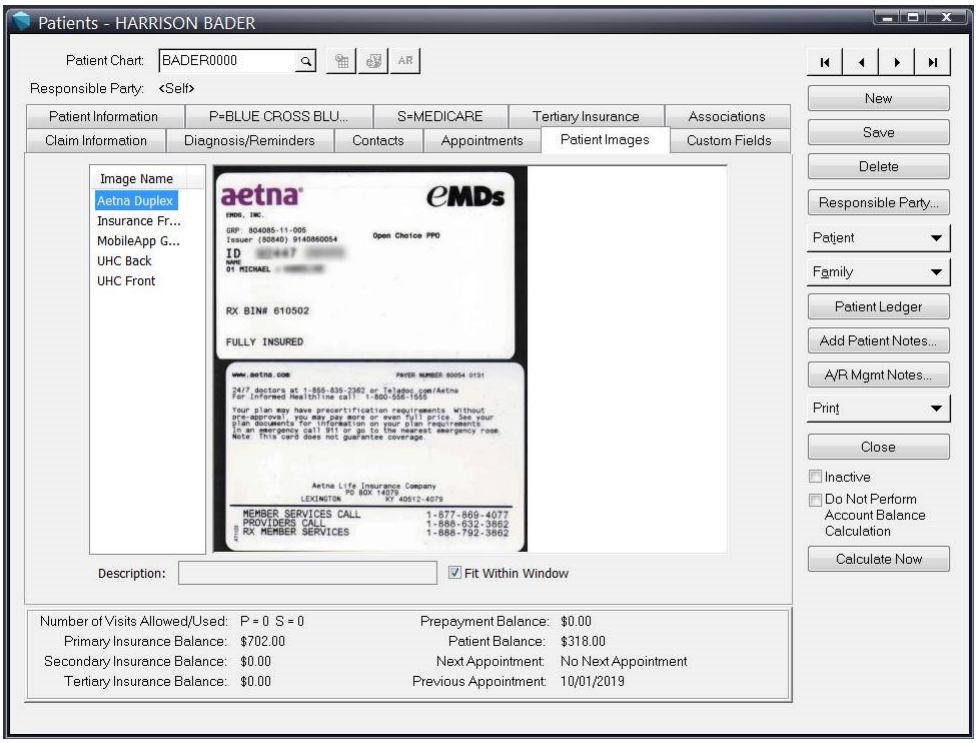

Figure 1. Sample of dual-sided scan

The sample below is of a full-page scan. Double-clicking on the image name will open a larger window for easier viewing. This new window can be manually re-sized if the image is still too small for reading.

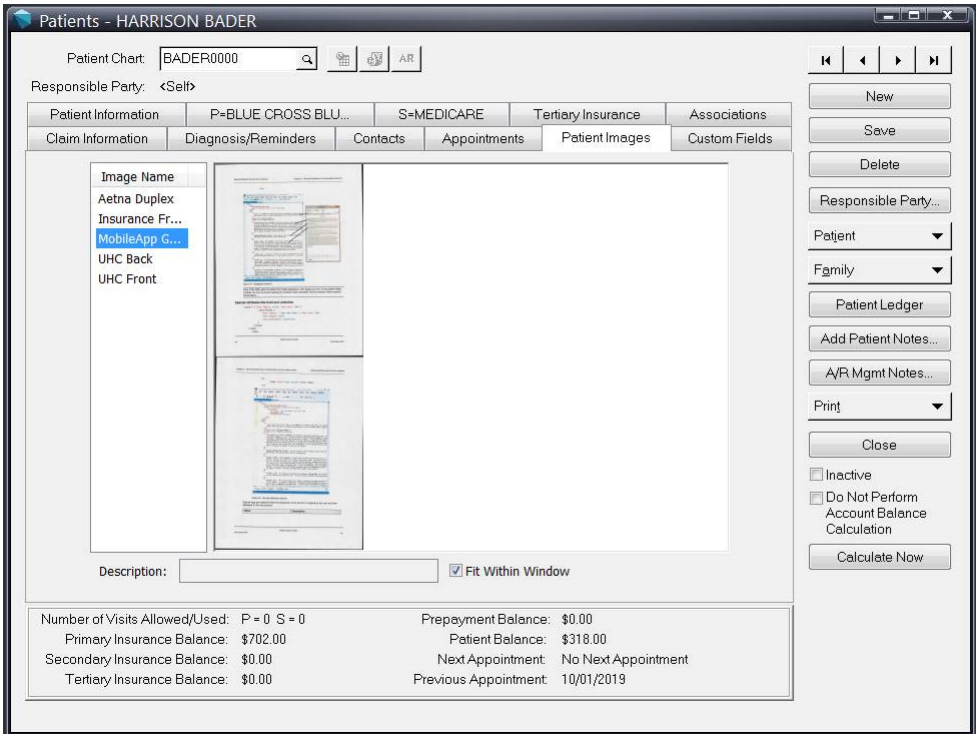

Figure 2. Sample of full-page scan

Eligibility Results

Eligibility results has been updated.

Updated Eligibility Verification Results screen

The Eligibility Verification Results screen has been updated for a new Eligibility Results feature. The following changes have been made:

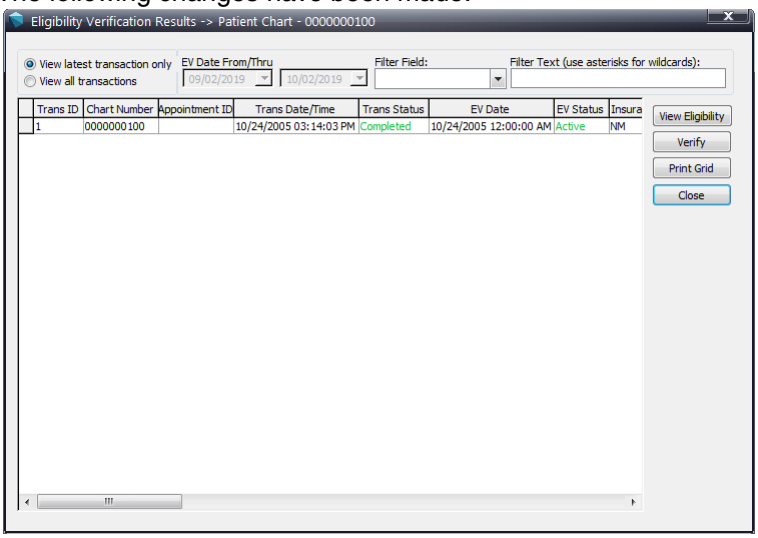

Figure 3. Eligibility Verification Results screen

Removed Results/Details section

The Results/Details section of the screen has been removed. It has been replaced with a new screen: Eligibility results (for more information, see "New Eligibility Results screen" on page 5).

Removed Print Results button

The Print Results button has been removed. You will now be able to print from the new display.

New View Eligibility button

There is a new View Eligibility button. Clicking this button opens the new Eligibility Results screen, on which you can see the patient's eligibility information. Double-clicking an item in the list will also open the Eligibility Results screen.

New Eligibility Results screen

There is a new Eligibility Results screen that opens when you click the View Eligibility button.

Figure 4. Eligibility Response screen

General information appears in the header, along with a green check mark for active insurance health plan coverage.

Several expandable/collapsible sections are availing for drilling down to more detailed information. For instance, the Active Coverage sections shows you the patient's active coverage.

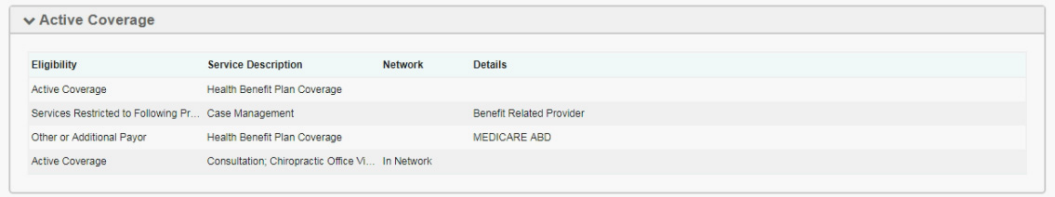

Figure 5. Eligibility Response screen - Active Coverage section

Or the Deductibles section shows you the status of deductibles.

Figure 6. Eligibility Response screen - Deductibles section

The Other Benefits section shows you information that does not appear in any of the other sections.

You can print the page by clicking the Printer icon in the top right. All expanded sections will print in expanded form. You can also print a section by right-clicking on that section and selecting Print.

Note: if Lytec fails to get a response from eligibility receiver, you will see the old Lytec screen with the Results and Details tabs in the bottom section of the screen.

New Notification message

If you do not have access to the new eligibility screen, you will see a notification message.

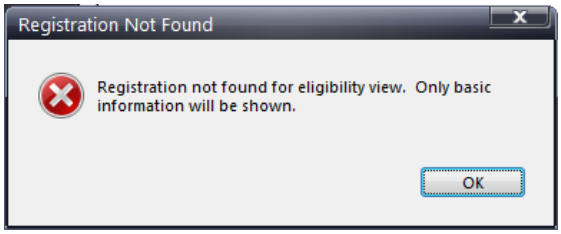

Figure 7. Registration Not Found message

In the event of other errors you might receive when using the new Eligibility Results feature, you can select the Basic tab to see basic information about the patient's eligibility.

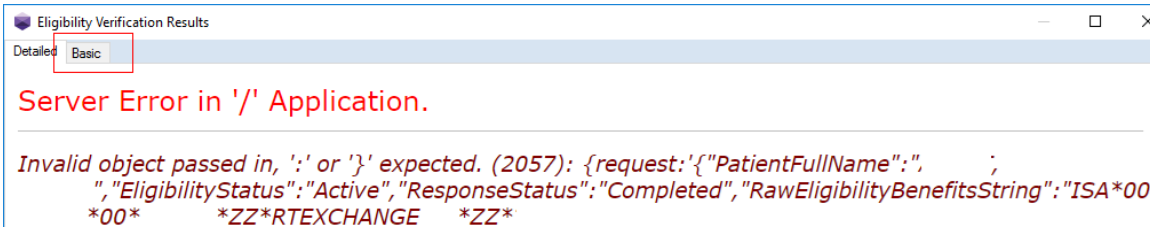

Figure 8. Eligibility Verification Results screen

If you need to contact eMDs support regarding an error message, you will need to supply a copy of the 271 eligibility response file from the payer.

Updated Revenue Management

Revenue Management now stores the raw 271 ANSI Eligibility Response data when the request is successful.

Patient Email Connect

Patient Email connect has been renamed Patient Connect. There is no change to functionality.

Updated menu option

The menu option has been changed to Patient Connect.

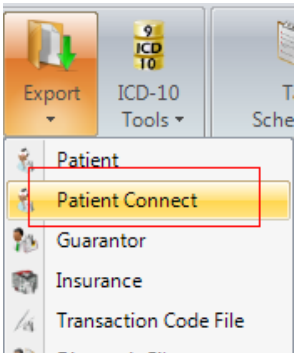

Figure 9. Export menu

Updated screen name

The Patient Email Connect screen has been changed to Patient Connect.

Figure 10. Patient Connect screen

New filter options

There are two new filters for Patient Connect: Attorney and Employer. You can use these filters to limit the data to patients who have the specified Attorney or Employer.

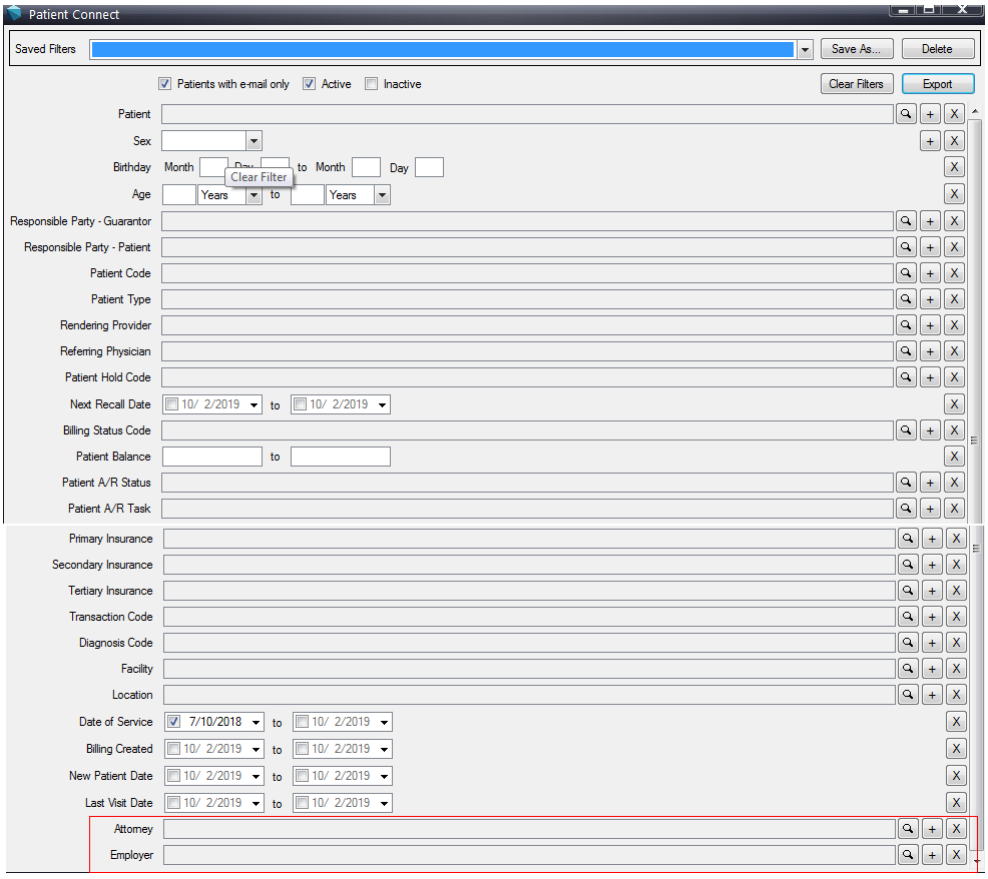

Figure 11. Patient Connect screen

The filters for Attorney and Employer are only filters for the exported data. The exported data does not contain the identifying data for the Attorney(s) or Employer(s) selected. Keep this in mind if you are filtering for multiple Attorneys or Employers.

If an Employer is entered for a Patient under the ellipsis button (Other Employer), this will not be searchable when selecting Employers, and will not be included in the Export. Only those Employers in the Address list are included.

New Export Complete message

A pop-up window will appear while Lytec is creating the Export file. You will see a progress bar and then an "Export Complete" message.

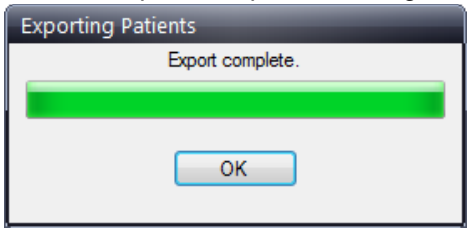

Figure 12. Export Complete message

Charge Entry Messages

Updated New/Edit Charge Entry Message screen

Several changes have been made to the New/Edit Charge Entry Message screen to increase the flexibility of the charge entry messages.

New Present/Missing radio buttons

Present/Missing radio buttons have been added to several fields, allowing you to specify if the information in the field is to be present or missing. By adding the ability to match specific data or match specified MISSING data, the ability to test for billings that have been created, which might be lacking critical data, is enhanced and further decreases the chance of a billing or claim being denied or rejected by the insurance company.

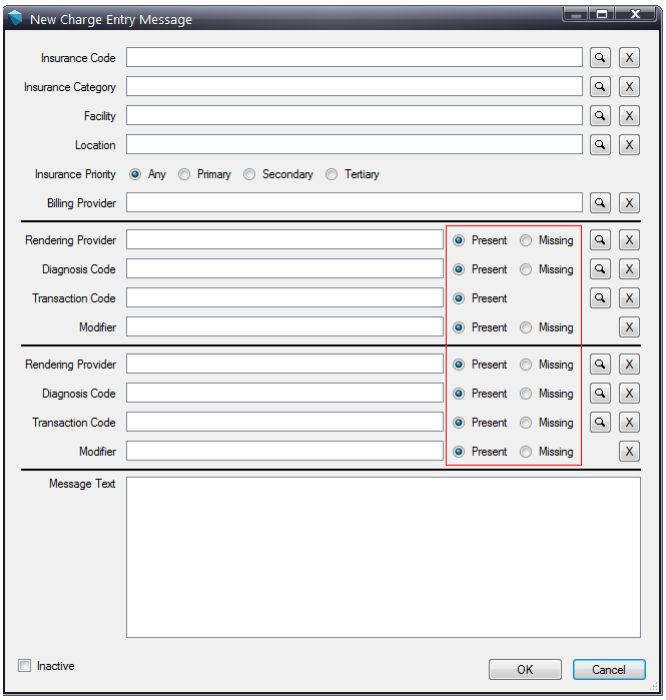

Figure 13. New Charge Entry Message screen

- When Present is selected, it means any code may be present in a charge line for the rule to activate (this is current logic)
- When Missing is selected, it means **ALL** values entered must be missing from a charge line for the rule to activate.

Note: for new and upgrade installations to release 2020, the Present button will be the default for existing messages when they are converted to release 2020.

Separated Modifier Selection

When Lytec is looking for charges that meet messages that have information in both sections, it is looking for charge lines in the same billing with the same date of service EXCEPT when a message has a rule for a Missing transaction. In that case, it looks at the entire billing regardless of date of service.

AR Tracking

Updated Filters and Options screen

New Appointments filter

There is a new filter option: Appointments (Date Range). Use this new filter to select a date range for appointments. This allows you to pull the aging for patients scheduled for a range of appointment dates, enabling the clinic to run the patient aging for the patients scheduled to come

in for the day. In this way, you can see the most current patient balances for collections when the patient checks in.

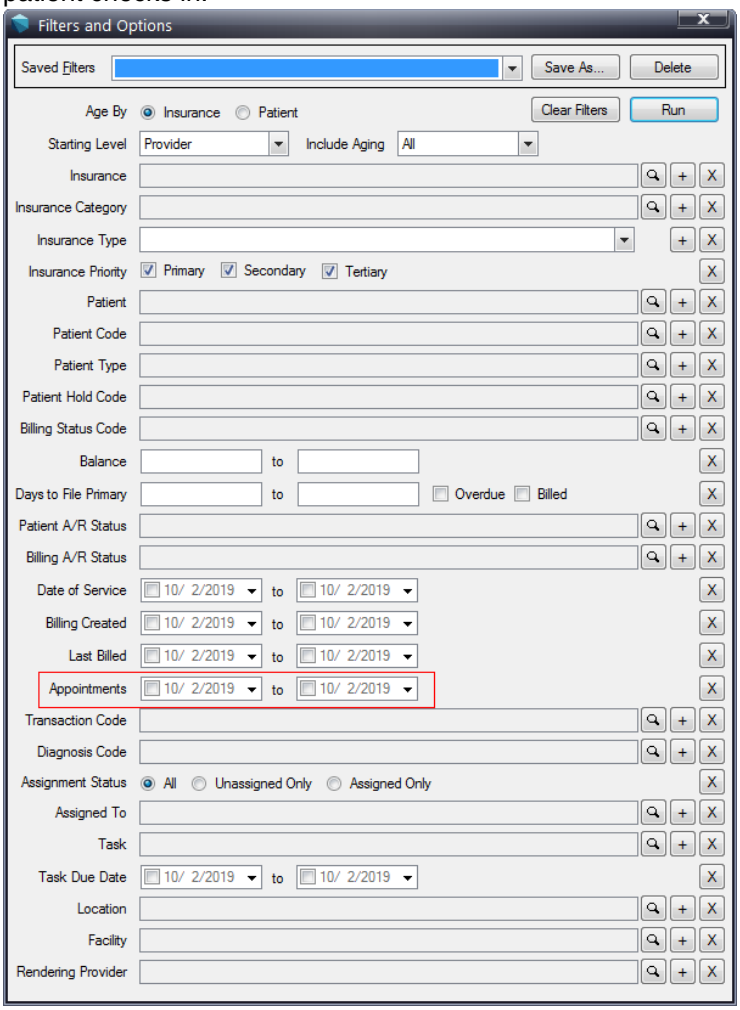

Figure 14. Filters and Options screen

New Timely Filing Days filter

There is a new filter: Days to File Primary. Use this filter to select a range of days for timely filing when you are aging by insurance. In addition, there are two check boxes: Billed and Overdue. You can use these to specify if you want to see billings that have been billed or are overdue.

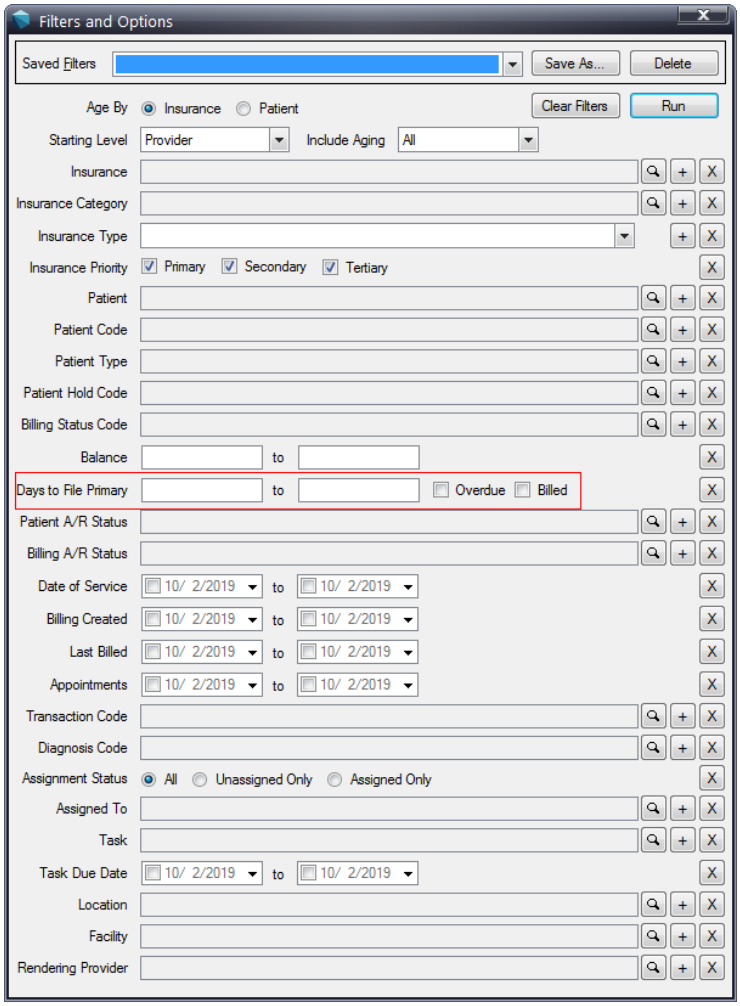

Figure 15. Filters and Options screen

Note: Timely Filing Days are entered on the Claims tab of the Insurance Companies screen. Insurance companies with no Timely Filing Days entered will not be included in the results.

Scheduling

New field

There is a new field in the Appointment table on the Edit Layout screen: Patient Balance--Patient Portion. Once you add this to a Schedule layout, it will print when this layout is selected in Schedule Print.

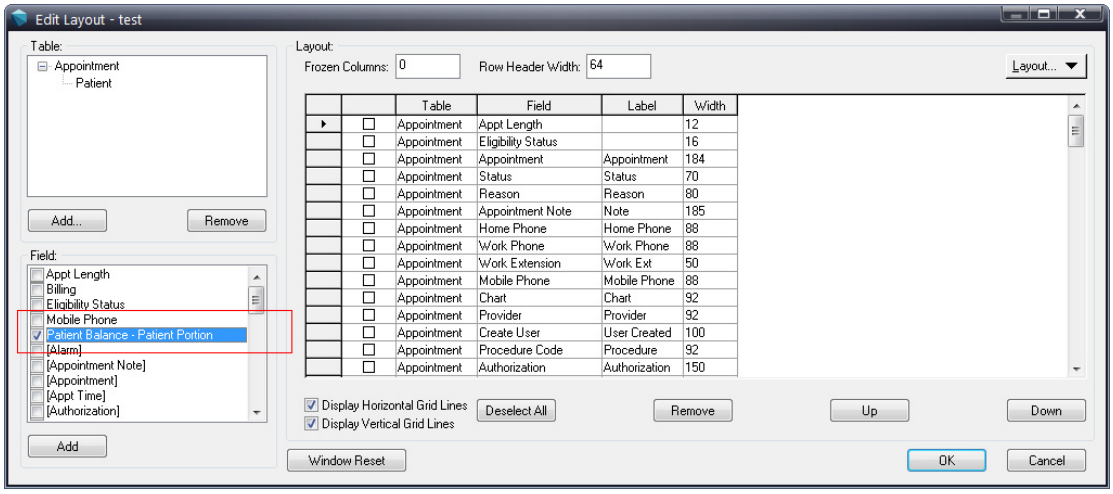

Figure 16. Edit Layout screen

Note: Since this is a calculated field, to avoid performance issues, eMDs recommends that you either disable the Automatic Refresh Time (in Admin/User Preferences) or set the time to refresh so that Lytec is not constantly refreshing the schedule. Since this is a setting by user, eMDs recommends that users who do NOT use the Schedule disable this setting. If necessary, a user can refresh the screen manually by clicking the Refresh button on the schedule.

Reports

New field

The Patient Total field is now available to be added to all reports with the extension *.lcg.

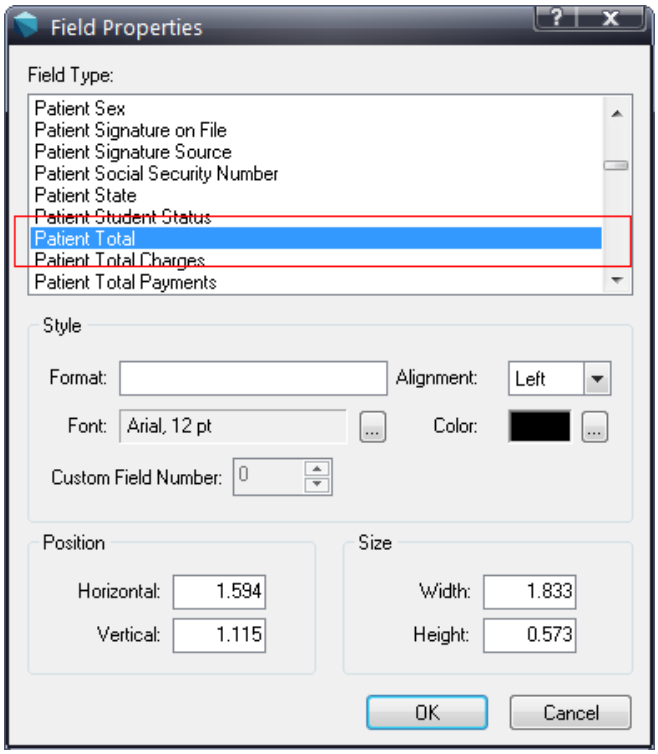

Figure 17. Field Properties screen

Lytec Mobile Templates

Updated default order

The templates that Lytec Mobile uses (Intake forms, Medical History forms, and Superbills) are now ordered differently where they are stored on the server. Previously, they were ordered first by the template type and, second, by the practice name. Now, they are ordered first by the practice name, and then by the template type. For example:

- C:\ProgramData\eMDs MSL Connectivity Service\(practice name}\IntakeForms\forms
- C:\ProgramData\eMDs MSL Connectivity Service\(practice name)\MedicalHistoryTemplates\forms
- C:\ProgramData\eMDs MSL Connectivity Service\(practice name)\SuperBills\forms

Note: your forms will be automatically moved to the default folders when the new MSL service installs.

Updated user-defined location for practice forms

You can now specify the default location for your Lytec Mobile forms/templates. However, if you change the path on the Mobile Configuration screen, the existing templates will NOT be moved automatically. You must move them manually.

Reminder: Edits to your Medical History Template are saved when you click OK on the Medical History Questionnaire; so if you edit the Medical History before you change the path, you will need to move the folder.

New field

There is a new field on the Mobile Configuration screen in Lytec (Admin menu, click Interface Configuration > Mobile Configuration): Template Path. This read-only field shows you the current path to the mobile templates/forms. The default is the location C:\ProgramData\eMDs MSL Connectivity Service\practice name.

This field is for display and you cannot access it.

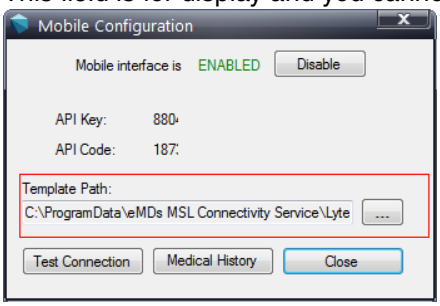

Figure 18. Mobile Interface Configuration screen

New button

To change the location of the templates/forms, use the “Find (....)' button to browse to the path you want or to create a new folder.

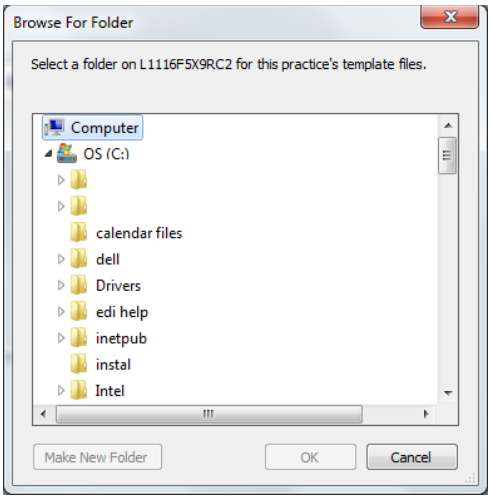

Figure 19. Browse For Folder screen

Click OK to save the changes.

Note: You can only change the path from the server computer. If you attempt to change the path from a workstation, you will receive an error message:

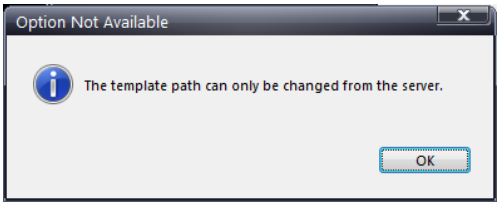

Figure 20. Option Not Available message

From the server you cannot select a mapped network drive since the service will not have access to it.

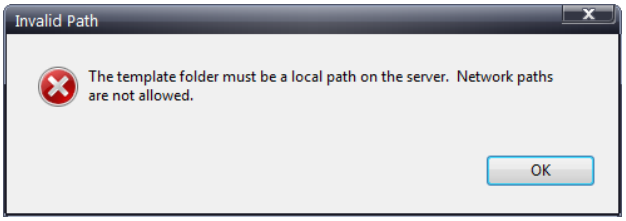

Figure 21. Invalid Path message

Chapter 2 - Resolved Issues

The following issues were resolved with Lytec 2020.

PBI	Application	Description
197868	Lytec	Adding a transaction code with a Note type will no longer gray out the Amounts, Units, and Expected fields in Charges and Payment on other billings. Steps to recreate 1. In Transaction Codes create a code with the type Note. 2. In Charges and Payments, create a new billing and add the new code to detail line 2. 3. Switch to another billing that has a charge or payment on line 2. Verify that the Amount, Units, and Expected fields are not grayed out.
200011	Lytec	Lytec will no longer print a blank page when printing patient statements. Steps to create 1. In Lytec, select a patient who has enough transactions to need multiple pages in a statement. 2. Select a billing in Charges and Payments. 3. Click Print > Full Statement. 4. Select Statement-Standard and lick Open. 5. Exclude paid billings and credit balance statements. 6. Select Print After Insurance Payment Only and click Preview. 7. Go to Page 2 of the report. 8. Click Print. 9. In the Print Ranges, select from 2 to 2 and click OK. 10. Verify that no page prints.
201336	Lytec	Lytec Small balance write off patient filter will now find a single patient's write off. Steps to recreate 1. On the Payments menu, select Small Balance Write Off. 2. In the filters, select a single patient who has a small balance to write off. 3. Preview the report and verify that the single patient appears.

201376	Lytec	The Patient Aging report now shows a billed date for copays that have a bill date in charges and payments. Steps to recreate 1. In charges and payments add a copay for a patient. 2. Create a charge for the patient and save the billing. 3. Create a claim for the billing and send the claim creating a bill date in charges and payments. 4. Make an insurance payment so the responsibility now goes to the patient. Make sure to leave a patient balance. 5. Print a full statement for the billing so it shows a bill date for the patient. 6. Run the Patient aging report and find the billing. Verify that there is a bill date listed.
201591	Lytec	Lytec Move Credit will now update the Account Balance field in Charges and Payments when moving a credit from one patient to another patient. Steps to recreate 1. On the Billing menu, Select Move Credit. 2. Select a patient and move the credit to another patient. 3. On the Billing menu, select Charges and Payments and then Charges and Payments. 4. Select the first patient and verify that the balance has changed.
201787	Lytec	You will no longer receive the error “Must declare the scalar variable” when using the Move Credit feature with a patient with a billing that has a sales tax item included. Steps to recreate 1. In Lytec, open a patient record for a patient who has a billing with a sales tax item. 2. On the Billing menu, select Move Credit. 3. Verify that the error does not occur.
201819	Lytec	The Filter Type field will now be set to None when searching by Birth Date in the Find Patient screen. Steps to recreate 1. On the Lists menu, select Patient, and then Patients. 2. On the patient screen, click the magnifying glass on the Patient Chart field. 3. In the Search by field, select Birth Date. 4. Verify that the Filter Type field changes to None and the field is disabled.

202049	Lytec	You will no longer receive a Missing Parameter error when printing labels from the Patient demographic screen. Steps to recreate 1. On the Lists menu, select Patient and then Patients. 2. Select a patient. 3. Click the **Print** button and select Print Label. 4. Verify that there is no error and the label prints.
203547	Lytec	The ICD-10 Mapping tool was introduced in Lytec 2014 to assist in the mapping of ICD-9 codes to new ICD-10. The mapping utility codes have not been kept current since that time, so the tool is outdated and unnecessary. The “Set Insurance Code Set” tool is still available to assign ICD-9 or ICD-10 codes as a default for Insurers. Steps to recreate 1. On the Tools menu, click ICD-10 Tools. 2. Verify that the option Create ICD-10 Mappings no longer appears.
203663	Lytec	Patient balances will no longer be calculated when the Patient Balance column is not displayed in the Schedule screen. Previously, balances were being calculated anyway and slowing down the opening of the schedule. Steps to recreate 1. In Lytec, make sure that the new Patient Balance field is NOT displayed on the schedule. 2. Open the schedule and verify that there is no delay in opening.