



SymKey® for EZ-CAP® v. 1.31 Training Webinar

April 20-22, 2010

Speaker

Jimmy Williams
HCIM Business Analyst

Moderator

Gregory K. Merica
HCIM Director of Product Integration

Create Exact Claim Copy Advanced Scenario Action – NEW

Professional Claims Module, Hospital Claims Module, Batch Processing Module

- Makes an exact copy of a claim (header, lines, adjustment codes, amounts, optionally memos)
 - Processing statuses and notes will not be copied
- Useful for splitting claims with DOS that spans a benefit or contract renewal date or to appropriately divide financial responsibility
- Status of the original claim can be 1, 2, 3, 5, or 9
 - User can place claim in a status 1 or 3
- New claim will NOT be repriced unless directed to by another scenario
- Can be combined with any other scenario action(s)
 - Except “Claim Note Only,” “Delete,” and “Reprocess/Pend” scenario actions
- Can be used in the Batch Processing module as well

Reverse Advanced Scenario Action – NEW

Professional Claims Module, Hospital Claims Module, Batch Processing Module

- Negates the quantity of a line (Billed Charge & Contract Value) and reverses benefit accumulators
 - Positive amounts become negative and vice versa resulting in a reversed (negative) net pay
 - Can reverse all lines or specified lines
- Can reverse claims in status 1, 2, 3, or 5
 - Status 9 claims can also be reversed by copying them first with the “Create Exact Claim Copy” advanced scenario action
- Can be combined with any other scenario action(s)
 - Except “Claim Note Only,” “Delete,” “Reprocess/Pend,” “Copay Allow Only One...,” and “Copay Adjust Negative Net Pay” scenario actions
- Will ignore EZ-CAP’s automatic reprice logic unless “Reprice Claim Lines” action is selected
- Useful in correcting payments to incorrect providers or members
- Can be used in the Batch Processing module as well

Batch Scenario Summary – NEW

Professional Claims Module, Hospital Claims Module

- To better convey the order in which SymKey processes each scenario, a “Scenario Summary” button was added below the “Process Batch” button
- The “Batch Scenario Summary” window lists each action SymKey is configured to perform for the batch in the order SymKey will perform them



Claim Note and Memo Field Length Validations – ENHANCEMENT

Professional & Hospital Claims Modules, Batch Processing Module, Virtual Auto-Post™ Module

- Prior to SymKey v. 1.31, if users entered more characters in SymKey’s “Claim Note” or “Memo” fields than EZ-CAP allows, the entry would be truncated and some of the entry would be lost
- The character lengths of these fields are now validated during entry into SymKey
- The text turns **RED** when the EZ-CAP character limit is exceeded
- If a user clicks the “Process Batch” button while the character limit is exceeded, a dialog box will warn the user that part of the entry will be truncated by EZ-CAP, and allows the user to either continue processing the batch or return to shorten the text

Code & ID Combo Boxes – ENHANCEMENT

Professional Claims Module, Hospital Claims Module

- Prior to SymKey v. 1.31, the combo boxes only listed the codes/IDs, not the descriptions/names
- The drop-down boxes for “Adjustment Code,” “Procedure Code,” “Provider,” “Vendor,” and “Place of Service” now contain descriptions of the codes in addition to the codes themselves

Hard Duplicates Batch File Name – ENHANCEMENT

Hard Duplicates Module

- Prior to SymKey v. 1.31, the Hard Duplicates module did not include the EZ-CAP database name in the file names of the batch files it created
 - Difficult for clients with multiple databases to determine which file was for which database
- SymKey now adds the name of the database the file was generated from to the beginning of the file name

Dialog Box Added Before Batch Reports – ENHANCEMENT

Professional & Hospital Claims Modules, Batch Processing Module, Virtual Auto- Post™ Module

- Prior to SymKey v. 1.31, batch reports were displayed immediately after completing a batch
 - Users do not always wish to view the batch reports immediately after processing a batch
- SymKey now displays a dialog box that asks if the user would like to view the batch reports; clicking the “No” button returns the user to the Claims module

Productivity Reports Data – CORRECTION

Productivity Reporting

- The Productivity Reports calculations have been thoroughly analyzed and improved for accuracy
- Calculations now more precisely reflect Completion Rate and total Claims Per Hour
 - Prior to SymKey v. 1.31, the reports had percentages higher than 100 and “Claims Per Hour” was totaling instead of averaging in the summary areas of the reports



Copay Zero-Out per Date of Service – CORRECTION

Professional Claims Module, Hospital Claims Module

- When loading a scenario with a selected “Copay Zero-Out per Date of Service” option, SymKey no longer incorrectly reverts to selecting the “Copay Zero-Out per Claim” option

Change Provider – CORRECTION

Professional Claims Module, Hospital Claims Module

- When a user selects the “Change Provider” action (or if the “Change Provider” action was already selected) and manually enters the Provider ID, the “Vendor ID” combo box no longer becomes disabled (the “Vendor ID” combo box will only be disabled when the “Provider ID” combo box is blank)

Adjustment Reason Code – CORRECTION

Batch Reporting

- The Batch Reports’ “Configuration Settings” section no longer displays that an adjustment reason code was configured for the batch when it was not

How to Upgrade

- Contact Product Support at 888-454-0202, ext. 2, or support@hcim.com to schedule an upgrade
- 1-2 hours to complete and validate the SymKey v. 1.31 install
- SymKey v. 1.31 included at no charge as part of the annual license fee

