Thornberry

NDoc Update - Release Notes

NDoc Version Number: 17.46.02

INSTALLATION:

- Please note that users logged in while installing an update will lose access and any unsaved work.
- There are a number of ways that the update can be applied to your NDoc server:
  - ➢ Download and execute the update from the Thornberry Knowledgebase (https://www.thornberryltd.com/ndoc-updates/updates)
  - ➢ Schedule the update for installation in System Updates using instructions found within the Operations Manual: https://www.thornberryltd.com/documentation/operations-manual-tech

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Summary: This update contains the following enhancements and corrections (applies to all customers)

SIGNIFICANT NEW FEATURES/ENHANCEMENTS/REGULATORY CHANGES:

- **HOPE Record:** The following HOPE Record related updates have been included in this release:
  - o **NEW HOPE Reporting Tool (Reports>Document>HOPE Status Listing):** A new reporting tool has been created to provide agencies the tracking functionality of the legacy Report Status Listing and Patient Tracking Reports currently used for OASIS, HIS, and POC tracking. For additional details, see the Managing HOPE Records reference document - https://www.thornberryltd.com/documentation/managing-hope-records. [THOR-878]
  - o **I0010/I0100-I8005 (Principal Diagnosis/Comorbidities and Co-existing Conditions) Format Error Issue:** In certain cases, it was determined that if a HOPE Admission Record included a response for Principal Diagnosis-I0010, but no response for the Comorbidities and Co-existing Conditions (I0100-I8005) the XML was not setting up the blank entries correctly causing potential submission failures. This issue has been corrected. [THOR-888]
  - o **Erroneous Required Field Pop-Up Message:** A page loading issue was identified that would result in a required field pop-up message appearing upon opening a HOPE Record or Today's Care. This has been resolved. [THOR-873]
  - o **Export Date Issue:** As communicated with a recent customer message, an issue was identified that resulted in Export Dates for HOPE Records being cleared incorrectly. This correction prevents the clearing of dates for records going forward from installation. [THOR-905]
  - o **Managing Discharge HOPE Records for patients with a HIS Admission:** In certain cases, HOPE Discharges completed for patients with a HIS Admission Record were not getting queued for the automated exports for validation and set up in the Downloads page. This has been corrected. [THOR-905]
  - o **HOPE Employee Dashboard Reminders:** This release resolves a problem with HOPE items incorrectly showing OASIS Hold Reason within the dashboard reminders. This has been corrected to display the applicable HOPE Hold Reasons. [THOR-908]

CARE PILOT:

- **Visit Charting**
  - o **Demographics>Referral Source – Source of Admission (UB92) Field Update (also found in Patient Referral and Patient Profile):** The drop-down selection *1-Physician Referral* has been updated with clarifying text to now reflect *1-Physician Referral (Non-HCF)*. [THOR-895]
  - o **Tabbing Between Fields:** With screen changes that have resulted in the movement or removal of fields, it was discovered that the use of the "Tab" action to flow through the charting screens was not working as expected on every page. This release includes a code change to ensure tabbing through fields within each screen flows more smoothly. [THOR-871]

INTEGRATED BILLING:

- **Adjusted Net Calculations:** In certain cases, the adjusted net value was miscalculated for claims that contained both HHVBP and MC Sequestration adjustments. This has been resolved. [THOR-858]
- **Pharmacy Import Summary Report:** The messaging within the Pharmacy Import Report Summary has been updated to better clarify the problematic records that trigger import errors. The messaging will now help identify the line numbers associated with the records that need to be reviewed. [THOR-879]
- **Administration>Interoperability>EVV Management:** The following EVV related items have been included in the release. These items only apply to agencies running NDoc's Integrated Billing Solution:

- o **Billed Visit Status Issue:** A bug was identified that resulted in visit status being updated to "Billed" prematurely. The issue could allow a visit to trigger a billed EVV event prior to the visit being associated with a posted claim. This has been corrected. [THOR-891]
- o **Billed Visit Amount Corrections:** The formatting for the Total Billed Amount value has been updated to ensure the amounts being sent include the decimal to reflect dollar and cent amounts to prevent rejections HHAeXchange. [THOR-876]

INTERFACES:

- − **SHP Hospice Interface-HOPE Export Issue:** A problem was identified with the SHP Hospice Interface causing HOPE assessment export errors. This issue has been resolved. [THOR-900]
- − **CCD Patient Referral Import>Allergy Entries:** A bug has been corrected with the CCD Referral Import. Specifically, an additional code signifying "No Known Allergies or Adverse Reactions" has been added to the feed. Previously, some patients were sent with a valid code indicating no known allergies but NDoc was reading it as an "Uncoded free-text allergy" value. [THOR-875]
- − **IHE CCD Export to HealtheConnections Improvement:** Based on feedback from the HealtheConnections team, changes have been released to better manage the export of the Emergency Contact Name field. Where possible, the value of the single name field in NDoc will now be split into a separate First and Last Name fields and sent to HealtheConnections. [THOR-867]

<div style="background:#b01c3e;color:white;text-align:center;font-weight:bold">17.46 SUB-RELEASE – 17.46.02</div>

- − **HOPE -** The following HOPE Record related changes have been included in this update:
  - o **HOPE Export Dates:** As shared with the 17.46.01 Update, an issue was identified that resulted in Export Dates clearing for HOPE Records. The date was retained in the backend and could be visible within the Interface Activity and OASIS/HIS/HOPE Download History Reports. Previous guidance had indicated agencies could use those tools for reference. This update includes code that identifies those items that were missing the Export Date from prior to the fix. The code will backfill the Export Date to now display in HOPE Records Maintenance and will update items that are erroneously stuck with a "Verified" status within the HOPE Status Listing Report. [THOR-954]
  - o **Service Provided Code Restrictions:** In an effort to minimize charting logic conflicts, this table under Administration>System>Tables has been updated to prevent the Visit Type options of *IPU?* and *HOPE Symptom Follow-Up Visit?* from both being set as YES. Additionally, any Service Provided Codes that were configured with these two options will have the *IPU?* setting removed during the update installation. [THOR-893]
  - o **HOPE Update Visit (HUV) Creation Restrictions:** Although the HOPE Guidance suggests HUV Records should be created within the HUV1 (Day 6-15) and HUV2 (Day16-30) windows, CMS HOPE FAQs do indicate that late HUV Records will be accepted in iQIES. With that, restrictions to prevent late HUVs have been removed. Specifically, users will be unable to chart HUV1s prior to Day 6 and HUV2s prior to Day 15 but will now only see a warning message with HUV1s after Day 15 and HUV2s after Day 30. [THOR-927]
  - o **HUV Due Dates for Discharged Patients Correction:** If a patient has been discharged within the date range of the HUV Records, NDoc has been incorrectly tracking for the completion of the HUV Records within the dashboard and the HOPE Record Status Listing Report. This has been addressed. Specifically, the Employee Dashboard and HOPE Status Listing Report have been updated to recognize that an HUV is no longer required if a patient is discharged within the HUV's date range. Those items will be cleared from the Employee Dashboards. Items on the HOPE Status Listing Report will shift from a status of "Missing" to "Not Required" and will be hidden from the report by default. A checkbox at the bottom of the Filter page has been added if agencies wish to see those items listed. Additionally, the HOPE Status Listing report will now show "Never Completed" for an HUV that was required, but the patient has been discharged for more than 30 days. [THOR-937]
  - o **HOPE Record Status Listing Report** - The following changes have been included in this update:
    - ▪ **Help Text Update:** The help text for this report has been updated, removing the incorrect reference to Z0350 for HUV records in relation to the Document Date. [THOR-940]
    - ▪ **HOPE Hold Reason Clearing:** An issue was identified that led to the HOPE Hold Reason value clearing from the HOPE Record Status Listing results after the first time the record was placed on hold, and subsequent hold events used the same hold reason. This has been corrected for records going forward by retaining the HOPE Hold Reason for incomplete records. [THOR-942]
    - ▪ **Limiting Patient Types:** It was discovered that some patients set with the patient type of "homecare" were inadvertently getting pulled into the report results. This has been resolved. [THOR-955]

⚠ *For Hosted Customers, all NDoc monthly updates are installed by the Thornberry support team per the terms of the Memorandum of Understanding: Server Maintenance and Updates.*

⚠ *These Release Notes detail significant changes in user side functionality. Coding changes for program maintenance are not reflected.*