

## 6.78 Release Notes

Last Modified on 17/02/2022 8:49 am ACDT

### About this Release

In each release there may be new features and functions that require one or all of the following:

- Purchase of a module to access
- User Training
- Specific process to be used to ensure the correct functioning

Please read the release notes and the corresponding manual pages to ensure that you understand the changes being made, what module they are associated with, and how they impact your business processes.

If you have any questions about anything in a release, please contact support either by phone or through a Redmine ticket.

### Release Notes for CareRight 6.78

## Enhancements

### Medicare Requests > Improved Error Display

If Medicare reports errors for a claim, they will be shown next to the relevant medical event (voucher) and service when possible. This feature is only available when using Medicare Web Services. Example:

|  |            |
|--|------------|
| <b>Medical Event 01</b>  |            |
| <b>Medical Event Date</b>  | 2021-12-08 |
| <b>Service ID</b>  | 0001       |
| <div>2030 - Additional information required. If Duplicate Service Override Indicator is set to Y (Not Duplicate) then Medical Event Time or additional information in service text is required to support the reason for the override.</div> |            |
| <b>Charge Amount</b>   | 10000      |
| <b>Duplicate Service Override Indicator</b>  | Y          |
| <b>Item Number</b>   | 23         |

### Medicare > Warning on issues with Referral vs Service Date

Full article:

CareRight User Manual: <https://careright.knowledgeowl.com/help/invoicing-from-accounts>

To avoid submitting an incorrect item, the system now warns when dates do not match up as expected.

## 1 error prevented this line item from being saved

- Service Date Service date of 30/12/2021 is not between referral period of 01/01/2022 - 31/12/2022

### Invoice Items

Invoice Total \$34.90

GST Total \$0.00

Out Of Pocket 0.00

### Line Items

| Service Date | Item Number | Description                              | Price   | GST    | Schedule Price | Rebate Price | Fund Price |
|--------------|-------------|--|---------|--------|----------------|--------------|------------|
| 30/12/2021   | 23          | professional attendance by a general pra | \$34.90 | \$0.00 | \$64.99        | \$86.00      | \$0.00     |

Clicking Compact Line Items will make invoice incompatible with online claiming. Please be sure you want this functionality before

☐ Compact Line Items

Create Invoice

Create Invoice & Receipt

Cancel

### New Line Item

Service Date

30/12/2021



Service Date Service date of 30/12/2021 is not between referral period of 01/01/2022 - 31/12/2022

## Medicare > IHC > Type of Care

Full article:

CareRight User Manual: <https://careright.knowledgeowl.com/help/ihc-thelma>

: <https://careright.knowledgeowl.com/help/ihc-eclipse-claiming>

In IHC claims, the "Type of Care" field is now mapped from the Admission using HCP 1100 instead of the previous HCP 0900 coding.

For example:

- "Acute Care" previously mapped to "10", now it maps to "1" in the claim
- "Rehabilitation" previously mapped to "20", now it maps to "2" in the claim

Before :

Episode

Episode Type\* D3

Type of Care\* |

Same Day Status\* 1

Same Day Band 3

Date of Admission\* 31/03/2022

Options are:

- 10 = Acute Care
- 20 = Rehabilitation
- 30 = Palliative

Now:

Episode

Episode Type\* D1

Type of Care\* |

Same Day Status\* 2

Same Day Band Required if Same Day Status is 'Overnight for Same Day Patient'

Options are:

- 1 = Acute Care
- 2 = Rehabilitation
- 3 = Palliative

## Medicare Web Services > PCI > Automatic Acceptance

Full article:

CareRight User Manual: <https://careright.knowledgeowl.com/help/send-pci-claims>

Users no longer need to choose ***Automatically Accept Claim*** when configured to use Medicare Webservices, or in the event of an error, repeat the claim selecting this control.

Before:

Patient Claim Interactive

☐ Alternate Address

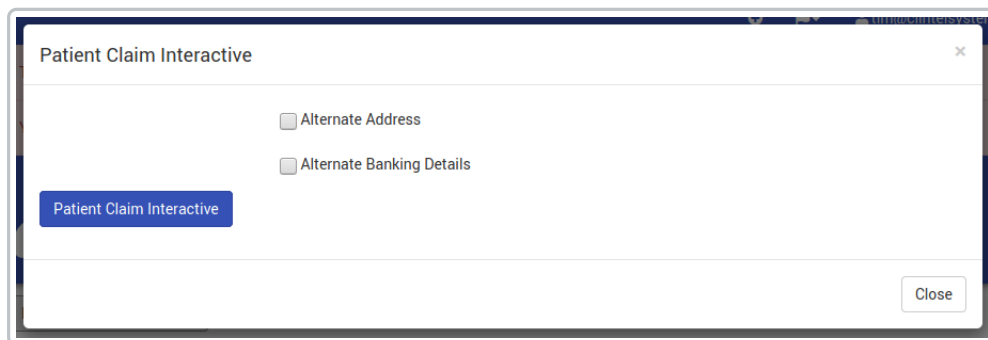
☐ Alternate Banking Details

☒ Automatically Accept Claim

Patient Claim Interactive

Close

Now:



Patient Claim Interactive

☐ Alternate Address

☐ Alternate Banking Details

Patient Claim Interactive

Close

## Medicare Web Services > Multi-Patient or Field Quantity Items

Full article:

System admin Guide : <https://careright.knowledgeowl.com/help/items-with-unit-modifier>

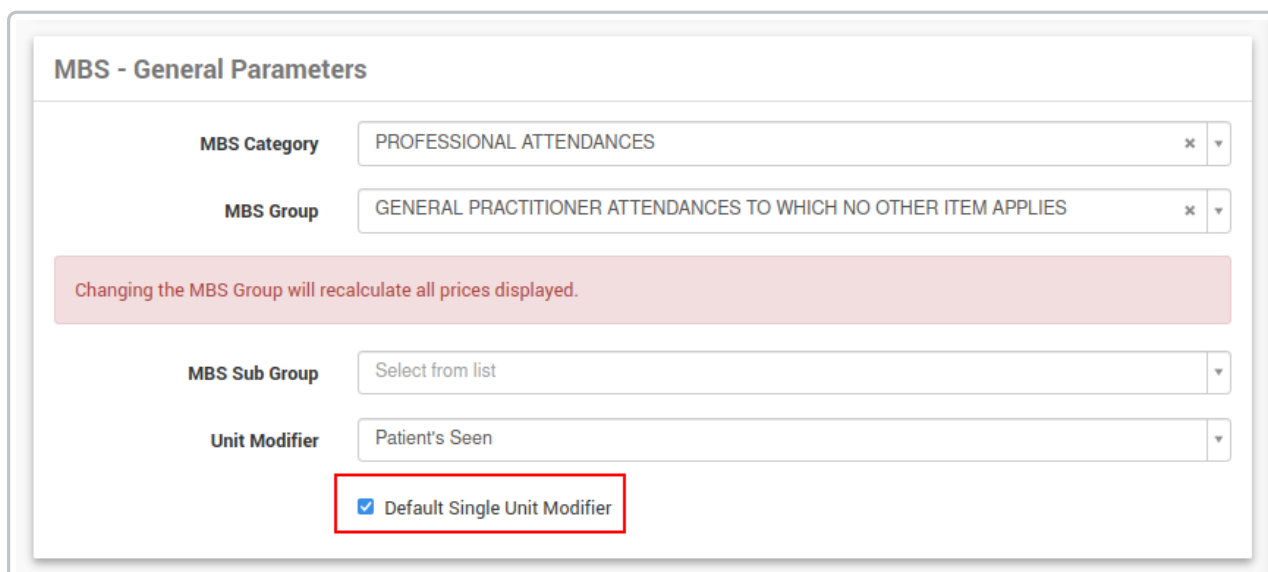
If you have items that are included in online claims which:

- Send "Number of Patients Seen" or "Field Quantity" in the claim
- Are for a single patient or field
- Do NOT have a unit modifier of "/1" in their item name

Example: You have a multi-patient item for a single patient named "24" instead of "24/1"; or a multi-field item for a single field named "15272" instead of "15272/1".

An item like this would previously sent "Number of Patients Seen = 1" when using the client adaptor. However after upgrading to Web Services, this item will not send the number of patients or field quantity correctly resulting in rejected claims.

To fix this, we recommend creating a new item with the unit modifier of "/1" included in the name. However to continue using the existing item, there is a new option on the Item:



**MBS - General Parameters**

**MBS Category** PROFESSIONAL ATTENDANCES

**MBS Group** GENERAL PRACTITIONER ATTENDANCES TO WHICH NO OTHER ITEM APPLIES

Changing the MBS Group will recalculate all prices displayed.

**MBS Sub Group** Select from list

**Unit Modifier** Patient's Seen

☒ Default Single Unit Modifier

There is also a check-box on the Line Item which causes the item to be claimed correctly. For new invoices it will default to the default value from the Item configuration:

|   |                                |
|---|--------------------------------|
| <b>DVA distance traveled kms</b>                                | <input type="text" value="0"/> |
| <b>GST Liabile Amount</b>                                       | <input type="text"/>           |
| <input checked="" type="checkbox"/> <b>Single Unit Modifier</b> |                                |

**Note:** This option does not affect items that already have a unit modified in their name.

## Custom Imports > Select all controls

Full article:

System admin Guide : <https://careright.knowledgeowl.com/help/imports1>

CareRight User Guide : <https://careright.knowledgeowl.com/help/imports>

When importing, you can now select all records rather than one by one

| Import Instances  |     |      |             |               |            |              |       |              |              |          |           |              |                 |                 |            |                |                |        |               |
|---|-----|------|-------------|---------------|------------|--------------|-------|--------------|--------------|----------|-----------|--------------|-----------------|-----------------|------------|----------------|----------------|--------|---------------|
| <input type="text"/> contains <input type="text"/> remove                         |     |      |             |               |            |              |       |              |              |          |           |              |                 |                 |            |                |                |        |               |
| Add Conditions  |     |      |             |               |            |              |       |              |              |          |           |              |                 |                 |            |                |                |        |               |
| <input type="button" value="Search"/> <input type="button" value="Reset Search"/> |     |      |             |               |            |              |       |              |              |          |           |              |                 |                 |            |                |                |        |               |
| <input type="button" value="deselect all"/>                                       |     |      |             |               |            |              |       |              |              |          |           |              |                 |                 |            |                |                |        |               |
| #   | Min | Name | Family Name | Date Of Birth | Home Phone | Mobile Phone | Email | Homeaddress1 | Homeaddress2 | Homename | Homestead | Homepostcode | Medicare Number | Medicare Expiry | Dva Number | Pension Number | Pension Expiry | Gender | Error Message |

## Grouper Plus Content Services (GPCS+) > Updated to 2021.3.2

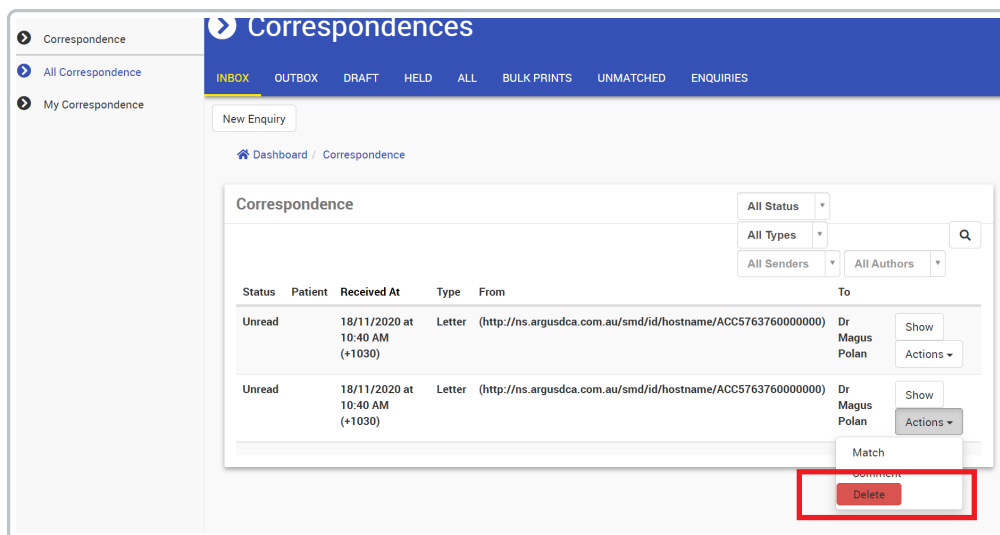
CareRight now has Grouper 2021.3.2. Refer to communications from 3M Health Information Services for more detail.

## Correspondence > Ability to delete correspondence received in error

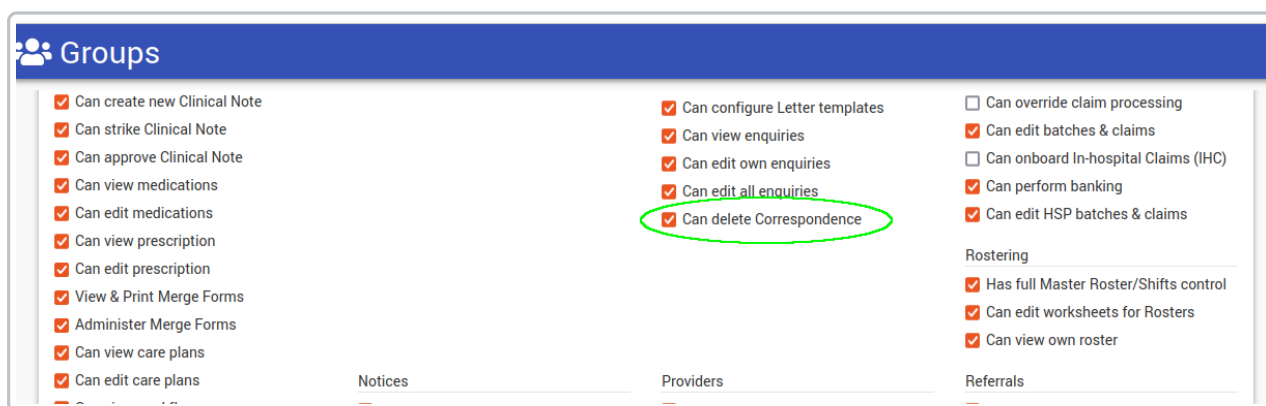
Full article:

CareRight User Guide : <https://careright.knowledgeowl.com/help/correspondence-overview>

Rather than archive, users can now fully delete certain types of correspondence, for example where a patient's privacy may have been inadvertently breached. This enhances the previous ability to 'Archive' (soft delete).

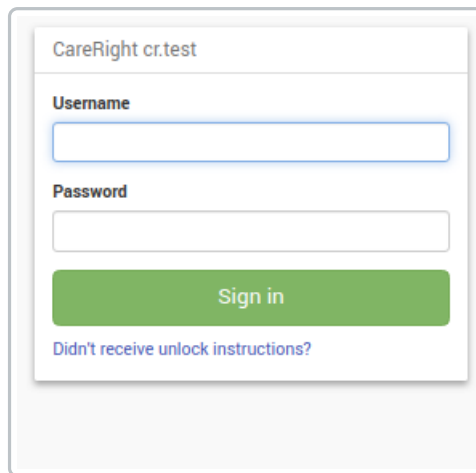


Note: Only those users with Can Delete Correspondence can delete the correspondence.



## Security > Improved lockable accounts & cookie settings

CareRight now enforces a maximum login attempt count of 20 attempts. Users are emailed instructions to unlock their account, provided they have a valid email address.

A screenshot of the CareRight login interface. At the top, it says "CareRight cr.test". Below this, there are two input fields: "Username" and "Password". The "Username" field is highlighted with a blue border. Below the "Password" field is a green "Sign in" button. At the bottom, there is a link that says "Didn't receive unlock instructions?".

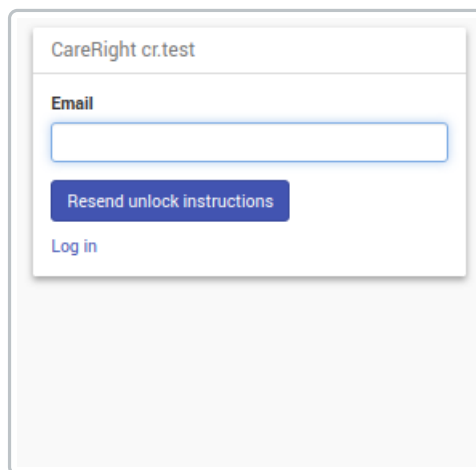
CareRight cr.test

Username

Password

Sign in

[Didn't receive unlock instructions?](#)

A screenshot of the CareRight unlock interface. At the top, it says "CareRight cr.test". Below this, there is an "Email" input field. Below the email field is a blue "Resend unlock instructions" button. At the bottom, there is a link that says "Log in".

CareRight cr.test

Email

Resend unlock instructions

[Log in](#)

CareRight now configures cookies to be stricter, particularly when a site is configured with SSL enabled, in line with industry best practices.

## Patient Names in Tabs

Full article:

System Admin Guide :<https://careright.knowledgeowl.com/help/global-settings>

CareRight now more fully uses your Browser's [tab search](#) and naming capabilities, when viewing areas of the system.

This enables the user to differentiate multiple tabs open at the same time.

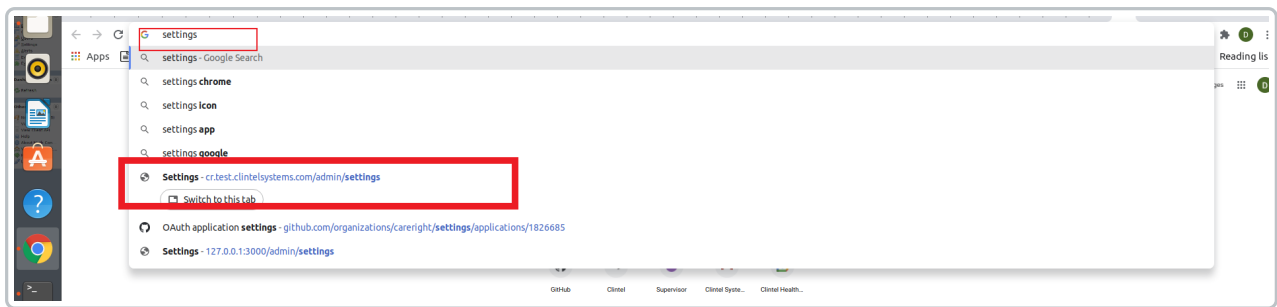
The global setting **Patient Browser Tab Name** needs to be set to **MRN and Name** for this.

A screenshot of the "Patient Browser Tab Name" setting in the CareRight system. The setting is labeled "Patient Browser Tab Name" and has a dropdown menu set to "MRN and Name".

Patient Browser Tab Name

MRN and Name ▼

Simply type the name of an already open tab to navigate back to where you were last browsing.



## Appointments > Configurable wait time for new patients

Full article:

System Admin Guide : <https://careright.knowledgeowl.com/help/setting-up-appointment-types>

User Guide : <https://careright.knowledgeowl.com/help/find-next-available-appointment>

A 'cool down' or wait period can now be configured for each appointment types. When set, new patients cannot have an appointment booked in that time frame.

System administrator needs to configure this appointment type with the field **Cool Down period (Working Days)**.



Administration
Appointments
Anaesthetic Choices
Appointment Status
Appointment Triggers
Appointment Types
Calendar Options
Calendar Session Types
Calendar Sessions
Holidays

## Appointment types

Dashboard / Administration / Appointments

|                                 |                  |
|---------------------------------|------------------|
| Code                            | VA               |
| Description                     | Vasectomy        |
| Category                        | Procedure        |
| Duration (minutes)              | 15               |
| Sort Order                      | 1                |
| Background Colour               | #ee4276          |
| Text Colour                     |                  |
| Associated Assessment Name      | Procedure Simple |
| Cool Down Period (working days) |                  |

☒ Enabled For Theatre  
☐ Disabled

Update Appointment type
Cancel

## Providers & Locations > Primary External Identifiers

For easier integration with external systems, Providers and Locations now feature a generic 'Primary External Identifier'. This allows for systems where CareRight is not the source of truth to be easily linked to these entities.

### For a Location

Default Service Location
Select from list

Hospital Type
Not a Hospital

Hospital Name

☐ Enable Manual Coding  
☒ Enabled for Cases

Primary External Identifier
12345

### For a Provider

Secure Messaging

EDI

NZMC

Primary External Identifier