

SHARECARE RELEASE NOTES

Version 8.15.1

INTRODUCTION

ShareCare version 8.15.1 addresses changes to Telehealth billing and performance improvements.

SAAS CUSTOMERS

Echo support will contact you to determine the best time to install this version.

SELF-HOSTED CUSTOMERS

Do not install this version until 8.15.0 has been installed.

IT IS HIGHLY RECOMMENDED THAT YOU PERFORM AND VERIFY A FULL DATABASE BACKUP PRIOR TO INSTALLING ANY UPGRADES, ENSURING THAT YOUR DATABASE CAN BE RESTORED IF NEEDED.

Please note that users will be unable to access ShareCare while the version is being installed. If you have any questions about this process or about items requiring administration, please contact Echo Technical Support at (510) 238-2727 or email support@echoman.com.

IMPROVEMENTS

835 Payment Commit Phase Performance

The payment commit phase for large 835 payment jobs were taking over 2 hours. A script was created to add indexes so that performance is now around 20 minutes.

ODS Modifiers

When billing ODS services, the Phone (SC), Field (HQ), and Telehealth (GT) modifiers are no longer sent. These modifiers are determined by descriptions being equal to *“phone”*, *“field”*, or *“telehealth”* OR containing one of those key words in parens. Eg *“Office (phone)”*.

UPDATES

Ticket #	Case #	Description
SC-849	72905	835 payment commit phase performance issues.
SC-864	73015	Stop sending SC, HQ, and GT modifiers for ODS services.

BUG FIXES

Ticket #	Case #	Description
SC-850	72905	Electronic payment processing was not always setting denial reason for denials. Now when importing an 835 with denials, the denial codes are set in <code>Electronic_Payor_Submission.Transaction_Code</code> even if they need to pull from <code>Import_835_ReasonCodeArchive</code> .

SC-870	73110	SQL error on VHR Download of diagnoses into ShareCare – Caused by changes to the Diagnosis Update trigger. Resolved so that import no longer errors and diagnosis Upload still works as expected.
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