OMSVISION®

OMSVision 19.1

RELEASE GUIDE



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Introduction

This OMSVision Release Guide includes a description of the new features and enhancements available in the 19.1 release.

Upgrade Instructions

Complete the steps explained in the following sections to perform a successful upgrade of the OMSVision program:

- Before You Upgrade
- Upgrade Overview
- Getting Help

Before You Upgrade

Complete the following before upgrading:

- 1. The server must be running SAP SQL Anywhere version 16 or 17 to upgrade your OMSVision program. If you are using a SQL Anywhere version prior to version 16, DO NOT upgrade. Contact the Support department at (800) 323-3370, option 1.
- 2. Review the latest hardware specifications included with this document, or go to www.OMSVision.com and then click **Support** and **System Requirements**.
- 3. Log all users off OMSVision, and exit the program on all computers.
- **4.** On the server, back up the entire **dvwin** folder (which includes the database file, **dv.db**). It is very important that you have backed up **dv.db**.

Note: You must stop the database engine before you back up your OMSVision database.

- 5. Still at the server, verify that the workstation number is one (1) by completing the following steps:
 - a. Open OMSVision.
 - b. From the Utilities menu, click Preferences.

The **Preferences** dialog box appears.

Note: If Preferences is not available, you do not have a security access level high enough.

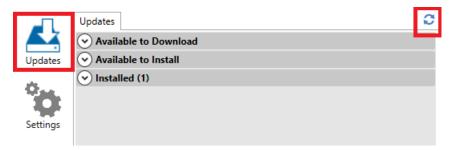
- c. Click the Program tab.
- **d.** Verify that the value in the **WorkStation** box is one (1).
- e. Click **Ok** to exit the **Preferences** dialog box.
- 6. Exit OMSVision.

Upgrade Overview

The amount of time the upgrade takes depends on the size of your database and **dvwin** folder. A large database takes longer to back up and to upgrade. Please plan appropriately to avoid downtime.

Beginning with version 19.0, OMSVision includes a new Vision Update Utility that simplifies the software update process. To help you understand the update process, the following brief update is provided. For detailed information on installing OMSVision and using the Vision Update Utility, see the OMSVision Installation Guide.

1. Double-click the Vision Update Utility icon on your desktop and click the Updates icon:



- 2. Click the Check for updates icon 😅.
- 3. Click either Available to Download or Available to Install.
- 4. Click the software update you want to download or install.

Getting Help

If you have any questions, please contact the OMSVision Customer Support department at (800) 323-3370 option 2. Support hours are Monday through Friday, 8:00 A.M. – 7:00 P.M. Eastern Time.

To avoid office downtime, allow enough time to perform the upgrade on all computers in your office during Support hours in case you require assistance from a support technician.

OMSVision 19.1

Overview

The OMSVision19.1 Release Guide provides information about the new software release. This overview section includes a brief description of the new features and enhancements available in this release.

Features

Insurance

- Improved Bulk Insurance Payment Processing A new Bulk Insurance Payments options was added to the Utilities menu. When you click this option, a new Bulk Insurance Payments window provides an easier way for you to process bulk insurance payments from payors.
- You Can Add Pre-authorizations to All Selected Lines of a Treatment Plan You can now add pre-authorization information to all lines of a patient's treatment plan on the Patient Information Center's **Treatment Plans** tab (instead of having to update this information one line at a time.)
- New Pre-authorization Box in Resubmit Procedure Dialog Box A new Pre-authorization box was added to the bottom of the Resubmit Procedure dialog box to simplify the process of adding pre-authorizations. When you type a number in this box and resubmit the claim, the new number is used as the per-authorization number on the claim and appears in the corresponding Pre-authorization box.
- A Warning Appears When Adding Duplicate Insurance Profile When you add a new insurance profile on the General tab of the Edit Insurance Profile dialog box, after typing the Carrier and Employer information, OMSVision now checks to see if that data combination already exists in the database. If it does, a warning message and warning icon appear, and the OK button is disabled. If that carrier and employer do not exist in the database, the OK button is enabled, and you are allowed to proceed with creating a new insurance profile. This quick data check can prevent wasted time when entering new insurance profiles.
- Advanced Insurance Deductibles are More Visible and Easier to Use Previously, you could
 only define and view advanced insurance deductibles (as defined on the Benefits and Limits tab
 of the Edit Insurance Profile dialog box) by clicking an Advanced button, making it difficult to
 access and see all the defined coverage exceptions. The new Benefits and Limits tab includes
 an Advanced checkbox which, when selected, displays all deductibles by category and all
 deductibles by code on the same Benefits and Limits tab for easy viewing.
- Create a New Insurance Profile From an Existing Profile You can now create a new insurance profile using an existing insurance profile as a starting point, so you don't have to retype duplicate information, such as employer, group number, and so forth.
- Insurance Profile Exceptions are More Visible and Easier to Use Previously, you could only define and view insurance coverage exceptions for specific codes (as defined on the Estimates-Percents tab of the Edit Insurance Profile dialog box) by clicking an Exception button next to each category, making it difficult to access and see all the defined coverage exceptions. The new Estimates-Percents tab displays all exceptions in a scrollable list.
- Changes to the Combine Insurance Plans Dialog Box Make it Easier to Combine Plans When combining insurance plans, you can now filter which results appear in the list and select from the results list which plans get combined. A new confirmation window also makes it easier to review and confirm changes before making them.

Miscellaneous

- Appointments Now Show Adjusted Treatment Plan Estimates The Amount box in the Edit Appointment dialog box, which shows the total amount owed for the visit, now reflects any adjustments applied in the treatment plan (instead of showing the unadjusted entire treatment plan total).
- **Verifying Users at Login** When you type a user name in the OMSVision log in dialog box, OMSVision now quickly verifies that the user account exists and displays a confirmation icon before you click **OK** to proceed with the login.

- Receipts Print All Transactions that were Posted That Day Patient receipts that you print from OMSVision now include all the patient transactions that were posted on that day.
- **New Contact Tracing Utility** A new utility allows you to facilitate patient contact tracing for Covid-19 (and other communicable diseases).
- New Payment Tracer Utility Replaces the Former Check Tracer Utility The Check Tracer
 Utility has been renamed to Payment Tracer Utility (on the Utilities menu and in the title bar).
 The new utility includes similar functionality as the former utility and also allows you to search for payments by specifying a payment amount range.
- EHR Review Allows Access to Narratives Without EHR Being Enabled The EHR button in the EHR Case Review window (used to open EHR narratives for that patient) is now enabled and visible as long as EHR narratives are enabled in the system/demo mode. (Previously, this button did not appear and could not be clicked to view narratives if EHR was not enabled, even if narratives were enabled.)

Using the New Features and Enhancements

IMPROVED BULK INSURANCE PAYMENT PROCESSING

A new **Bulk Insurance Payments** options was added to the **Utilities** menu. When you click this option, a new **Bulk Insurance Payments** window provides an easier way for you to process bulk insurance payments from payors.

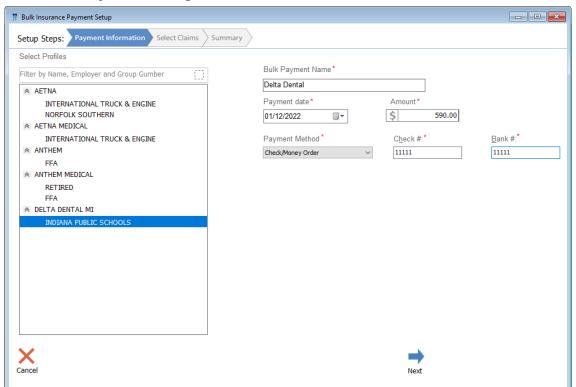
To use the Bulk Insurance Payments utility

1. From the Utilities menu, click Bulk Insurance Payments.

The **Bulk Insurance Payments** window appears.



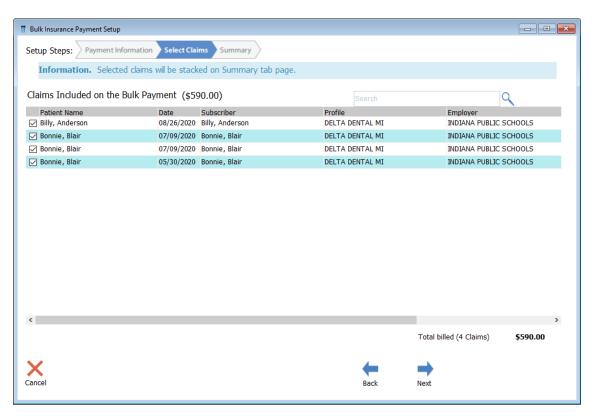
2. Next to Bulk Payments in Progress, click New.



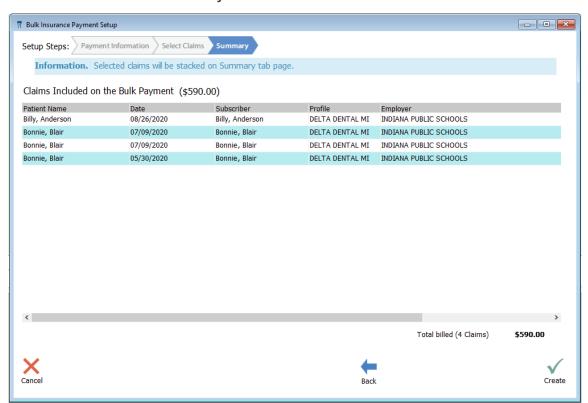
3. Under Select Profiles, select the insurance profile you want to use for a bulk insurance payment.

Tip: To select a series in the list, hold the Shift key while selecting; to select multiple items in the list, hold the Ctrl key while selecting.

- 4. Under Bulk Payment Name, specify a name for this bulk payment.
- 5. In the respective boxes, select a Payment date, Amount, Payment Method, Check #, and Bank #.
- 6. Click Next to move to the Select Claims tab.



- 7. Under Claims Included on the Bulk Payment, select the check box next to each claim you want to include in the bulk payment.
- 8. Click **Next** to move to the **Summary** tab.



9. After verifying that the bulk payment list is correct, click Create.

The bulk insurance payment is created and submitted. You can view the details in the **Bulk Insurance Payments** window by clicking the down chevron arrows and selecting the individual patient payments whose details you want to view.



YOU CAN ADD PRE-AUTHORIZATIONS TO ALL SELECTED LINES OF A TREATMENT PLAN

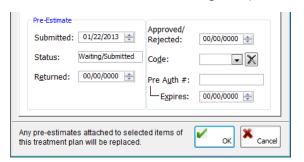
You can now add pre-authorization information to multiple procedure lines of a patient's treatment plan on the Patient Information Center's **Treatment Plans** tab (instead of having to update this information one line at a time.) To make this easier to do, a new **Pre-Authorization** link was added to the top of the **Treatment Plans** tab. Clicking this link with multiple lines selected opens a new **Tx Plan Pre-Estimate** dialog box where you can apply pre-authorization information to all selected lines.

To add pre-authorizations to multiple lines of a treatment plan

- 1. In the Patient Information Center's **Treatment Plans** tab, select the lines of the treatment plan where you want to update pre-authorization information.
- 2. Click the Pre-Authorization link at the top of the window.



3. In the Tx Plan Pre-Estimate dialog box, provide the new pre-authorization information:



- Submitted The date the claim form was submitted. You can enter a date in a mm/dd/yyyy format.
- **Status** The status of the treatment plan. From the list, select the desired status: None, Waiting/Submitted, Approved, Rejected, or Returned.
- Returned The date the pre-treatment estimate was returned (in a mm/dd/yyyy format).
- Approved/Rejected The date the pre-treatment estimate was approved or rejected. Enter a
 date in a mm/dd/yyyy format.

Note: This date is for office reference and doesn't appear on any reports or forms.

- **Code** The denial code for rejected claims. If the status of the pre-treatment estimate is Rejected, select the appropriate code. You can click the **Remove** button to clear any previous selection.
- **Pre Auth # -** The pre-authorization number provided by the insurance company. Type the pre-authorization number if needed.
- **Expires** The date the pre-authorization expires. Enter the expiration date of the pre-authorization in a mm/dd/yyyy format.
- 4. When finished, click **OK**.

Note:

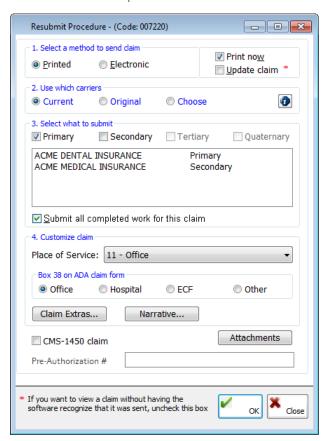
- If a single procedure line is selected when you click **Pre-Authorization**, this dialog box will open with that procedure's pre-estimate information already entered. Any authorization changes you make will affect only that selected line.
- If multiple procedures are selected when you click **Pre-Authorization**, this dialog box will open with blank/zero data filled in, and only the data you change will be updated to the treatment plan procedure lines when you click **OK**.

NEW PRE-AUTHORIZATION BOX IN RESUBMIT PROCEDURE DIALOG BOX

A new **Pre-Authorization** box was added to the bottom of the **Resubmit Procedure** dialog box to simplify the process of adding pre-authorizations. When you type a number in this box and resubmit the claim, the new number will be used as the pre-authorization number on the claim and will appear in the corresponding **Pre-Authorization** box.

To specify a new pre-authorization number

- 1. On the Patient Information Center's **Ledger** tab, select the procedure that you want to view related transactions for.
- 2. Double-click that procedure on the Ledger, or right-click the procedure item, and then click **Magnify** on the shortcut menu.
- 3. Click Resubmit to open the Resubmit Procedure dialog box.

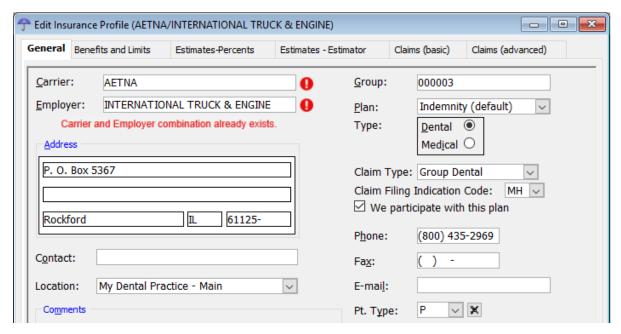


- 4. In the Pre-Authorization box, type the new pre-authorization number.
- 5. Click **OK** to save any changes and resubmit the procedure.

For more information about resubmitting a procedure with an insurance claim, see "Related transactions" in the OMSVision Help.

A WARNING APPEARS WHEN ADDING DUPLICATE INSURANCE PROFILE

When you add a new insurance profile on the **General** tab of the **Edit Insurance Profile** dialog box, after typing the **Carrier** and **Employer** information, OMSVision now checks to see if that data combination already exists in the database. If it does, a warning message and warning icon appear, and the **OK** button is disabled.

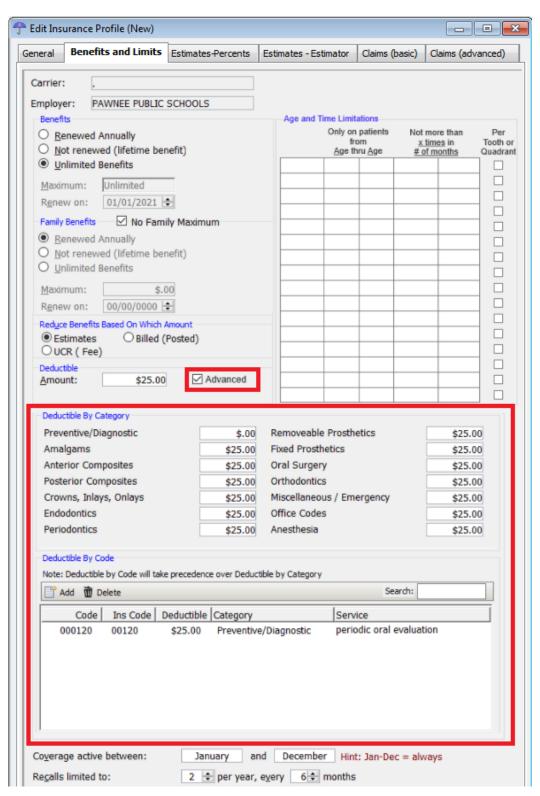


If that carrier and employer do *not* exist in the database, the **OK** button is enabled, and you can create a new insurance profile. This quick data check can prevent wasted time when entering new insurance profiles.

For more information about using the the **General** tab of the **Edit Insurance Profile** dialog box, see "General tab (Edit Insurance Profile)" in the OMSVision Help.

ADVANCED INSURANCE DEDUCTIBLES ARE MORE VISIBLE AND EASIER TO USE

Previously, you could only define and view advanced insurance deductibles (as defined on the **Benefits** and Limits tab of the **Edit Insurance Profile** dialog box) by clicking an **Advanced** button, making it difficult to access and see all the defined coverage exceptions. The new **Benefits and Limits** tab includes an **Advanced** checkbox which, when selected, displays all deductibles by category and all deductibles by code on the same **Benefits and Limits** tab for easy viewing.



For more information about the **Benefits and Limits** tab, see "Adding and editing insurance profiles" in the OMSVision Help.

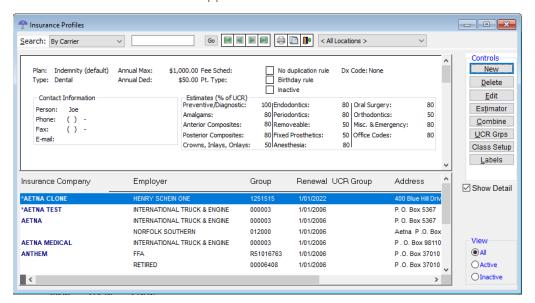
CREATE A NEW INSURANCE PROFILE FROM AN EXISTING PROFILE

You can now create a new insurance profile using an existing insurance profile as a starting point, so you don't have to retype duplicate information, such as employer, group number, and so forth.

To create a new insurance profile from an existing one

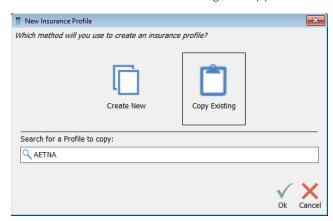
1. From the File menu, click Insurance Profiles.

The **Insurance Profiles** window appears.



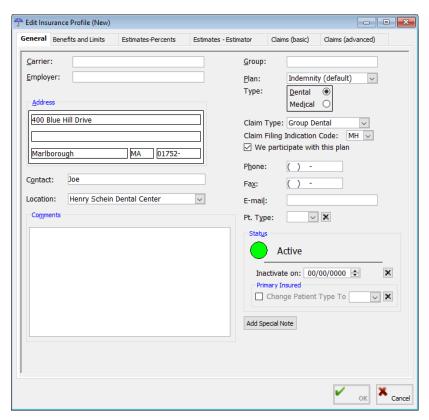
2. Click New.

The New Insurance Profiles dialog box appears.



- 3. Click Copy Existing.
- 4. Under Search for a Profile to copy, click in the box and select the desired profile.
- 5. Click OK.

The **Edit Insurance Profile** dialog box appears, where you can specify a new **Carrier** and **Employer** and edit the existing insurance profile information that was copied from the existing profile.



For more information, see Adding and editing insurance profiles in the OMSVision Help.

6. When finished, click OK.

INSURANCE PROFILE EXCEPTIONS ARE MORE VISIBLE AND EASIER TO USE

Previously, you could only define and view insurance coverage exceptions for specific codes (as defined on the **Estimates-Percents** tab of the **Edit Insurance Profile** dialog box) by clicking an **Exception** button next to each category, making it difficult to access and see all the defined coverage exceptions. The new **Estimates-Percents** tab displays all exceptions in a scrollable list.

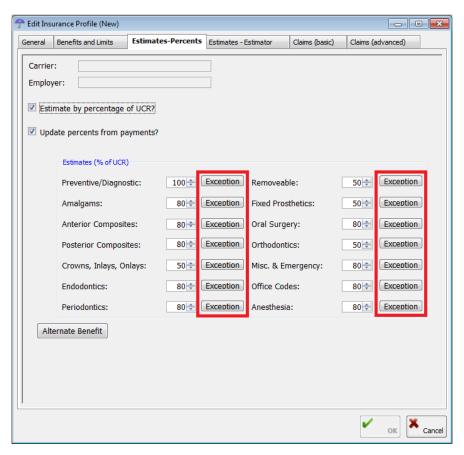
To add/view/manage insurance profile exceptions

- 1. From the File menu, click Insurance Profiles.
 - The Insurance Profiles window appears.
- 2. Do one of the following:
 - To add an insurance profile, click Add.
 - To edit an existing insurance profile, select an insurance profile, and then click Edit.

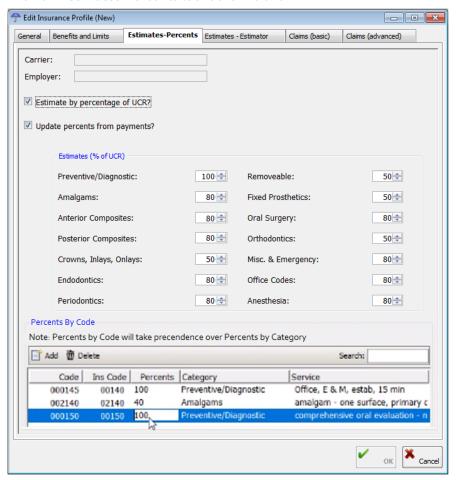
The Edit Insurance Profile dialog box appears.

3. Click the Estimates-Percents tab.

The former Estimates-Percents tab looked like this:



The new **Estimates-Percents** tab looks like this:



- 4. Under Percents By Code, do any of the following:
 - To add a new insurance profile exception, click **Add**, and then use the **Fee Schedule** dialog box to add the code exception and related information.
 - To edit an existing insurance profile exception, click the box you want to edit and make the needed change.
 - To delete an existing insurance profile exception, select the exception you want to delete, and then click **Delete**.
 - To search for a specific insurance profile exception, in the Search box on the right, type the code.

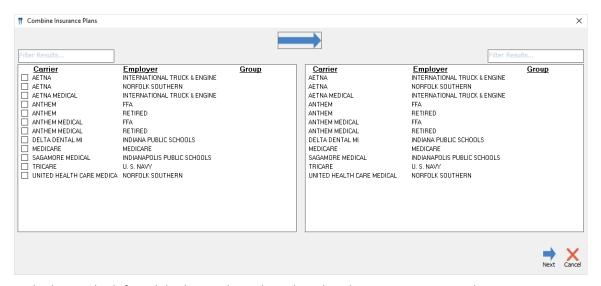
For more information about using the **Estimates-Percents** tab of the **Edit Insurance Profile** dialog box, see "Estimates-Percents tab" in the OMSVision Help.

COMBINE INSURANCE PLANS DIALOG BOX IS EASIER TO USE

When combining insurance plans, you can now filter which results appear in the list and select from the results list which plans get combined. A new confirmation window also makes it easier to review and confirm changes before making them.

To combine insurance plans

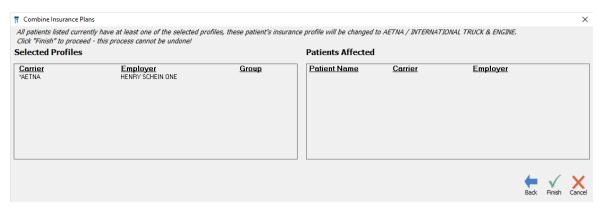
- From the File menu, click Insurance Profiles.
 The Insurance Profiles window appears.
- 2. Click Combine.



3. In the list on the left and the list on the right, select the plans you want to combine.

Tip: To filter either list, type part of the insurance plan name in the Filter Results list.

4. Click Next.



5. After viewing the list of **Patients Affected**, click **Finish** to combine the two plans.

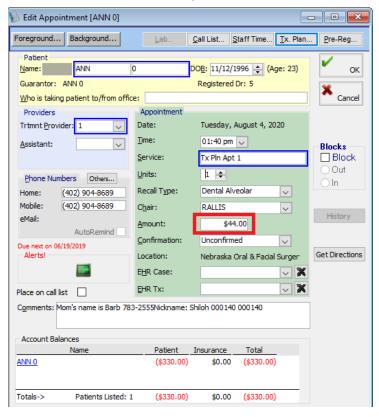
APPOINTMENTS NOW SHOW ADJUSTED TREATMENT PLAN ESTIMATE

The **Amount** box in the **Edit Appointment** dialog box, which shows the total amount owed for the visit, now reflects any adjustments applied in the treatment plan (instead of showing the unadjusted entire treatment plan total).

The **Amount** box on an appointment now shows the total of the treatment plan items selected, minus any write-offs. For example, this treatment plan shows a write-off adjustment of \$12 to reflect the difference between Charge Code amount and Insurance payment.



In the **Edit Appointment** dialog box, the **Amount** box now shows the adjusted amount of \$44 dollars instead of the entire treatment plan total of \$56.



For information about making adjustments, see "Posting adjustments" in the OMSVision Help. For information about making appointments, see "Making and editing appointments" in the OMSVision Help.

VERIFYING USERS AT LOGIN

When you type a user name in the OMSVision log in dialog box, OMSVision now does a quick verification that the user account exists and displays a confirmation icon before you click **OK** to proceed with the login.

To log in to OMSVision

1. Double-click the program icon on the Desktop.



The Login dialog box appears.



2. Enter your User Name and Password.

Note: OMSVision does a quick verification that the user account exists. If it does, the right side of the **Login** box displays a green checkmark icon.



If the user account does *not* exist, the right side of the **Login** box displays a red X icon.



3. If the user account was verified, click OK.

For information about logging in, see "Logging in" in the OMSVision Help.

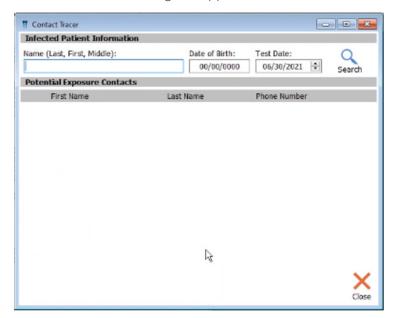
NEW CONTACT TRACING UTILITY

A new utility allows you to facilitate patient contact tracing for Covid-19 (and other communicable diseases).

To use the Contact Tracer

1. From the **Utilities** menu, click **Contact Tracer**.

The Contact Tracer dialog box appears.



- 2. Type the infected patient's Name and Date of Birth in the designated boxes.
- 3. In the **Test Date** box, specify the date when the patient tested positive for the infection.
- 4. Click Search.

Note: If more than one patient is found matching the search criteria, those patients' names, ZIP Codes, and phone numbers are listed, and you are asked to select the desired patient from the list.

The Contact Tracer will then search a time window from two days before the infected patient's test date to 14 days after the patient's test date and list any other patients who had appointments that overlapped with this patient's appointment (regardless of operatory).

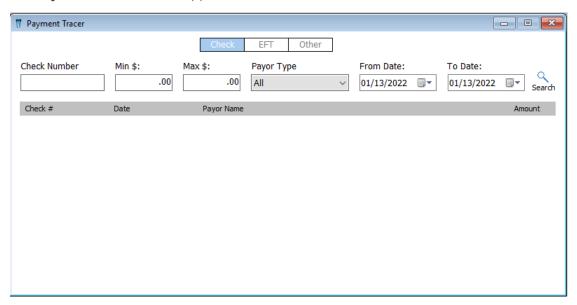
NEW PAYMENT TRACER UTILITY REPLACES THE FORMER CHECK TRACER UTILITY

The Check Tracer Utility has been renamed to Payment Tracer Utility (on the **Utilities** menu and in the title bar). The new utility includes similar functionality as the former utility and also allows you to search for payments by specifying a payment amount range.

To trace payments

1. From the **Utilities** menu, click **Payment Tracer**.

The **Payment Tracer** window appears.



- 2. Do one of the following:
 - To trace a check payment, click **Check**, and then type the check number in the **Check** box.
 - To trace an EFT payment, click **EFT**, and then type the electronic funds transfer number in the **FFT** box
 - To trace an other type of payment, click **Other**, and then use the **Other** box to specify the type of payment you want to trace.

Tip: Use the **Other** option if you don't know what type of payment was made.

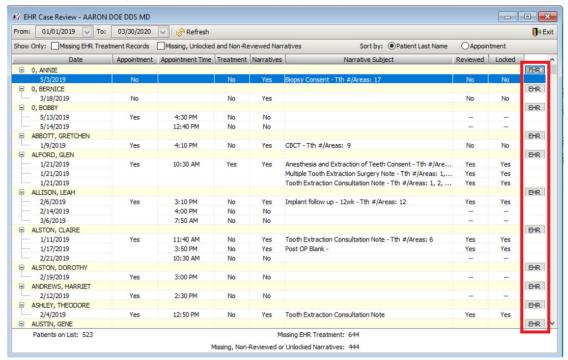
- 3. In the Min \$ and Max \$ boxes, specify a payment range that you want to search for.
- 4. Select the Payor Type: Insurance or Patient/Guarantor.
- 5. In the From Date and To Date boxes, type the date range between which the payment was posted.
- 6. Click **Search** to view the matching results and check details.

For information about this utility, see "Payment Tracer" in the OMSVision Help.

EHR REVIEW ALLOWS ACCESS TO NARRATIVES WITHOUT EHR BEING ENABLED

The **EHR** buttons in the **EHR Case Review** window (used to open EHR narratives for that patient) are now enabled and visible as long as EHR narratives are enabled in the system/demo mode. (Previously, the **EHR** buttons did not appear and could not be clicked to view narratives if EHR was not enabled, even if narratives were enabled.)

Note: Only a customer support representative or trainer can access the system/demo mode setup to activate on features your office has purchased, such as EHR and narratives.



For information about accessing this **EHR Case Review** window, see "Reviewing EHR cases by provider" in the OMSVision Help. For information about system / demo mode, see "System / demo mode setup" in the OMSVision Help.

OMSVision 19.0

Overview

The OMSVision19.0 Release Guide provides information about the new software release. This overview section includes a brief description of the new features and enhancements available in this release.

Features

TRANSFERRING MULTIPLE LINES FROM THE LEDGER TO INSURANCE

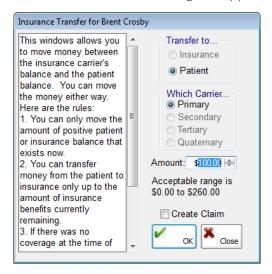
You can now select multiple lines on the **Ledger** tab (for a single date of service) and transfer them all simultaneously to the patient or to the insurance. (Previously when right-clicking transactions in the Ledger, if multiple lines were selected, the **Transfer** button was unavailable.)

To select all multiple lines from the Ledger tab and transfer them to insurance

- 1. In the Patient Information Center, on the **Ledger** tab, select all the lines you want to transfer to insurance (they much have the same date of service).
- 2. Right-click the selection, and then click **Transfer**.



The Insurance Transfer dialog box appears.



2. Enter the Amount to be transferred, and select Create Claim.

- 3. Click OK.
- **4.** In the **Balance Transfer Details** dialog box, specify where you want to transfer the balance (**Patient** or **Insurance**), which carrier you want to transfer the balance to, whether or not you want to create a claim, and then click **OK**.

NEW INSTALLER

OMSVision 19.0 includes a new Vision Update Utility. Some of the changes and improvements include the following:

- Once per day, the OMSVision server will check for software updates (between the hours of 7:00 p.m. and 5:30 a.m.).
- The workstation installation checks to see if an existing OMSVision server exists on the network; if one is found, that server name is automatically filled in for you.
- If multiple OMSVision servers are found on the network, a selection screen now allows you to choose which database you want to update.
- A new OMSVision Updater utility lists all software updates that are available to install or download.
- The OMSVision Updater utility updates the OMSVision database, followed by the OMSVision software, and displays a progress bar.
- The End User License Agreement (EULA) and Business Associate Agreement (BAA) documents no longer appear during workstation installations/updates; they only appear with server installations/updates.

For more information, please refer to the OMSVision 19.0 Installation Guide.