What's New in OfficeMate/ExamWRITER 8.0.25

OfficeMate®
ExamWRITER®

Eyefinity announces the updated version of OfficeMate/ExamWRITER 8.0! In addition to resolving known issues in previous versions of OfficeMate/ExamWRITER 8.0, this updated version includes support for ICD-10 codes. For additional information on OfficeMate/ExamWRITER features and training, visit www.eyefinity.com.

Important Note: Eyefinity highly recommends that all OfficeMate/ExamWRITER users upgrade to the latest version of OfficeMate/ExamWRITER on www.eyefinity.com. If you choose not to upgrade to the latest version and instead upgrade to 8.0.25, be aware that ExamWRITER will *not* autocode exams with ICD-10 codes and you will have to be extremely vigilant about manually selecting the appropriate ICD-10 codes in ExamWRITER exams and OfficeMate fee slips so that your insurance claims are not rejected.

In this document:

For more detailed information on how to use the new ICD-10 features in OfficeMate/ExamWRITER 8.0, watch the "Coding ICD-10" training video and schedule additional training with Training & Education.

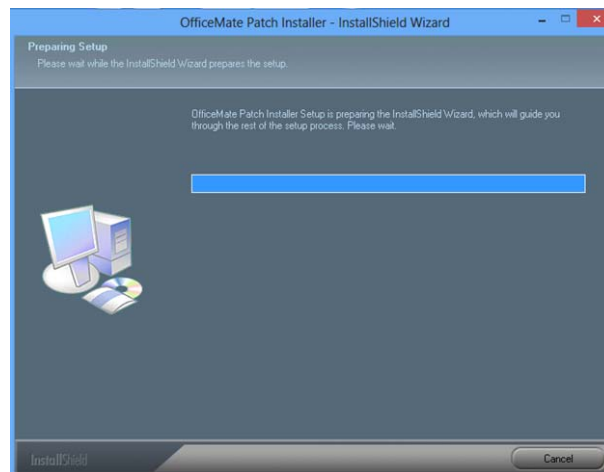| NOTES	• This document outlines the changes between OfficeMate/ExamWRITER 8.0.24 and 8.0.25. • This document was last updated on February 7, 2018.

Installing OfficeMate/ExamWRITER 8.0.25

1. Ensure that you are already using OfficeMate/ExamWRITER 8.0.23 *or* 8.0.24. If you are not using one of these versions, you must first upgrade to it at article #000009041 in the Eyefinity Support Community.

2. Ensure that you have a backup copy of your data. For more information on backing up your data, refer to the *Backing Up & Restoring Data* document.

3. Download OfficeMate/ExamWRITER 8.0.25 and save it to the OfficeMate Updates folder on your network. If you do not have an OfficeMate Updates folder on your network, create one now.
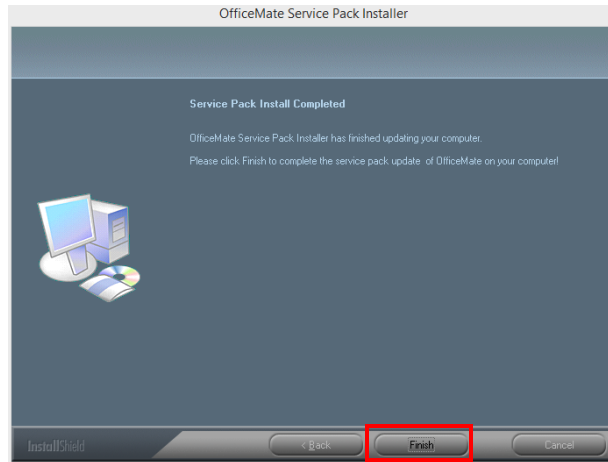
NOTE	Ensure that the entire file is downloaded fully. It is 15.3 MB. If the file does not fully download and you attempt to install it, you may receive error -5001 : 0x80070002.

4. Ensure that OfficeMate/ExamWRITER is closed on *all* workstations.

5. On your server (or main computer), navigate to the **OfficeMate Updates** folder on your network. If your download folder has a different name, navigate to that folder.

6. Double-click **8.0.25_IDC10_Installer.exe**.

   The installer opens and begins running and then a command prompt window opens.

7. Click **Finish** when the installation is complete.

8. Repeat steps 5–7 to install OfficeMate/ExamWRITER 8.0.25 on each workstation.

OfficeMate ICD-10 Enhancements

On October 1, 2015, the ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets. Diagnosis coding under ICD-10-CM uses 3 to 7 digits instead of the 3 to 5 digits used with ICD-9-CM, but the format of the code sets is similar. The updated code sets provide more information per code; better support for care management, quality measurements, and analytics; and an improved ability to understand risk and severity.

For additional information on ICD-10 codes, go to www.cms.gov/ICD10.

OfficeMate 8.0.25 contains a database of ICD-10 codes for you to use on fee slips and insurance claims. You will continue to submit any claims with a service date of September 30, 2015, or earlier with ICD-9 codes. You will submit any claims with a service date of October 1, 2015, or later with ICD-10 codes.

NOTE	We highly recommend that you contact your insurance clearinghouse or insurance carriers and send them test insurance claims with ICD-10 codes prior to the October 1, 2015, cutover.

For help in determining which ICD-10 codes to use on fee slips and insurance claims, view the AOA ICD-10 resources and ICD10Data.com.

Eyefinity has made changes in OfficeMate to support the upcoming ICD-10 deadline. The following areas in OfficeMate have been impacted:

- Fee Slips, 4
- CMS 1500 Forms, 5
- ANSI Claims, 6

Fee Slips

You can now select and record ICD-10 codes on fee slips.

CMS 1500 Forms

ICD-10 diagnosis codes will appear in box 21 on CMS 1500 claim forms. The ICD Ind. box will display 0 (zero) on claims with a service date (posting date) on or after October 1, 2015.

NOTES	• As with ICD-9 diagnosis codes, you can add 12 ICD-10 diagnosis codes to print or print image claims.
	• Although you can record both ICD-9 and ICD-10 codes on the same claim, you should *not* submit any claims that contain both ICD-9 and ICD-10 codes, as they will most likely be rejected by your clearinghouse and insurance carrier. As a best practice, all claims with service dates on or after October 1, 2015, should *only* contain ICD-10 codes.
	• The ICD Ind. in box 21 will always display 0 (zero) on claims with a service date (posting date) on or after October 1, 2015, even if the claim contains ICD-9 codes. If the ICD indicator does not correctly indicate the diagnosis code version used on claims, the claims will most likely be rejected by your clearinghouse and insurance carrier.
	• Check with your clearinghouse and insurance carriers to inquire about any ICD-9/10 transition periods that they might support.

The ICD-10 indicator on CMS 1500 forms is 0 (zero).

ANSI Claims

ICD-10 diagnosis codes will appear in loop 2300 in ANSI 4010 version claims. The HI segment includes the correct ABK and ABF qualifiers for the insurance claims.

NOTES	
	• You can now submit up to 8 diagnosis codes on ANSI 4010 claims.
	• Eyefinity only supports the continued use of ANSI 4010 claims with TriZetto (Gateway EDI).
	• Although you can record both ICD-9 and ICD-10 codes on the same claim, you should *not* submit any claims that contain both ICD-9 and ICD-10 codes, as they will most likely be rejected by your clearinghouse and insurance carrier. As a best practice, all claims with service dates on or after October 1, 2015, should *only* contain ICD-10 codes.
	• Check with your clearinghouse and insurance carriers to inquire about any ANSI 4010/5010 and ICD-9/10 transition periods that they might support.

ExamWRITER ICD-10 Enhancements

On October 1, 2015, the ICD-9 code sets used to report medical diagnoses and inpatient procedures will be replaced by ICD-10 code sets. Diagnosis coding under ICD-10-CM uses 3 to 7 digits instead of the 3 to 5 digits used with ICD-9-CM, but the format of the code sets is similar. The updated code sets provide more information per code; better support for care management, quality measurements, and analytics; and an improved ability to understand risk and severity.

For additional information on ICD-10 codes, go to www.cms.gov/ICD10.

ExamWRITER 8.0.25 contains a database of ICD-10 codes for you to use in exams. You will continue to use ICD-9 codes in exams with a service date of September 30, 2015, or earlier. You will use ICD-10 codes in exams with a service date of October 1, 2015, or later.

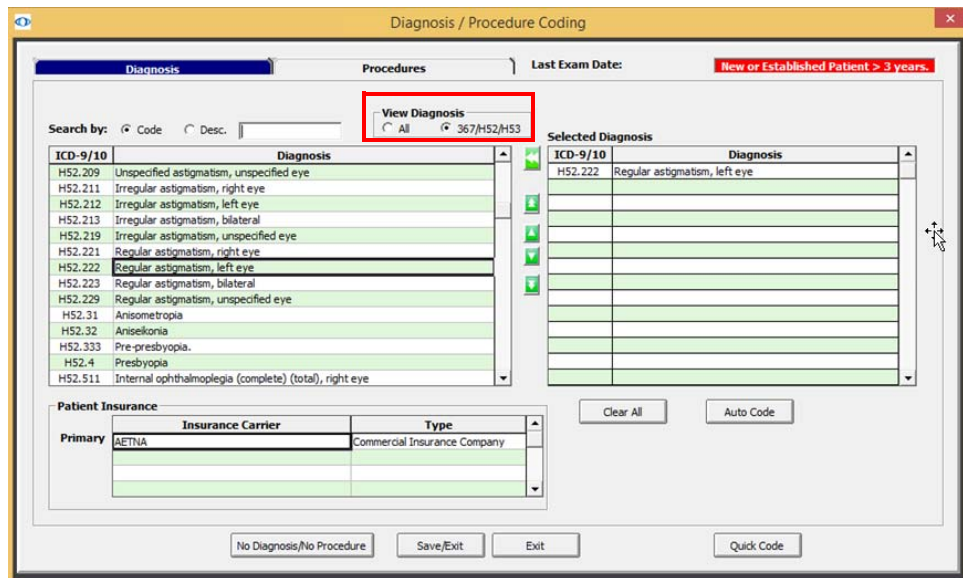For help in determining which ICD-10 codes to use in exams, view the AOA ICD-10 resources and ICD10Data.com.

Eyefinity has made changes in ExamWRITER to support the upcoming ICD-10 deadline. The following areas in ExamWRITER have been impacted:

- Diagnosis/Procedure Coding, 7
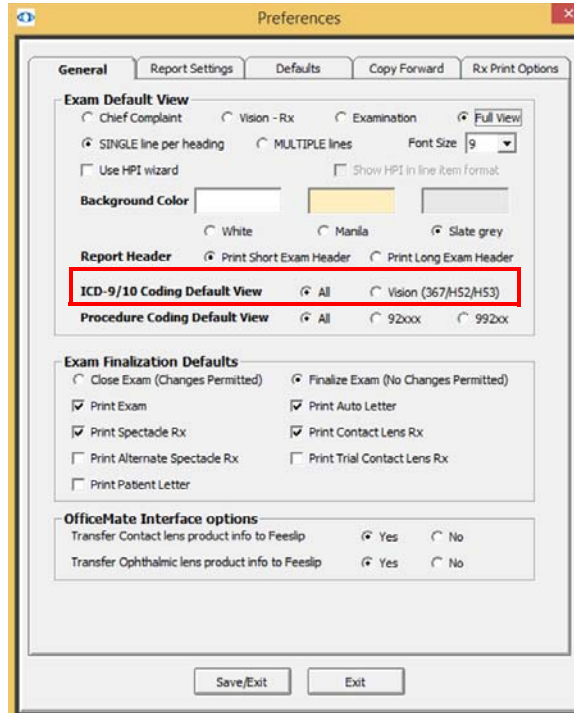- Preferences, 8

Diagnosis/Procedure Coding

In addition to being able to manually add ICD-10 codes in the Diagnosis/Procedure Coding window to exams, you can now select a default ICD code view that will display only the vision (367.xx, H52.x, and H53.x) ICD codes.

Important Note: ExamWRITER will *not* autocode exams with ICD-10 codes; instead, it will continue to autocode exams with ICD-9 codes. You must be extremely vigilant about manually removing the ICD-9 codes and selecting the appropriate ICD-10 codes so that your OfficeMate fee slips are correct and your insurance claims are not rejected.

Preferences

You can now select a default ICD code view in the Diagnosis/Procedure Coding window that will display only the vision (367.xx, H52.x, and H53.x) ICD codes.

OfficeMate Fixed Issues

OfficeMate 8.0.25 fixes issues in the following area:

- CMS 1500 Forms, 8

CMS 1500 Forms

- Diagnosis codes on new insurance claims are no longer triplicated in box 21 on CMS 1500 forms. If existing insurance claims still have triplicated diagnosis codes in box 21 on CMS 1500 forms, open the CMS 1500 forms and refresh the claims.

- The DK qualifier and the provider recorded on the fee slip are autopopulated in box 17 on the CMS 1500 form on DME-related insurance claims.

- If you set up your preferences to autopopulate box 17 on CMS 1500 forms, then box 17 will now autopopulate with the referring provider's name.

- You no longer receive error 383 when you attempt to view CMS 1500 forms for patients with referring providers who have previously recorded fee slips that are billed to insurance carriers.

- You no longer receive error 91 after viewing insurance claims to be printed and then closing the Third Party Processing window in OfficeMate.

Known Issues

The following known issue exists in OfficeMate 8.0.25:

- **Missing Qualifier in CMS 1500 Form Box 14:** Print image insurance claims with both boxes 14 and 15 or just box 15 completed receive a rejection error stating that there is a missing qualifier in box 14.

- **Invalid ICD-10 Codes:** There are 38 invalid or incorrect ICD-10 codes in the database. None of these ICD-10 codes will be auto-coded on ExamWRITER exams; however, you could potentially manually add them to ExamWRITER exams and OfficeMate fee slips. If these codes are included in insurance claims, the claims will be rejected. To avoid the probability of this occurring, you can inactivate or delete these codes from your database in the Third Party Setup window. For a complete list of invalid ICD-10 codes and instructions for inactivating and deleting them, go to article #000010323 in the Eyefinity Support Community.