Table of Contents

1.0 Introduction ............................................................................................................... 1
  1.1 Summary of Changes ............................................................................................ 1

2.0 P31 Changes ............................................................................................................ 2
  2.1 Remove Inactive Insurances from VURS ............................................................ 2
  2.2 Remove SSN from search for CHEF Cases ......................................................... 3
  2.3 Fix Errors Using “;” in Comments when Cancelling PO ....................................... 5
  2.4 Prevent User from Cancelling a Denial if E-Signed ............................................. 6
  2.5 Prevent User from Reversing a Denial if E-Signed ............................................. 7
  2.6 Change Confirmation Prompt to CANCEL/REVERSE when
      Cancelling/Reversing a Denial ............................................................................ 7
  2.7 Modify Existing Report to Identify Signed Denial Letters .................................. 8
  2.8 Close Inpatient Referrals when Referral is Denied in ACHS ............................... 11

Acronym List .................................................................................................................. 13
Contact Information ....................................................................................................... 14
1.0 Introduction

Please review these changes and add a copy of them to any printed documentation your site may be using for CHS v3.1. These changes will be integrated into future versions of the software and user manuals. These changes will no longer be considered an addendum at the time of the next version release.

This addendum only provides written guidance on changes made in the patch that are relevant to the user. To see a list of all changes made in a patch, please refer to the patch notes for each of the respective patches.

1.1 Summary of Changes

Patch 31 contains the following changes:

- Remove inactive insurance from Vendor Usage Reports (VURS)
- Remove Social Security Number (SSN) from search for Catastrophic Health Emergency Fund (CHEF) cases
- Fix errors when using “;” in comments when cancelling a Purchase Order (PO)
- Prevent user from cancelling a denial if e-signed
- Prevent user from reversing a denial if e-signed
- Change confirmation prompt to CANCEL/REVERSE when cancelling/reversing a denial
- Modify existing report to identify signed denial letters
- Close inpatient referrals when referral is denied
2.0 P31 Changes

2.1 Remove Inactive Insurances from VURS

Modifications were made to VURS to remove inactive Insurance. This will depend on the PO issue and authorization dates.

All references were updated to display Vendor not Provider/Vendor in prompts and report details.

![Figure 2-1: VURS All Vendors Option](image)

![Figure 2-2: VURS Excel Import](image)
2.2 Remove SSN from search for CHEF Cases

SSN was removed from All CHEF Cases printed report variations (Hospital Service/Dental Service/Outpatient Service).

Figure 2-3: CHEF Cases Hospital Service with SSN Removal
Figure 2-4: CHEF Cases Dental Service with SSN Removal
Figure 2-5: CHEF Cases Outpatient Service with SSN Removal

2.3 Fix Errors Using “;” in Comments when Cancelling PO

When cancelling a PO, a user can use a “;” in the comments without error.
2.4 Prevent User from Cancelling a Denial if E-Signed

Changes were made to prevent a user from cancelling a denial if it has already been e-signed.
2.5 Prevent User from Reversing a Denial if E-Signed

Changes were made to prevent a user from reversing a denial if it has already been e-signed.

Figure 2-8: User Message for Reversing an E-Signed Denial

2.6 Change Confirmation Prompt to CANCEL/REVERSE when Cancelling/Reversing a Denial

Modifications were made to the confirmation prompt when processing a cancel/reverse for a denial. The display shows Are You Sure You Want to CANCEL when the user enters an uppercase or lowercase C, or Are You Sure You Want to REVERSE when the user enters and uppercase or lowercase R.
2.7 Modify Existing Report to Identify Signed Denial Letters

The List of Denial Documents by Issue Date report has been updated to include signed Denial letters. Options will include Signed, Unsigned, and All denials.

- Path: DEN → DEN → REP → LID
- Select LID – List of Denial Documents by Issue Date
- Enter the BEGINNING DATE and ENDING DATE
  - User must enter a dates to proceed
  - Selection Prompt to include Signed Denials, Unsigned Denials, or All Denials
• User must enter S, U, or A to proceed

```
CONTRACT HEALTH MGMT SYSTEM
VERSION: 3.1 PATCH 31
2021 DEMO HOSPITAL (INST)

List of Denial Documents by Issue Date

Enter the BEGINNING DATE for this report: T-180 (MAR 02, 2023) (MAR 02, 2023)
Enter the ENDING DATE for this report: T (AUG 29, 2023)

Include (S)IGNED Denials or (U)NSIGNED Denials or (A)LL Denials:
```

Figure 2-11: List of Denial Report Options

• **Signed Denials** report format has section breaks by Signed By, with each section sorted by Issue Date ascending.

• **Unsigned Denials** report format has no section break and is sorted by Issue Date ascending.

• **All Denials** report format has section breaks: Unsigned section for Unsigned Denials, followed by Signed By sections (one section per person who signed denials during the selected timeframe). Each section is sorted by Issue Date ascending.

The e-signed column is displayed with the date the denial was electronically signed. All dates in report detail are formatted as mm/dd/yy.
### Signed Denials

<table>
<thead>
<tr>
<th>ISSUE DATE</th>
<th>DENIAL #</th>
<th>PATIENT</th>
<th>DOCS</th>
<th>DOLLARS</th>
<th>e-Signed</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/11/23</td>
<td>232-HHQ2-1</td>
<td>DEMO, PATIENT</td>
<td>05/03/23</td>
<td>$1,000.00</td>
<td>07/21/23</td>
</tr>
<tr>
<td>05/12/23</td>
<td>233-HHQ2-2</td>
<td>DEMO, PATIENT1</td>
<td>05/12/23</td>
<td>$100.00</td>
<td>07/21/23</td>
</tr>
</tbody>
</table>

**OUTPUT BROWSER**

Aug 29, 2023 15:28:08 Page: 2 of 2

**TOTALS FOR THIS REPORT:** 2 DENIALS $1,100.00

**Enter ?? for more actions**

- NEXT SCREEN
- PREVIOUS SCREEN
- QUIT

**Select Action: +/**

---

**Unsigned Denials**

<table>
<thead>
<tr>
<th>ISSUE DATE</th>
<th>DENIAL #</th>
<th>PATIENT</th>
<th>DOCS</th>
<th>DOLLARS</th>
</tr>
</thead>
<tbody>
<tr>
<td>07/20/23</td>
<td>234-HHQ2-8</td>
<td>DEMO, PATIENT</td>
<td>07/20/23</td>
<td>$0.00</td>
</tr>
<tr>
<td>07/26/23</td>
<td>234-HHQ2-10</td>
<td>DEMO, PATIENT1</td>
<td>07/26/23</td>
<td>$0.00</td>
</tr>
<tr>
<td>07/27/23</td>
<td>234-HHQ2-11</td>
<td>DEMO, PATIENT2</td>
<td>07/27/23</td>
<td>$250.00</td>
</tr>
</tbody>
</table>

**Enter ?? for more actions**

- NEXT SCREEN
- PREVIOUS SCREEN
- QUIT

**Select Action: +/**
2.8 Close Inpatient Referrals when Referral is Denied in ACHS

A routine update was made to work in conjunction with Application Namespace for RCIS (BMC) application for inpatient referrals to close automatically when an inpatient referral is denied in ACHS.

**Note:** For the inpatient referral to close properly, the parameter must be set in the RCIS module. Screenshots below were taken from the RCIS v4.0 p15 Addendum.

- Edit Site Parameters [RCIS – MGT – ESP]
Figure 2-15: Edit Site Parameter

- Display Site Parameters [RCIS – MGT – DISP – DSP]

Figure 2-16: Display Site Parameter
# Acronym List

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Term Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACHS</td>
<td>Contract Health Services</td>
</tr>
<tr>
<td>BMC</td>
<td>Application Namespace for RCIS</td>
</tr>
<tr>
<td>CHEF</td>
<td>Catastrophic Health Emergency Fund</td>
</tr>
<tr>
<td>CHS</td>
<td>Contract Health System</td>
</tr>
<tr>
<td>IHS</td>
<td>Indian Health Service</td>
</tr>
<tr>
<td>PO</td>
<td>Purchase Order</td>
</tr>
<tr>
<td>RCIS</td>
<td>Referred Care Information System</td>
</tr>
<tr>
<td>RPMS</td>
<td>Resource and Patient Management System</td>
</tr>
<tr>
<td>SSN</td>
<td>Social Security Number</td>
</tr>
</tbody>
</table>
Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

**Phone:** (888) 830-7280 (toll free)

**Web:** [https://www.ihs.gov/itsupport/](https://www.ihs.gov/itsupport/)

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