

## **Thom Biller Upgrade Version v20.04a**

This upgrade assumes you are at least on version 20.02b. If not, please run it first.

If your IT staff are going to run your upgrade, make sure you give them a copy of this document and the email that was sent with the upgrade notice. Once the IT staff has completed the basic installation, please be sure to run any additional steps within Thom Biller that may be needed.

Note, you can use Windows 10 machines for the installation.

**Additional Steps Needed Before Install:** none.

**Data File Changes:** moderate. New telehealth fields added to sessions and rates.

**Additional Steps Needed After Install:** none

### **Contact Information:**

Please call email me, Larry Tucker, at [ltucker@thomchild.org](mailto:ltucker@thomchild.org) if you have any questions. Also remember to check the Thom website for updates and news:

[www.thomchild.org/thom-biller/thom-biller-updates](http://www.thomchild.org/thom-biller/thom-biller-updates)

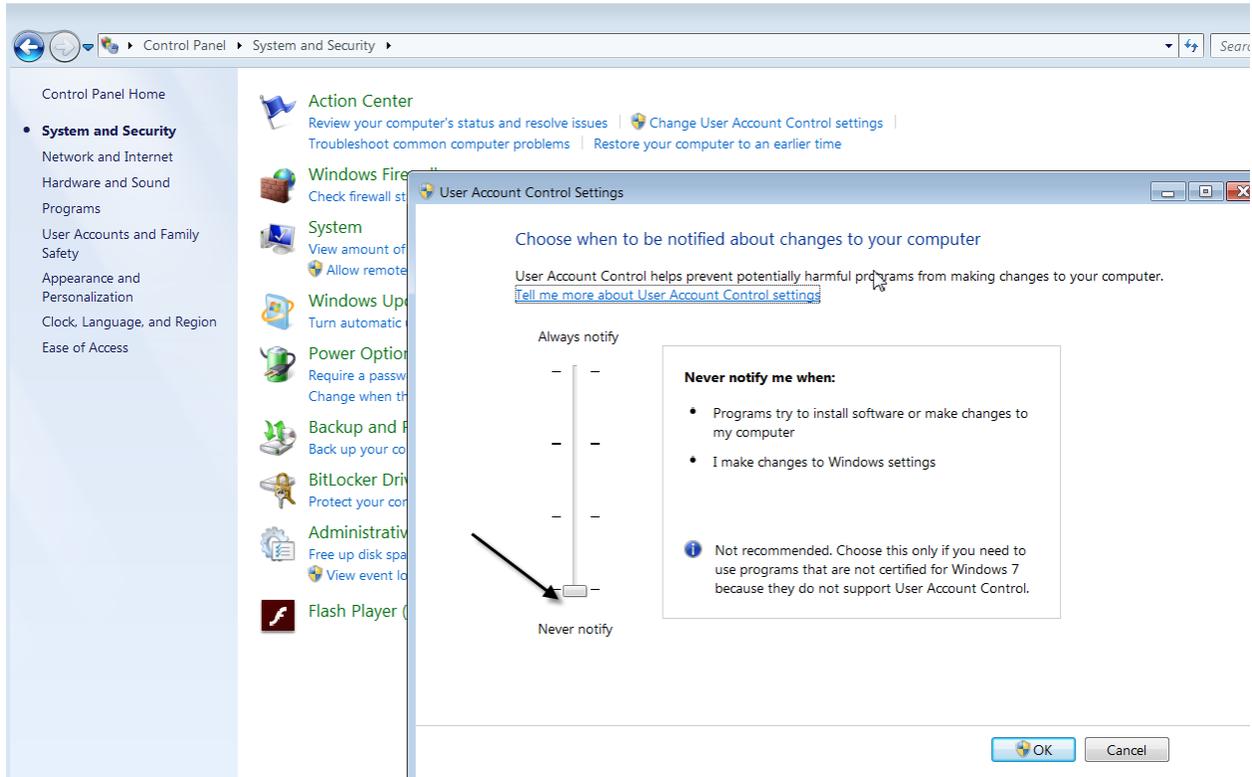
There is also a current copy of the User's Guide and "Generally Useful Documentation" such as instructions for adding a new workstation.

### **Installation Instructions:**

Windows 10 machines can be used to run the upgrade. If you are on a network, and have run the previous upgrades, *then you only have to run this upgrade on a single workstation.* The updates will automatically propagate to all other machines running Thom Biller on the network.

1. Make sure you have backed up your data. *If your backup run automatically at night, it is best to run the upgrade first thing in the morning so you won't lose any work if you have to revert to the backup.*
2. Make sure no one else is using the Thom Biller software on the network and that it is not running on your computer (in a minimized window on your taskbar.)
3. For Base – Off site systems, make sure you complete any billing disk and recovery exchanges that may be in process. Both the Base and the Off-site systems must be on the same version of Thom Biller during a billing exchange. If one “side” upgrades before the other, then the off-site disk recovery will be disallowed. So, if you are currently downloading disks, or waiting to recover a download disk, do not run the upgrade until both the download and recovery processes are complete.
4. For network users, pick a single workstation that you will use for upgrades. Windows 7 or Windows 10 machines should work fine. Try to run the upgrade on this machine this time, and all future upgrades on the same machine because it may take some special configuration of UAC (#5) and dlls (#8).

5. Make sure User Account Control "UAC" is turned off ("Never Notify").

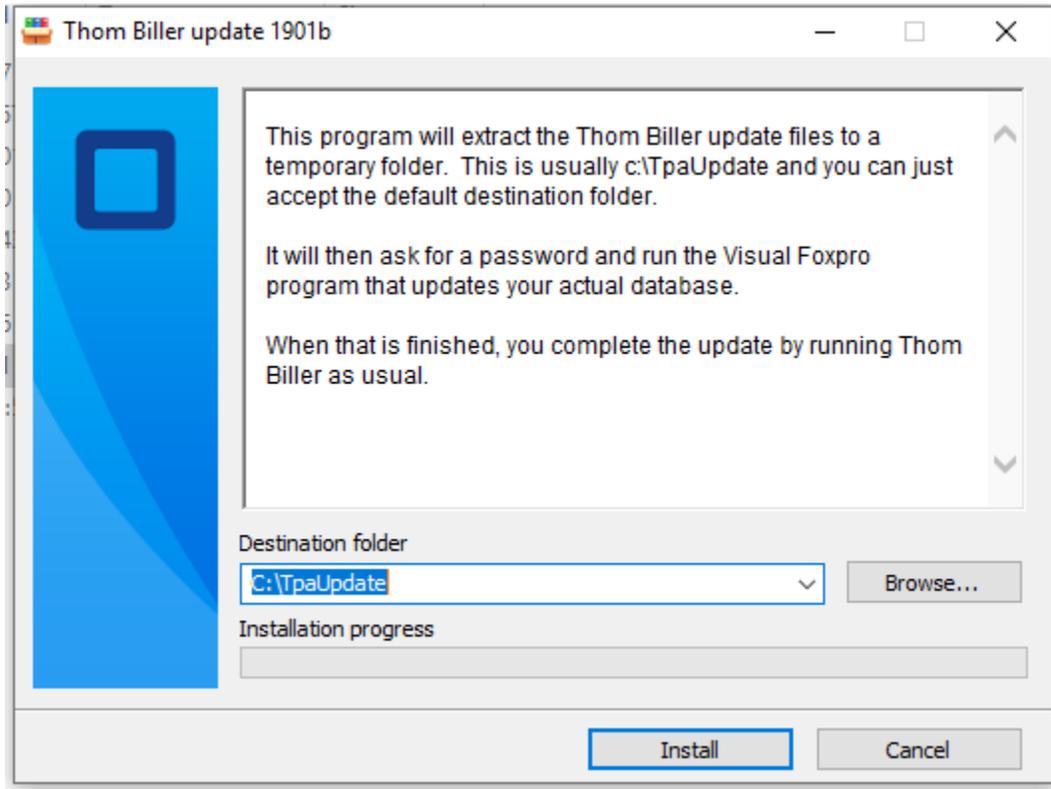


Any other setting will prevent the upgrade program from copying files. If the UAC is not off, pull the slider down and restart the computer. You must restart in order for the new UAC setting to take effect.

6. Run the upgrade executable from the web site:

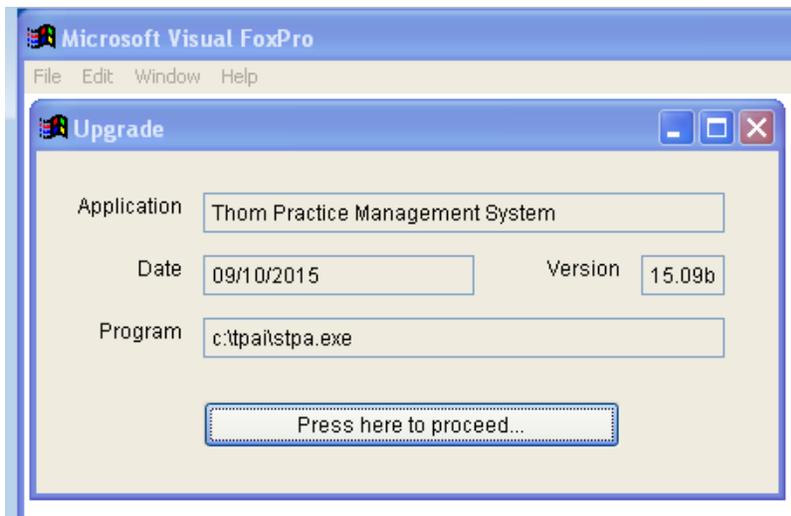
([www.thomchild.org/thombillerupdates.htm](http://www.thomchild.org/thombillerupdates.htm))

7. A WinRAR screen will start up.



Accept all the default choices and enter the password.

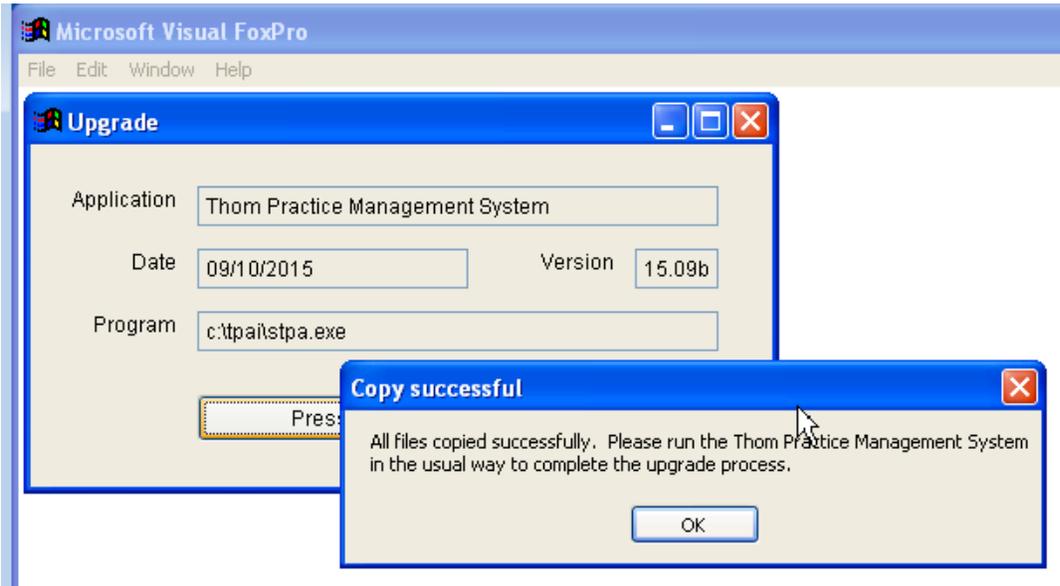
8. A FoxPro window will open to complete the upgrade (below). Press the "Proceed..." button to do this.



If this FoxPro "Upgrade" window does not appear, it means this computer does not have a dll in the correct location. Locate the msvc71.dll (probably on your c:\ root folder) and copy it to your

Windows\SysWow64 folder for 64-bit machines. (For 32-bit Win 7, copy the msvc71.dll to your Windows\System32 folder). If you need to make this change, restart the computer and re-try the upgrade.

Assuming the Foxpro Upgrade routine runs, it will locate your data wherever it is on the network and upgrade it. It will tell you whether all files copied successfully or not (below):



If files do not copy correctly, it is usually because the UAC setting (#4) is incorrect.

9. Start the Thom Biller software as usual. This will complete the upgrade and set the title bar version. (If you get a warning that data changes are needed and someone else is running the program, please make sure everyone is logged off and try running Thom Biller again.) This step may bring over a new version of the loader program and ask you to restart Thom Biller. It may also bring over a new version of VFPSsetup and automatically run it as well.

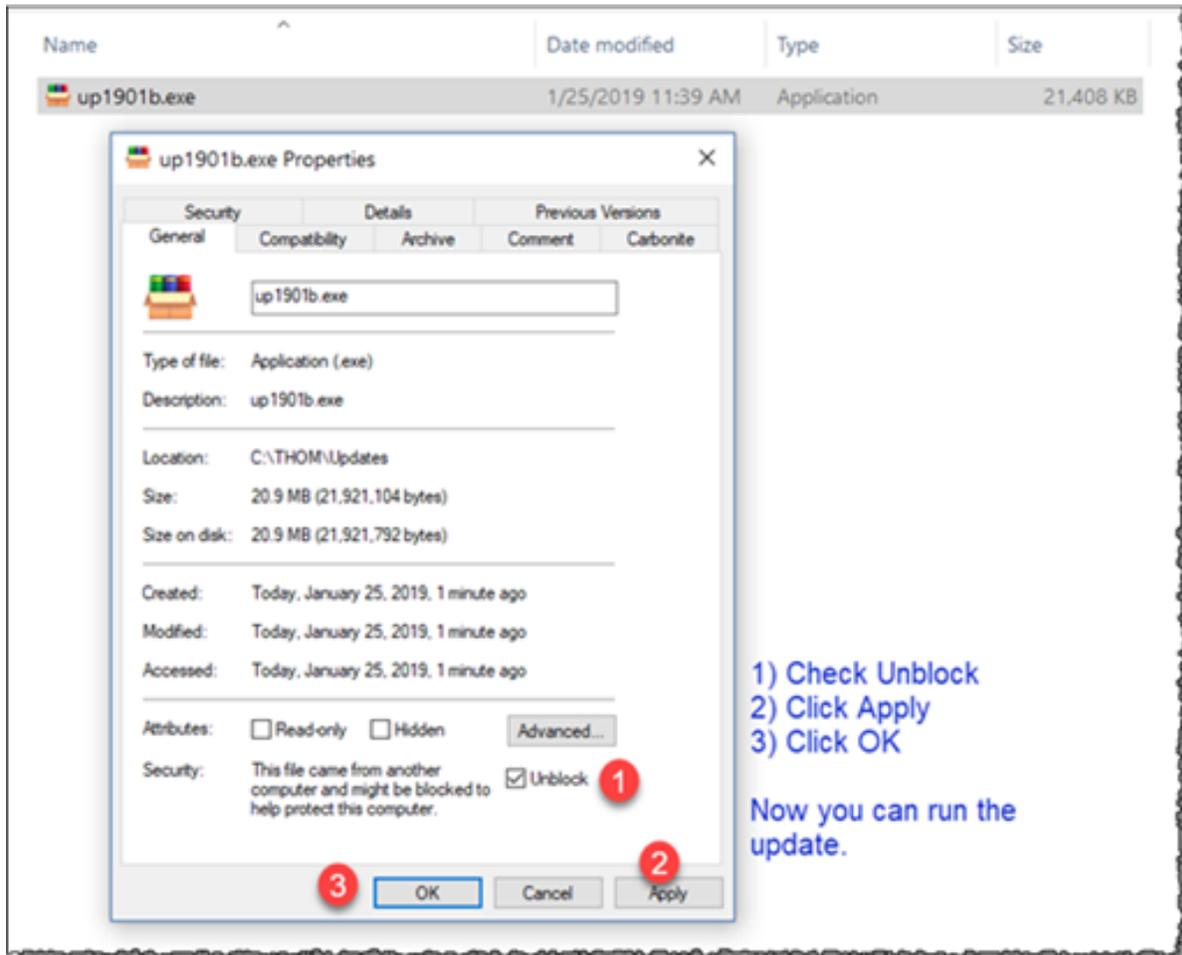
For network users, DO NOT run the upgrade on every machine. Running it once on the machine you have chosen for upgrades will be enough to send the upgrade to all other workstations the next time they start the Thom Biller.

### **Problems downloading or running the upgrade file**

If you get a Windows error, such as "Error: Windows cannot access the specified device, path, or file. You may not have the appropriate permission to access the item" see the following:

- 1) Make sure your anti-virus software is stopped temporarily and not interfering.
- 2) Save the file to a local (not network) folder, such as c:\temp, that you know you have full permissions to.
- 3) Look at the file properties and "Unblock".

1. Right click the file and select “Properties”, then click the “Unblock” checkbox at the “Security” section.
2. Click “Apply”
3. Click “OK”



For more discussion of problems with Windows reading a downloaded file, see this link:

<https://support.microsoft.com/en-us/help/2669244/windows-cannot-access-the-specified-device-path-or-file-error-when-you>

## Upgrade Details V20.04a

### Telehealth Services

A Telehealth checkbox has been added to the session entry screen to indicate the service was provided by this method (below)

The screenshot shows the 'Add Sessions' form with the following details:

- Client: AAABCB, NYRA
- Provider: AAANURSE, ANNE
- Session: 03/01/2020
- Service: TA HOME VISIT
- Proc Code: H2015
- Rate: 94.00
- Bill Hr: 1.00
- Fee: 94.00
- Setting: T02
- Place: T
- Telehealth checkbox:
- PA Information: PA/Pcc: bcbauth, Name: , Dates: 08/01/2018 to / /, Auth Visit Bal: 0.00, Screen Cnt: 0
- DPH Information: Co Tx: N, IFSP Meeting: , Assessment Home Visit: , Supervision Co-Tx HV: , Waiver: , DPHID: 2708147-3
- Other fields: Serv\_id: 9000000039, Type: SERV, Ref: , Pay: , Bal: , Posted: / /

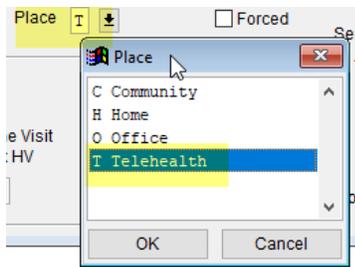
When checked, the Telehealth value will automatically assign a "T02" setting code as required by DPH for telehealth services, and a "T" place value (indicating the same thing for third-party billing purposes).

These can also be selected manually,

The screenshot shows the 'Setting' dialog box with the following table:

Setting	Desc	Place
H01	Home visit provided at the child's home	H
H02	Home visit outside child's home (relative, sitter, day care,	C
T02	Telehealth service	T

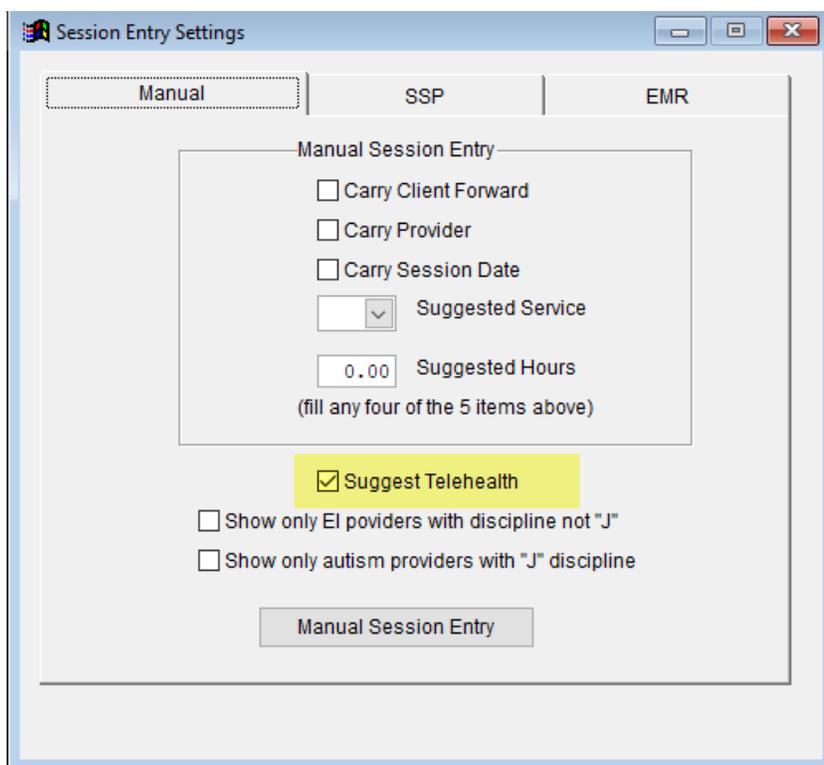
Buttons: OK, Cancel



On billing to third party payers, the standard procedure code will go out and the “T” internal place code will be translated into a “02” Place of Service code on both the HIPAA and CMS-1500 bills.

On the SDR, the “T02” Setting code will go to DPH as they require.

When starting Session Entry, you can set the default to check the Telehealth box (assuming all or most of your new services will in fact be telehealth) (below):



At this point, DPH is asking that third-party payers be billed before a charge is sent to DPH. Many third-party payers have indicated they will pay for telehealth services. If it turns out they do not, there is a new field on the Rate file that can be used to indicate those that disallow telehealth services (below):

**Rates**

**Billing**

Billing Type:

Service:

DPH Service Code:   Needs Prior Authorization

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Services

rat\_id:

hea\_id:

---

Desc1:

Desc2:

Code:

Procedure Code Descriptor:

Bill services by multiple disciplines on single line  
(this will also keep blank modifier from being filled by provider discipline)

Disallow Telehealth

If checked on the Rate file, the “Disallow Telehealth” value will prevent a telehealth session from being entered for the selected payer and service code. Again, this is NOT needed yet, but may be needed later as we learn which payers actually pay for telehealth services.

### Telehealth on SSP Claims

SSPs should be instructed to use the “T02” Location Code to indicate telehealth services on their spreadsheets (below):

**Thom - SSP Activity Report  
(Version 1/18/19)**

Specialty Program:		Date Submitted:		SSP Internal Use										
<input type="text"/>		<input type="text"/>		<input type="checkbox"/>										
El Program:		Time Period:												
<input type="text"/>		<input type="text"/>												
Service Type (ABA or Non-ABA):		Tracking Number:		(fill if desired)										
<input type="text"/>		<input type="text"/>												
Initial Billing and Expected SSP Fee												Session Notes*	Comments	
Client Name	EIS #	Date	Service Code	Location Code	Provider Name	Procedure Code	Modifier	Payer	Hours	Units*	SSP Unit Rate*			SSP Fee (units x rate)
AAAMED, JOE	FR-1015	02/22/20	IA	T02	AAAUTISM, THERESA	H0031	U2	MED	1.00	4	25.056	\$100.22		
AAATFT, NAKSH	2708146	02/23/20	IA	T02	AAAUTISM, THERESA	H0031	U2	TUFTS	1.00	1	100.224	\$100.22		
AAABCB, NYRA	GOODID1	02/23/20	DI	T02	AAAUTISM, THERESA	97153		BCBS	1.00	4	13.500	\$54.00		
												\$0.00		
												\$0.00		
												\$0.00		
<b>Totals:</b>									<b>3.00</b>			<b>\$254.44</b>		* Optional Fields

Earlier, before this code was announce by DPH, we had thought a “TELEHEALTH” entry in the Comments would be needed; this is no longer required and will be ignored by Thom Biller. Only the “T02” code is to be used to indicate telehealth autism services.

Once loaded and prepped, the “T02” is used to set a Telehealth checkbox on the SSP claim, that is then applied to the billable session when the claim is accepted (below):

It is critical that telehealth claims for EI and autism be correctly designated in Thom Biller. This means that they have all three field values:

- Telehealth checkbox checked
- "T02" entered as the Setting
- "T" entered as the Place

If this seems redundant, it is, but it is consistent with the basic design of Thom Biller. We always have our own internal codes for important information, in this case the mode of delivery of the service ("Telehealth" checkbox). If there are additional codes required by payers, we store them separately when needed. In this case, the DPH Setting code field was already needed for the descriptive information they require; the same is true for the Place code (that is tied to what third-party payers need).

Warning: if you accidentally leave the "Telehealth" checkbox blank, and send the normal codes for Setting and Place, the claim will be billed just like it used to be and it will be very hard for you to notice the incorrect information. The service, procedure code, and the rate are all the same whether it is telehealth or not. So, the session entry process will look the same, and unless you look carefully at your bills (or use the reports that follow), you won't catch your mistake based on anything different about the billing run. Of course, when the insurance company audits your clinical records, they will see the discrepancy.

### Telehealth on Reports

On the Session Entry and other Event reports, there is an added field for Telehealth with a "Yes" printed when the checkbox was checked on the session:

04/01/2020 Events in Raw Order Page 1  
 Current Session Entry

Pr	Client	Session	Sv	Prov	Bl.Hr	Bill	Fee	Set	El Auth	Co	Rea	Serv_id	Eid
	Dphid-Ref	Diag.	Forced	Provider				Fl	IFSP	AssessHV			TransGrp
	Cov	PA / PCC		SSP				Dennum		Oricov			
	Telehealth												
	Note												
27	AAABCB,NYRA 2708147-3 bcb123123	03/01/2020 F82 bcbauth	TA	NURSE AAANURSE, ANNE	2	1.00	BCB	94.00	T02		N	9000000040	9010185469
	Yes												
*** Total ***						1.00		94.00					

“Telehealth” also shows on the Session Entry report for both the new session and the SSP claim on the SSP session entry report (below):

04/01/2020 Event and Spreadsheet Information Page 1  
 Current Session Entry

Event Values										SSP Spreadsheet Values					
Client	Session	Sv	Prov	Disc	Bl.Hr	Bill	Fee	Proc	Mod	Payer	Hrs	SSP Fee	Allowed		
Dphid-Ref	Forced	Cov	PA / PCC	Waiverno	Proc			Rec	Serv	SSP					
Serv_id	Pr	Eid	Provider	Rea	Set	Pl		SSP Note				SSP Telehealth			
Telehealth								Conversion Note							
AAATFI,NAKSH 2708146-1 1400709602	10/09/2019	SG	AXT27	J	1.00	TFT	111.36	H2012	U2	TUFTS	1.00	100.22	100.22		
	adfasdfllll		tftssppal				H2012	3	PT	BEAC					
	27	1400709616	AAAUTISM, THERESA			K03	O						No		
	No												First sent to OS: 12/18/2019		
AAAMED,JOE FR-1015-2 1400709603	10/15/2019	SB	AXT27	J	1.00	MED	58.92	H2019	U2	MED	1.00	53.04	53.03		
	1231231		medpall221				H2019	7	DI	BEAC					
	27	1400709617	AAAUTISM, THERESA			K01	H						No		
	No												First sent to OS: 12/18/2019 Allowed SSP fee changed.		
AAAMED,JOE FR-1015-1 1400709604	02/22/2020	SD	AXT27	J	1.00	MED	111.36	H0031	U2	MED	1.00	100.22	100.22		
	1231231		medpall221				H0031	1	IA	BEAC					
	27	1400709618	AAAUTISM, THERESA			T02	T			Initial Assess (SD)			Yes		
	Yes												First sent to OS: 04/01/2020		
	SSP Note: Initial Assess (SD)														
*** Total ***						3.00		281.64				3.00	253.48	253.47	

You can set a condition to see only Telehealth services on the Event Reports Conditions page:

### Telehealth claims on bills and SDRs

On bills, the "T" Place code we use in session entry is translated into the "02" POS third-party payers expect (below):

04/01/2020 Print Preview

Billing Preview

Events by Billing

Pr	Client	Session	Sv	Prov	Bl.Hr.	Bill	Type	Ref	Bal	Posted	SS	El	Auth	Co
	Dphid-Ref	Serv_id	Place	Disc	Dxcode	Sec		Oricov		Billed			bill_id	
	Cov	PA / PCC		Ref Pro	NPI	Waiverno		TCN		Rea	Resub	Eid		
	Bill Note		POS	Proc	Modifier									
	Note													
**	Bill:	MED												
27	AAAMED, JOE	03/01/2020	TA	EA 27	1.00	MED	SERV		94.00	/ /			B	N
	FR-1015-1	1400709601	T	2 TD	B20					/ /				
	1231231	medpall1221												1400709615
			02	H2015	TD									

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Note the procedure code and rate stays the same (in this case, "H2015" for the Home Visit done by telehealth).

On the SDR, the "T02" Setting value is actually stored on what they call the WAIVER field, but it is correctly indicated on the SDR Edit (below) where it can be edited if needed:

The screenshot shows the 'SDR Edit' application window. At the top, the 'SDR File' is 'S272003A.DBF'. The interface is divided into three tabs: 'Identifying', 'Misc', and 'Payer Codes'. The 'Identifying' tab is active, showing fields for 'Recordno' (709601), 'Form' (B), 'Thom record' (TA, MED, SERV), and 'Pmlineid' (88931004). Below this, there are fields for 'Client' (FR-1015, 1), 'Name' (AAAMED, JOE), 'Service' (TA, MED), and 'Date' (03/01/2020). The 'Misc' tab shows 'Provider' (AANURSE, ELAINE (EA 27)), 'Thom Discipline Code' (2), 'DPH Discipline Code' (NS), and 'Waiverno'. The 'Payer Codes' tab shows 'Eid' (1400709615) and three report buttons: 'Claim Report', 'Overall Client Coverage Report', and 'Single Current Coverage Report'. A 'Reason' field is empty. A 'Setting' field is highlighted in yellow, containing the value 'T02' and the text '(stored in SDR WAIVER field)'. Below this is an 'Edit Setting...' dialog box with a text area containing the instruction: 'Select a setting for this session. Your changes will be applied to all records (SERV, TRANS, ADJ) for this session. Remember it is stored in the WAIVER field on the SDR.' Below the dialog box, another 'Setting' field is highlighted in yellow, containing 'T02' and a dropdown arrow, with the text '(stored in SDR WAIVER field)'. At the bottom, there are 'Save' and 'Cancel' buttons.