

Thom Biller Upgrade Version v20.11a

This upgrade assumes you are at least on version 20.09a. 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: minimal.

Additional Steps Needed After Install: Update new Use Actual Place For Telehealth field on rate file as needed.

Contact Information:

Please call email me, Larry Tucker, at 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

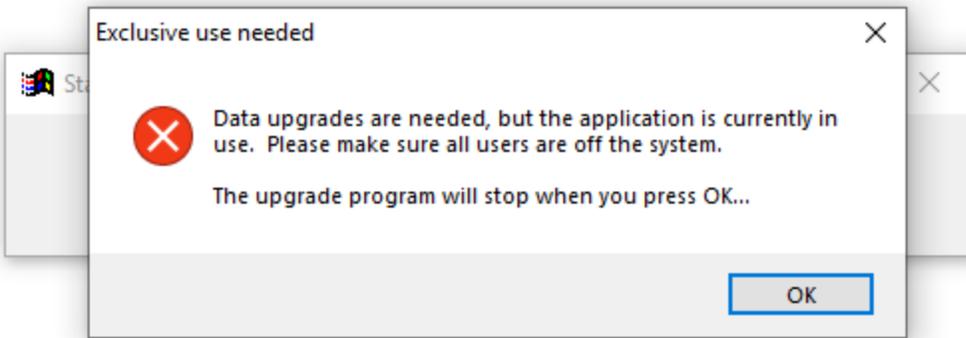
There is also a current copy of the User's Guide and "Generally Useful Documentation" such as instructions for adding a new workstation.

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.)

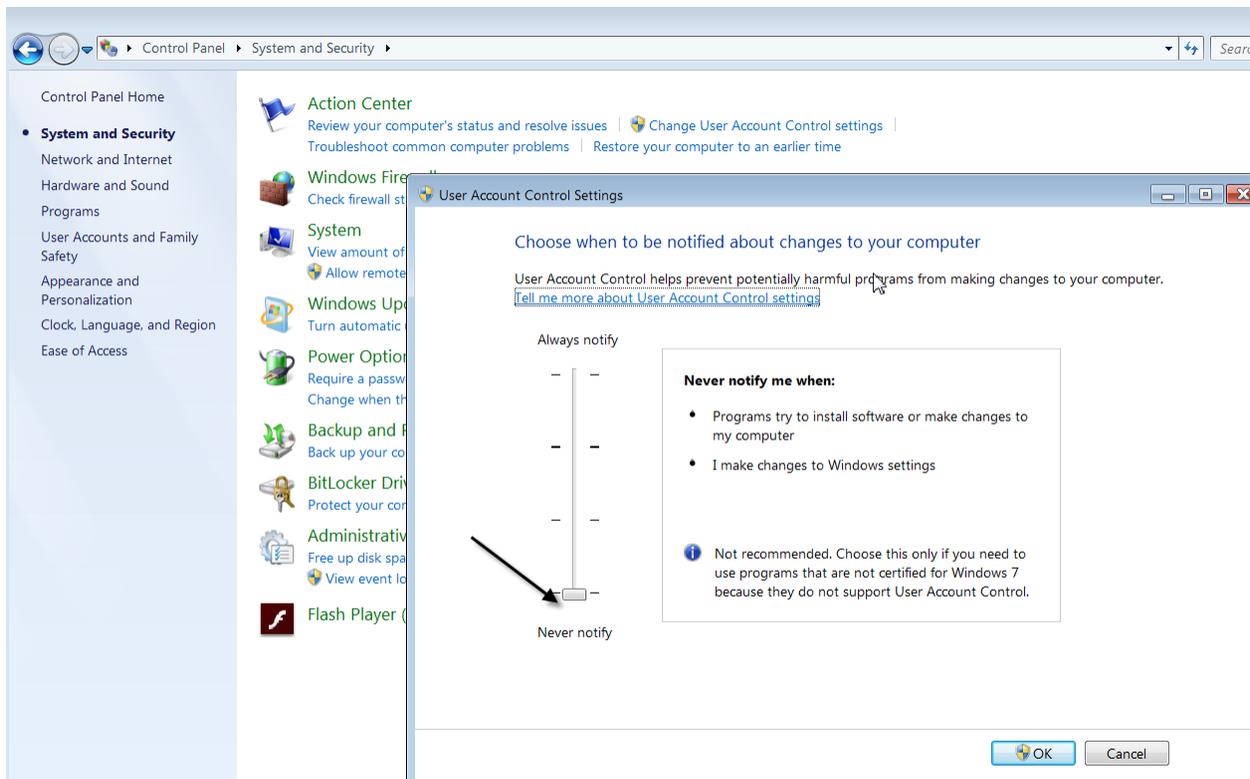
This version of STPA.EXE will do a more careful check of exclusive use before running the upgrade. It will produce this message if someone is on the system the first time an upgrade is run when data upgrades are needed:



If you get this message, call all users to make sure they log off. As a last resort, go to Computer Management and close all files in the Thom Biller Data\ folder on your file server.

Finally, as a reminder, if after running an upgrade, a user gets a message that their program version does not match the new data version, double check that they are running Thom Biller with a shortcut that points to the loader program STPA.EXE (and not to the main program STPAX.EXE). Also double check that their UAC is set to "None.")

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").

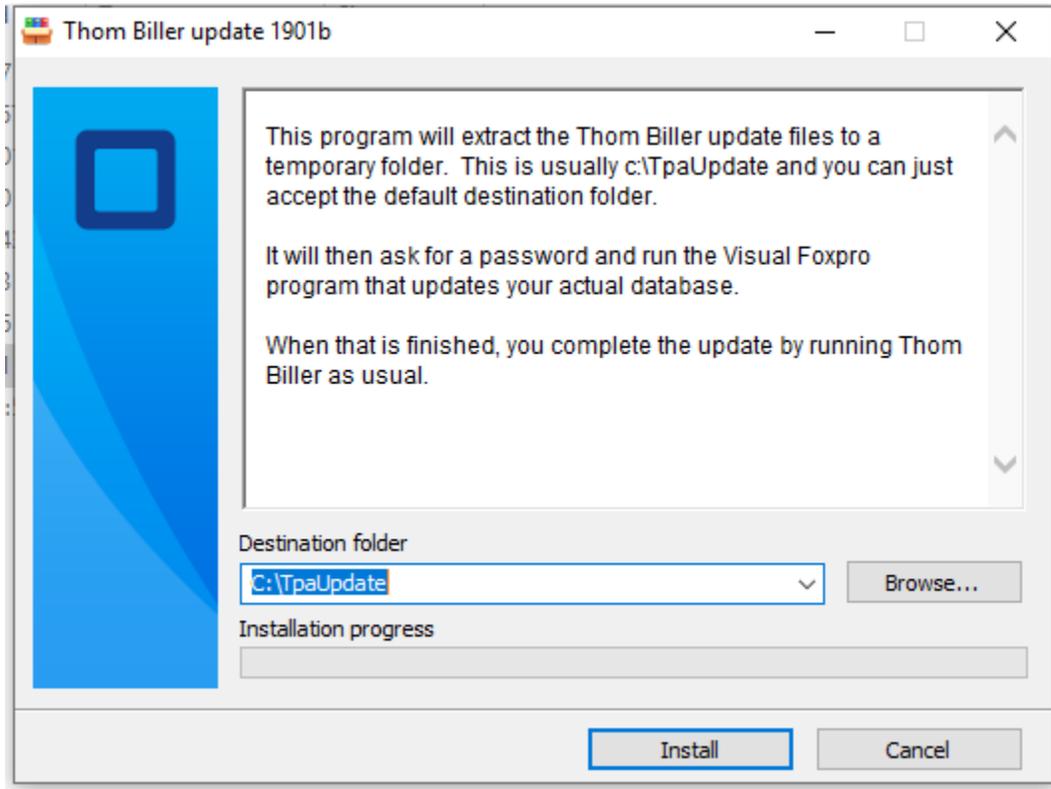


Any other setting will prevent the upgrade program from copying files. If the UAC is not off, pull the slider down and restart the computer. You must restart in order for the new UAC setting to take effect.

6. Run the upgrade executable from the web site:

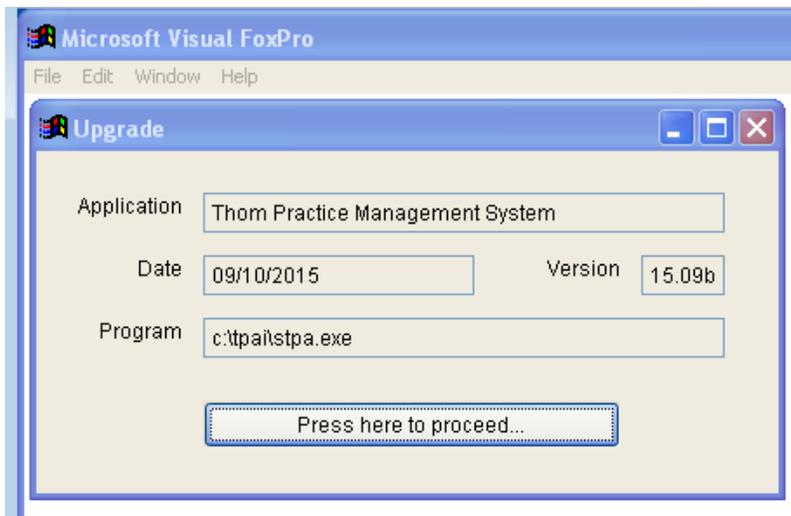
(www.thomchild.org/thombillerupdates.htm)

7. A WinRAR screen will start up.



Accept all the default choices and enter the password.

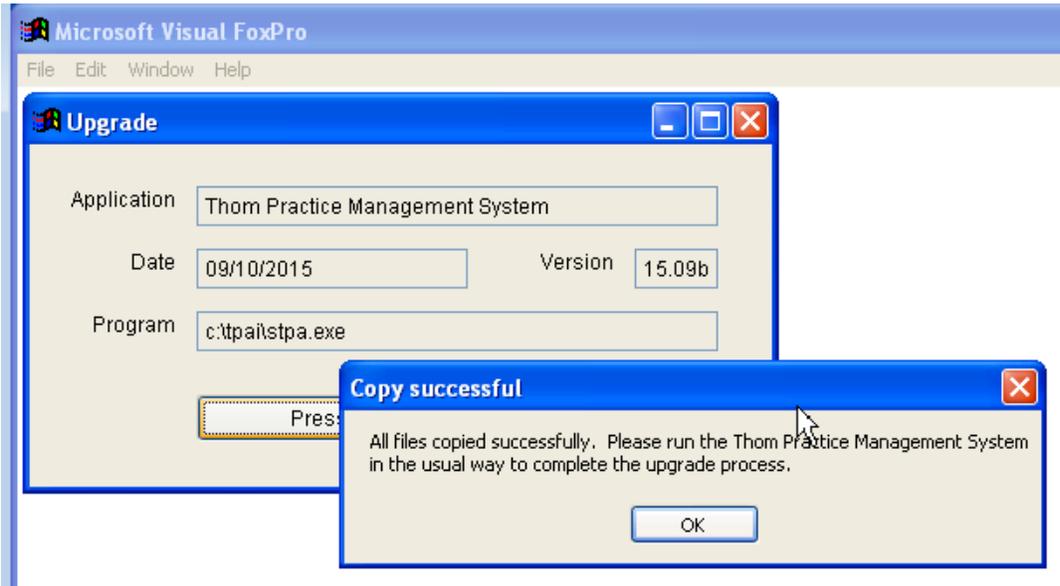
8. A FoxPro window will open to complete the upgrade (below). Press the "Proceed..." button to do this.



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.

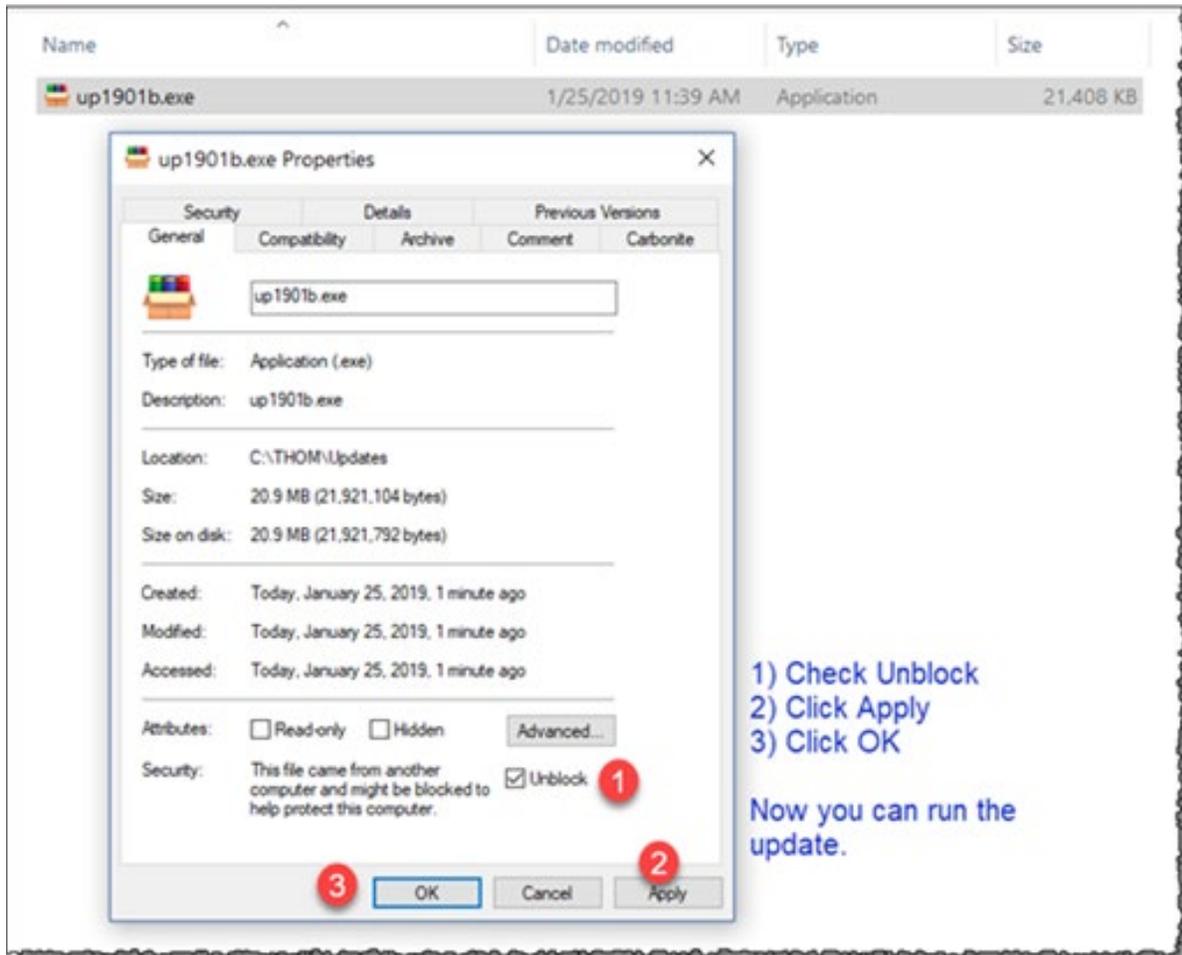
For network users, DO NOT run the upgrade on every machine. Running it once on the machine you have chosen for upgrades will be enough to send the upgrade to all other workstations the next time they start the Thom Biller.

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:

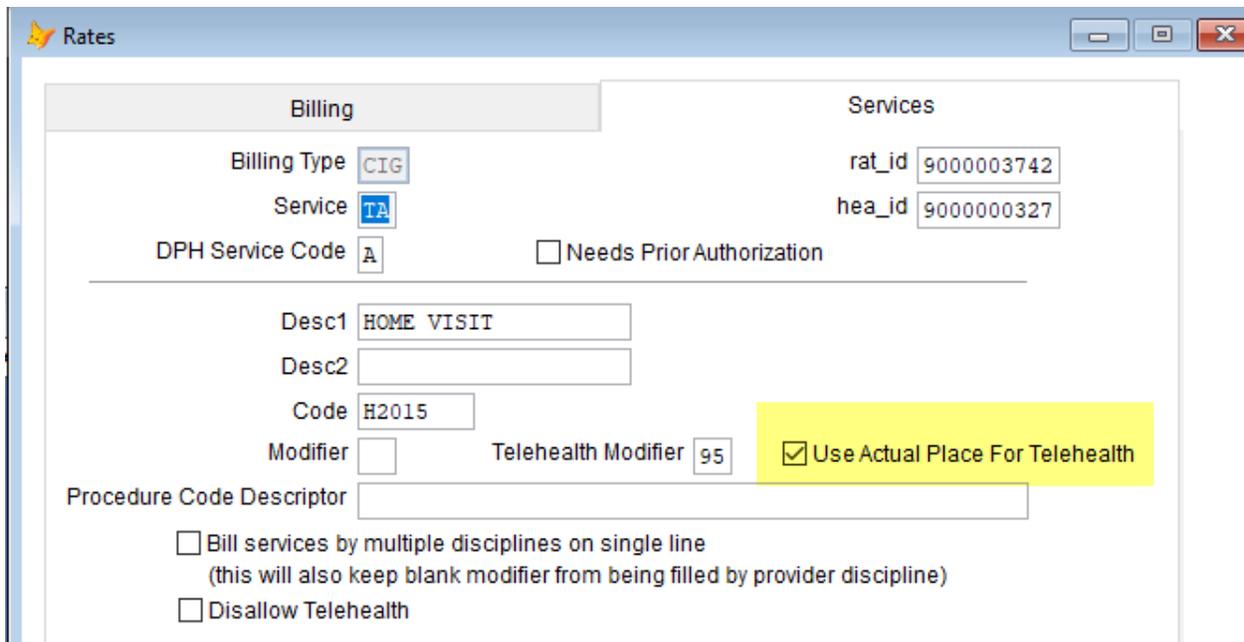
<https://support.microsoft.com/en-us/help/2669244/windows-cannot-access-the-specified-device-path-or-file-error-when-you>

Upgrade Details v20.11a

New Option: Use Actual Place For Telehealth

We added a new field on the rate file Services tab for this purpose. Cigna, and perhaps other payers, want the actual place of service code (such as “11” or “12”) used on bills for telehealth instead of the “02” most payers want.

Check this box on all services for all such payers that need this change. This will make the place of service code available for editing during session entry for telehealth services.



The screenshot shows a window titled "Rates" with two tabs: "Billing" and "Services". The "Services" tab is active. The form contains the following fields and options:

- Billing Type:** CIG
- Service:** TA
- DPH Service Code:** A
- Needs Prior Authorization:**
- rat_id:** 9000003742
- hea_id:** 9000000327
- Desc1:** HOME VISIT
- Desc2:** (empty)
- Code:** H2015
- Modifier:** (empty)
- Telehealth Modifier:** 95
- Use Actual Place For Telehealth:** (highlighted in yellow)
- Procedure Code Descriptor:** (empty)
- Bill services by multiple disciplines on single line
(this will also keep blank modifier from being filled by provider discipline)
- Disallow Telehealth

During session entry, the Place code will no longer be tied to the Telehealth checkbox (below):

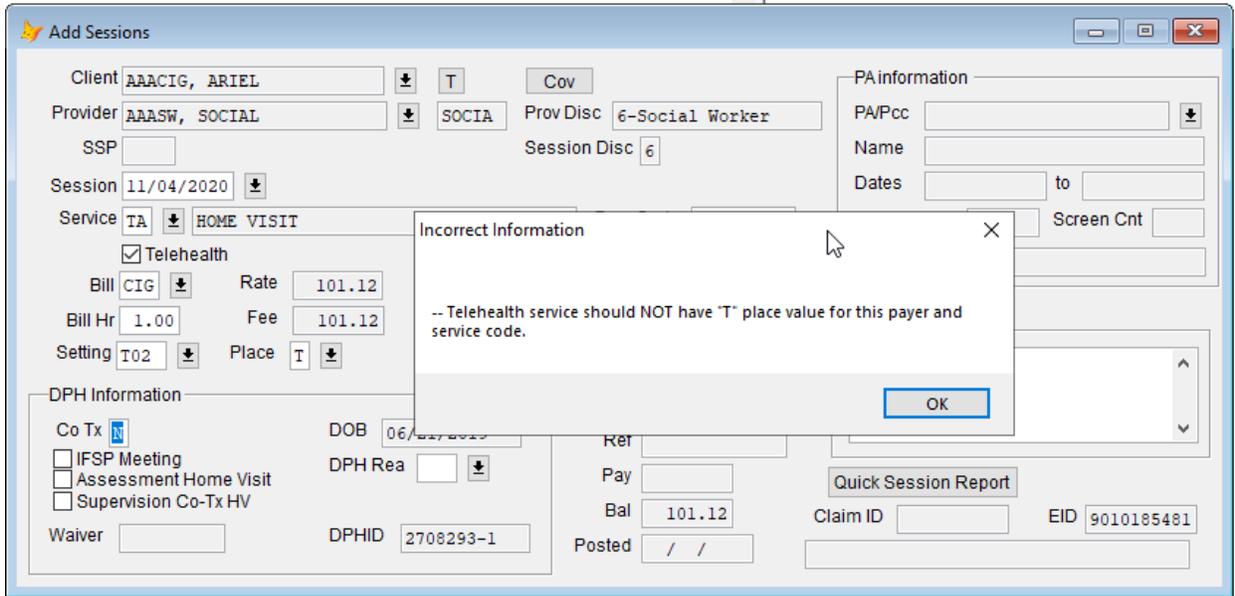
The screenshot shows the 'Add Sessions' form with a 'Place' dropdown menu open. The dropdown menu lists four options: 'C Community', 'H Home', 'O Office', and 'T Telehealth'. The 'H Home' option is currently selected. The form fields include: Client: AAACIG, ARIEL; Provider: AAASW, SOCIAL; Session: 11/04/2020; Service: TA HOME VISIT; Proc Code: H2015; Bill: CIG; Rate: 101.12; Bill Hr: 1.00; Fee: 101.12; Setting: T02; Place: H; Telehealth: checked; DPH Information: Co Tx N; IFSP Meeting, Assessment Home Visit, Supervision Co-Tx HV: unchecked; Waiver: empty; PA information: PA/Pcc, Name, Dates, Auth Visit Bal, Screen Cnt, Auth Svs; Note: empty; Quick Session Report; Claim ID; EID: 9010185481.

In this example, you can select the “H – Home” place code even though it was provided by telehealth.

Note that the DPH Setting code should remain “T02” for telehealth services.

The screenshot shows the 'Add Sessions' form with a callout box pointing to the 'Place' dropdown menu. The callout box contains the text: 'Actual place of service is allowed because of the rate file setting for this Cigna service'. The 'Place' dropdown menu is open, showing the 'H Home' option selected. The form fields include: Client: AAACIG, ARIEL; Provider: AAASW, SOCIAL; Session: 11/04/2020; Service: TA HOME VISIT; Proc Code: H2015; Bill: CIG; Rate: 101.12; Bill Hr: 1.00; Fee: 101.12; Setting: T02; Place: H; Telehealth: checked; DPH Information: Co Tx N; IFSP Meeting, Assessment Home Visit, Supervision Co-Tx HV: unchecked; Waiver: empty; PA information: PA/Pcc, Name, Dates, Auth Visit Bal, Screen Cnt, Auth Svs; Note: empty; Quick Session Report; Claim ID; EID: 9010185481.

If you try to use the standard “T” code for this service, you will not be allowed to save it:



Now on the bill, the internal "H" place code will be translated into the proper "12" POS code required by HIPAA:

11/10/2020

Billing Preview

Events by Billing

Pr	Client	Session	Sv	Prov	Bl.Hr.	Bill	Type	Ref	Bal
	Dphid-Ref	Serv_id	Place	Disc	Dxcode	Sec		Oricov	
	Cov	PA / PCC		Ref Pro NPI		Waiverno		TCN	
	Bill Note		POS	Proc		Modifier		Modifier2	
	Note								
** Bill: CIG									
27	AAACIG, ARIEL	11/02/2020	TA	NURSE	1.00	CIG	SERV		101.12
	2708293-1	9000000049	H	2 TD	R62.50				
	cig123		12	H2015		TD		95	
27	AAACIG, ARIEL	11/04/2020	TA	SOCIA	1.00	CIG	SERV		101.12
	2708293-1	9000000050	H	6 AJ	R62.50				
	cig123		12	H2015		AJ		95	

And on the CMS-1500: the "12" POS is printed as expected (below):

```
Signature on File      11 10 20      Signature on File
                                0              X
R62 50
11 02 20 11 02 20 12  H2015  TD  95    A    101 12  4    1396771820
11 04 20 11 04 20 12  H2015  AJ  95    A    101 12  4    1396771820
```

The same will apply on 837 bills.

Finally, if you need to go back and edit previous Cigna claims, you can do so even though they have been posted. The place code is not disabled.