Welcome to Syncrasy 10.1

The Medcloud Depot Team has been hard at work on the next version of Syncrasy! With this new version (10.1), comes a new Task Manager module, a CRM Tab for the Patient Summary, displayed values on Dashboards, New Reports and Dashboards, and many more exciting features!!

New Features

- **Task Manager**: Syncrasy now features a module that allows users to create reminders and tasks for themselves in order to follow up with CRM related activities. Users can also assign tasks and reminders to other users and review all their own tasks and reminders regardless of the module they were originally created in. As a result of this implementation, all existing Syncrasy tasks and reminders have been consolidated into this new module while still being available in the contact logs and dashboards they were created and maintained in. The current version of the Task Manager supports tasks such as:
    - Cold Calling a Potential Patient.
    - Following up with an existing patient.
    - Calling hospitalized patients.
    - Welcoming New Patients.
    - Case Management Follow ups.
    - General follow ups with the Patient.
- **My Task Dashboard:** As a result of the new Task Manager Module, the Medcloud team has created a centralized "Task Dashboard" that displays all tasks for the signed in user. In this way, the user can organize all of their tasks and reminders in one dashboard that displays all available work for them.
- **Patient Summary CRM Tab:** A new tab has been added to the patient summary module that encompasses all of a user's CRM needs. The tab includes the following sections:
    - **Surveys**
    - **Retention Details**
    - **Cases (For Case Management)**
    - **Contact Log (A centralized location for all calls made to and from the patient)**
    - **Reminders (All tasks and reminders associated with the patient.)**
- **Member MLR Performance (ID: 618)**: A new report has been created to show the performance of members at different RAF Score ranges. Each range shows the MLR performance of the patients as well as hospitalizations per each grouping. A drill-through is also available in order to display the exact patients in any given performance group.
- **United Payment Summary (ID: 613):** This report is designed to show the user the full up-to-date history of United's payment based on their methodologies.
- **HCFA Class Period by Member (ID: 629)**: This report shows the HFCA class of each member and also the period where they were designated by that class by Funded Month.

- **Engagement Performance (ID: 617):** A new report has been created to show the performance of each Engagement Agent. A drill-through is also available to show the performance of Enrolled patients.
- **GLP1 Performance (ID: 627):** As a new addition to the Premium Pharmacy reports package, the GLP1 Performance report targets members who are using any of the GLP1 agents as part of their medication regimen. This report identifies the members and then provides historical data in a number of key metrics**.**

ENHANCEMENTS

Syncrasy Web Enhancements

Dashboards

- ✓ The **Dashboards** now show values for all graphs by default. While the user is still able to see more detail by hovering over the graph, each graph has the value displayed directly above the graph.
    - *In certain cases, the values may be distorted if the user filters for too much data. In this case, the MedCloud team recommends toggling the new “Show Values” button that is now present over each Bar/Line Graph in the Dashboards.
- ✓ The **Dashboards Print Option** now allow users to print all tabs or specify which tabs they want to print at once.

Engagement

- ✓ Users can now search for Engagements by **Engagement ID** using a new filter added to the **Find Engagement** page.
- ✓ A new information icon was added to the Engagement module to display the requirements for each status in the **Engagement Form.**
- ✓ A new column, **Payer,** has been added to the **Find Engagement** page.
- ✓ **LOB Category** was added as a filter in the **Find Engagement** page.
- ✓ A new information icon was added to the Engagement module to display the requirements for each status in the **Engagement Form.**

Retention

- The **Monthly Patient Roster** report now contains a new feature called "**Send To Retention".** This functionality allows users to filter for their TRUE Add, Current, and Terminated Patients, and then send them to Retention under a specific **Retention Reason.**
    - *This workflow is highly recommended for all clients using the **Retention** module.
- The **Retention Form** now contains the **Campaign** field.
- The **Retention Form** now has a new field labeled **Retention Reason** which allows users to specify why a Patient is being handled within the Retention module.
- The **Find Retention** page has been reorganized to include more helpful fields for better ease-of-use.
- The **eMRN** field was added to the **Retention module.**
- Users can now filter for Retention Forms by the **Retention Reason** filter in the **Find Retention** page.

Case Management/ENS Alerts

- The **ENS Alerts Form** now contains a visualization of the patient's journey through the hospitalization process.
- The **Case Management Form** now allows users to print specific areas of the form rather than the entirety of the form.
- The **Alert Type** filter was added to the **Find ENS Alerts** page.

Patient Summary

- The **Delete option** now appears in the top right-hand corner for all manually entered patient records that are not tied to any data.
- The **Market** Filter was added to the **Find Patient** and **Find Policy** pages.
- The **Suspected Policies** pop-up window has been simplified for ease-of-use and better readability.
- When adding a new patient through the **Check Eligibility** module, the user will be redirected to the new patient in a separate tab.
- The user is now allowed to paste policy values in the **Add Insurance** workflow for better ease-of-use.
- The **DOB** is now included in the Patient card in the **Patient Summary.**

Reporting

- The **PCP Performance Summary (ID: 265)** report now contains a new filter that allows the user to filter for active and inactive In-House Providers.
- The **ENS Dashboard** now has an **Episode Class** filter to allow users to filter for Admissions and ER Visits.
- **Member without a PCP Visit (ID: 178)** now displays the current and prior year MLR for the member.
- **New Enrollment Performance (ID: 289)** now contains a hyperlink on the Policy ID column that leads to the Policy Summary.
- The **Group By** filter was added to report **HCC Cost Summary (ID: 128).** A new column was also added to show the percentage of membership in each HCC Group that appears in the report.

- The **LOB Category** filter was added to the **Engagement Dashboard.**
- The **Group By** filter was added to the **Post Discharge F/U Interval (ID: 245).**

General Enhancements

- For Admin users, the following functionalities have been consolidated into one new functionality named “**Manage Agents”** in the **Roles Page:**
- Manage Insurance Agent
- Manage Member Engagement Agent
- Manage Social Service Agent
- Manage insurance Broker
- The Syncrasy **Login** page is now more responsive on Mobile devices.
- Each report now includes the **Report ID** next to the report name similar to the legacy reporting engine.
- The **Roles** Page now includes a Log to show the history of changes made.
- The **Claims** page now includes a **Copy** button in the **Log.** This allows users to copy and paste the responses from the payers in order to get more information.
- The **NPI Details** page now includes fields that allow the user to set a provider as **Inactive** with a specified **Inactive Date.**

SPECIALIZED TRAINING

For those user groups interested in reviewing the new features please send us an email at support@medclouddepot.com. We will schedule an individualized session just for your group and at your convenience.

MedCloudDepot

SYNCRASY

IMPORTANT MESSAGE

Your internet browser's cache stores certain information (snapshots) of webpages you visit on your computer or mobile device so that they'll load more quickly upon future visits and while navigating through websites that use the same images on multiple pages so that you do not download the same image multiple times. Occasionally, however your cache can prevent you from seeing updated content, or cause functional problems when stored content conflicts with live content. If you encounter any issues for Syncrasy Version 10.1, you can refresh the cache stored information by simply clearing your cache. This article contains instructions with screenshots on how to clear the cache for all major browsers: http://www.refreshyourcache.com/en/home/

IMPORTANT REMINDERS!

- ✓ Please do not forget to **CLEAR** your web browsers Cache when we alert you about a system update. This will allow your browser to pull the latest views/images and show you the updates made. You can do this by typing **<SHIFT>** and **<CTRL-F5>.**
- ✓ All new reports published to the **Syncrasy** system are granted to the **Corporate** role only. If you wish to grant access to other roles or individuals you must do so through the ADMIN section of the system.