

3M Science.
Applied to Life.™



3MSM Health Care Academy

3M™ APC Grouper Plus Software

APCGP What's New in This Release

for IBM® z/OS® Mainframe

v2019.1.3

This product contains material and information that is confidential and proprietary to 3M and its licensors. The use of this product is governed by a license agreement. Except as explicitly permitted in the license agreement or permitted in writing by 3M, no part of this product shall be: (i) reproduced, in whole or in part, by any electronic or mechanical means, (ii) disclosed or otherwise made available to, or accessible by, any third party (iii) sublicensed, leased, lent, or transferred to any third party, (iv) used for the benefit of any party other than the licensee, (v) disassembled, decrypted, decompiled, reverse-engineered, or (vi) used to create derivative works. This product includes commercial technical data and/or computer databases and/or commercial computer software and/or commercial computer software documentation, as applicable, which were developed exclusively at private expense by 3M, its subsidiaries, affiliates and licensors. Applicable FAR/DFARS restrictions, and associated license terms, apply to US Government use. 3M HIS can be contacted at 575 West Murray Boulevard, Murray, UT 84123. It is the policy of 3M Health Information Systems to improve products as new technology and software become available. Because of this, 3M HIS reserves the right to make changes in the specifications and materials contained herein without notice. All features, functions, and operations described herein may not be available in all locations. Consult your 3M HIS representative for the latest information. The example companies, organizations, people, addresses, places and events depicted in this document are fictitious and are included solely for the purposes of illustration. Any association with any real individual, company, organization, person, address place or event is unintended and should not be inferred. 3M complies with all applicable federal and state laws and regulations pertaining to patient privacy.

Incorporating the International Statistical Classification of Diseases and Related Health Problems - Tenth Revision (ICD-10), Copyright World Health Organization, Geneva, Switzerland, 1992-2010.

If this product includes CPT® or CPT® Assistant, the following notices are applicable. CPT © 2018 American Medical Association. All rights reserved. CPT is a registered trademark of the American Medical Association. This product includes CPT and/or CPT Assistant which is commercial technical data and/or computer databases and/or commercial computer software and/or commercial computer software documentation, as applicable which were developed exclusively at private expense by the American Medical Association, 330 N. Wabash, Suite 39300, Chicago, IL 60611-5885. The responsibility for the content of any "National Correct Coding Policy" included in this product is with the Centers for Medicare and Medicaid Services and no endorsement by the AMA is intended or should be implied. The AMA disclaims responsibility for any consequences or liability attributable to or related to any use, nonuse or interpretation of information contained in this product. U.S. Government rights to use, modify, reproduce, release, perform, display, or disclose these technical data and/or computer data bases and/or computer software and/or computer software documentation are subject to the limited rights restrictions of DFARS 252.227-7015(b)(2) (June 1995) and/or subject to the restrictions of DFARS 227.7202-1(a) (June 1995) and DFARS 227.7202-3(a) (June 1995), as applicable for U.S. Department of Defense procurements and the limited rights restrictions of FAR 52.277014 (June 1987) and/or subject to the restricted rights provisions of FAR 52.22714 (June 1987) and FAR 52.227-19 (June 1987), as applicable, and any applicable agency FAR Supplements, for non-Department of Defense Federal procurements. Fee schedules, relative value units, conversion factors and/or related components are not assigned by the AMA, are not part of CPT, and the AMA is not recommending their use. The AMA does not directly or indirectly practice medicine or dispense medical services. The AMA assumes no liability for data contained or not contained herein.

3M, 360 Encompass, APCfinder, ChartFact, ChartFax, ChartID, ChartLocator, ChartRelease, ChartReserve, ChartScan, ChartScript, ChartScriptMD, ChartView, ClinTrac, Codefinder, DisclosureTrac, DRG Assurance, DRGfinder, RAAS DL, and VoiceScript are trademarks of 3M Company.

Adobe, Acrobat, and Reader are registered trademarks of Adobe Systems Incorporated in the United States and/or other countries. Microsoft, Windows, Windows NT, Windows Vista, ActiveX, Visual Studio, MS-DOS, Microsoft Word, Word, and Internet Explorer are either trademarks or registered trademarks of Microsoft Corporation in the United States and/or other countries. z/OS is a registered trademark of IBM Corporation in the United States and/or other countries. WinZip is a registered trademark of WinZip International LLC. Crystal Reports is a registered trademark of SAP. All rights reserved. Comprehensive Ambulatory Care Classification System, CACS, Case Mix Groups, CMG, Resource Intensive Weights, and RIW are trademarks of Canadian Institute for Health Information (CIHI). Other products and services that are referred to in this document are or may be trademarks of their respective owners.

What's new in APCGP v2019.1.3

Product	3M™ APC Grouper Plus Software (APCGP)
Platform	IBM® z/OS® Mainframe
Software version	21.0
Product version	v2019.1.3
Release date	02/14/2019
Software download	[download link - purposely removed]

The IBM® z/OS® will be upgraded from version 2.1 to version 2.3 for the April 2020 release or the first release of this software after that date. It will remain backward compatible to version 1.8.

Summary of changes

- Regulatory Release Notice (RRN)
[link purposely removed]
- Spreadsheets and supplemental documents (page [14](#))

v2019.1.3 Service Pack 3 release

- Edits 3150 and 3619 updated (page [5](#))
- DME file updated (page [7](#))
- National fee file updated (page [7](#))
- Pending calc updated (page [7](#))
- KPIs fixed (page [13](#))

v2019.1.2 Service Pack 2 release

- National fee file updated (page [7](#))
- Therapy/Rehabilitation data file updated (page [7](#))
- HOPD Lab Travel Mileage Rate values updated (page [7](#))
- Pending calc updated (page [7](#))

v2019.1.1 Service Pack 1 release

- New Fee File for APCGP scheme (page [8](#))
- New CBA VSAM file layout added (page [11](#))
- New CBZ VSAM file layout added (page [12](#))
- Error listing updated with new error descriptions (page [6](#))
- Batch file record layout updated (page [6](#))
- Facility ZIP code description updated (page [7](#))
- National Fee data file updated (page [7](#))
- Payment Rate statistics file updated (page [7](#))
- Pending calculation file updated (page [7](#))
- APC description file updated (page [7](#))
- Facility values file updated (page [9](#))
- Payment rate statistics values file layout updated (page [10](#))

v2019.1.0 General Availability release

- Grouping and editing version updated, Medically Unlikely Edits (MUEs) updated (page [5](#))
- New public domain edits 109 and 110 added, public domain edit 102 updated (page [5](#))
- Medicare FQHC agency variables updated (page [7](#))
- APC Payment Rate statistics file updated (page [7](#))
- Therapy/Rehabilitation data file updated (page [7](#))
- ZIP code fee file updated (page [7](#))
- Ambulance fee file updated (page [7](#))
- National fee data file updated (page [7](#))
- APC description file updated (page [7](#))
- DME file updated (page [7](#))
- DME rural ZIP Code file updated (page [7](#))
- Facility values file updated (page [9](#))
- Payment rate statistics values file layout updated (page [10](#))

Grouping and editing updates

In the grouping/editing updates table below, the Release column indicates the version in which the component was updated. If the Release column contains "Pending," the changes are anticipated and were not finalized at the time this release information was published, or details are not yet available.

Component/File	Description	Release
Medicare OCE/APC (grouping and editing)	v13.0 removed; v20.0 added (v13.1–v20.0 supported). Centers for Medicare & Medicaid Services (CMS) maintains seven years, or 28 quarters, of the OCE/APC program. The earliest quarterly version is deleted each quarter. Grouping/editing a record with a date of service prior to the earliest available quarter will generate OCE/APC edit 24 (Date of service out of OCE version date range).	v2019.1.0
Medically Unlikely Edits (MUEs)	MUE values effective 01/01/2019	v2019.1.0

Edit and regulatory changes

In the edit updates table below, the Release column indicates the version in which the edit was updated. For more information about these edits and other regulatory information, see the *Regulatory Release Notice (RRN)*. For complete edit information, see the *Outpatient Software Edit Listing*. You can access both from the spreadsheets and documents table ([page 14](#)).

Edit	New/Update/Delete	Type*	Edit message/information	Release
3150	Delete	PR	Functional therapy modifiers and policy was eliminated as per CMS. Effective 01/01/2019 to present.	v2019.1.3
3619	Delete	PR	Functional therapy modifiers and policy was eliminated as per CMS. Effective 01/01/2019 to present.	v2019.1.3
102	Update	PD	Edit description updated. Effective 01/01/2019 to present.	v2019.1.0
109	New	PD	A code first diagnosis is submitted on a PHP claim (Bill type 76x or 13x with condition code 41) without a mental health diagnosis in the first secondary position. Effective 10/01/2018 to present.	v2019.1.0
110	New	PD	The reported line item date of service of a code is prior to the initial marketing date, for which it can be reported. Effective 07/01/2018 to present.	v2019.1.0

* PD=Public domain, PR=Proprietary

Error message updates

In v2019.1.1, the following error messages are new. Error messages are documented in the *APCGP Error Messages (GRP-348)* spreadsheet, which you can access from the spreadsheets and documents table (page [14](#)).

Error #	New/ Update/ Delete	Condition code	Error message	Release
058	New	12	12 PROCESS ENDED: CBA ZIP CODE FILE (MMMCBZ) OPEN ERROR See your systems programmer.	v2019.1.1
059	New	12	12 PROCESS ENDED: CBA ZIP CODE FILE (MMMCBZ) CLOSE ERROR See your systems programmer.	v2019.1.1
060	New	12	12 PROCESS ENDED: CBA ZIP CODE FILE (MMMCBZ) LOAD ERROR See your systems programmer.	v2019.1.1
061	New	12	12 PROCESS ENDED: CBA DME FEE FILE (MMMCBA) OPEN ERROR See your systems programmer.	v2019.1.1
062	New	12	12 PROCESS ENDED: CBA DME FEE FILE (MMMCBA) CLOSE ERROR See your systems programmer.	v2019.1.1
063	New	12	12 PROCESS ENDED: CBA DME FEE FILE (MMMCBA) LOAD ERROR See your systems programmer.	v2019.1.1

Batch file record layout changes

There are modified fields in the record layouts for this release.

In v2019.1., the M record is updated:

- The M-OCE-VER-NUMB field's length has new and updated valid values.

For additional information about record layouts, including changes in valid values, see the *APCGP Batch File Record Layouts (GRP-346)* spreadsheet.

Reimbursement and VSAM file updates

In the table below, the Release column indicates the version in which the component was updated. If the Release column contains "Pending," the changes are anticipated and were not finalized at the time this release information was published, or details are not yet available. The VSAM file layouts are in the *APCGP VSAM Data File Layouts (GRP-347)* spreadsheet, which you can access from the spreadsheets and documents table (page [14](#)).

Component/File	Description of changes	Release
Medicare APC HOPD	v20.0 added (v13.1–v20.0 supported) New Medicare Inpatient Hospital Deductible Amount values effective 01/01/2019 to present New Fixed-dollar Outlier Threshold values effective 01/01/2019 to present	v2019.1.0
Medicare FQHC PPS	Updated Medicare FQHC agency variables (see MMMFAC spreadsheet for details)	v2019.1.0
Facility values file (MMMFAC)	Updated agency variable Lab Travel Mileage Rate values 01/01/2019 to present	v2019.1.2
	Facility ZIP code description updated	v2019.1.1
National Fee data file (MMMNAT)	Revised CLAB values effective 01/01/2019 to present	v2019.1.3
	Updated Lab Travel Code P9604 values effective 01/01/2019 to present New CLAB values effective 01/01/2019 to present	v2019.1.2
	New values effective 01/01/2019 to present Replacement values effective: 10/01/2018–12/31/2018 07/01/2018–09/30/2018	v2019.1.1
	New Telehealth HCPCS code Q3014 and values effective 01/01/2019 to present New CLAB values effective 01/01/2019 to present New National Drug Fee values effective 01/01/2019 to present	v2019.1.0
APC Payment Rate statistics file (MMMCWT)	Final values effective 01/01/2019 to present	v2019.1.1
	Preliminary values effective 01/01/2019 to present Note: This file may include limited changes based on the CMS publication of the OPSS Pricer. Any changes will be included in a future release.	v2019.1.0
Therapy/Rehabilitation data file (MMMREH)	Updated Medicare Physician Fee Schedule pricing	v2019.1.2
	New values effective 01/01/2019 to present	v2019.1.0
DME data file (MMMDME)	New L3670 and L3675 values effective 01/01/2019 to present	v2019.1.3

Component/File	Description of changes	Release
	New values effective 01/01/2019 to present Replacement values effective: 01/01/2018 - 05/31/2018 06/01/2018 - 12/31/2018	v2019.1.0
DME rural ZIP Code file	New values effective 01/01/2019 to present	v2019.1.0
Ambulance fee file (MMMAMC)	New values effective 01/01/2019 to present	v2019.1.0
ZIP Code fee file (MMMZIP)	New values effective 01/01/2019 to present	v2019.1.0
Competitive Bidding Area DME (MMMCBA)	New file and new values effective 01/01/2019 to present	v2019.1.1
Competitive Bidding Area ZIP code (MMMCBZ)	New file and new values effective 01/01/2019 to present	v2019.1.1
Pending calculation file	No pending calculations	v2019.1.3
	Contains data that is used to identify pending calculations Added to pending calc, APC 19942 for the following HCPCS: G0068, G0069, G0070	v2019.1.2
	No pending calculations	v2019.1.1
	Contains data that is used to identify pending calculations	v2019.1.0
APC description file	New proprietary APC 19942 for Home Health Services added	v2019.1.1
	Updated	v2019.1.0

New Fee File for APCGP scheme

The Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) Competitive Bidding Program was mandated by Congress through the Medicare Prescription Drug, Improvement, and Modernization Act of 2003. The statute requires that Medicare replace the current fee schedule payment methodology for selected DMEPOS items with a competitive bidding process. The intent is to improve the effectiveness of the Medicare methodology for setting DMEPOS payment amounts, which will reduce beneficiary out-of-pocket expenses and save the Medicare program money while ensuring beneficiary access to quality items and services. This change implements alternative fees for certain services (based on HCPCS) provided in certain DME Competitive Bidding Areas (based on ZIP Code).

As a result, effective for services on or after January 1, 2019, we are adding a new Competitive Bidding Area (CBA) DME Fee file which will be used in combination with a ZIP Code to CBA table that will be maintained within the product (not viewable by the user) to determine the appropriate DME fee. For accurate reimbursement, you must populate the **you must populate the Facility Zip code schedule field (MMMFAF) and select the appropriate CBA DME Fee file**. If this field is not populated, or populated with an invalid value, the non-CBA DME fee will be used for calculating reimbursement, which may be incorrect (depending upon the HCPCS code and

facility ZIP Code). For your reference, the ZIP Code to CBA table and other related information can be found at:

<https://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSFeeSched/DMEPOS-Fee-Schedule.html>.

There aren't currently any services that are reimbursed using this new methodology.

Facility values file layout updates

In the v2019.1.1 release, the facility values (MMMFAC) VSAM file layout is updated as shown in the table below. For additional information about these fields and other changes, see *APCGP VSAM Data File Layouts (GRP-347)*, which you can access from the spreadsheets and documents table (page [14](#)).

New/ Update/ Delete	Field name	Position	Length	Description of changes	Release
Update	Statistics File Identifier	48	5	Documentation update: Added valid values 39-42	v2019.1.1
Update	Facility Zip Code	140	5	Description updated: Facility ZIP code for determining DME fee schedule non-rural/rural status and whether facility is in a DME Competitive Bidding Area (CBA).	v2019.1.1
Update	Statistics File Identifier	48	5	Identifies which set of statistics the record should use. Part of the 52-byte key. New valid values: 00073 (Effective 10/01/2018 - 12/31/2018) 00074 (Effective 01/01/2019 - 01/01/2029) Note: This change happened in v2019.1.0, but wasn't documented in the v2019.1.0 What's New.	v2019.1.0
Update	Medicare Inpatient Hospital Deductible Amount	105	6	Inpatient hospital deductible amount, announced annually in a CMS Program Memorandum. New valid value: 01/01/2019 - Present = \$1,364.00	v2019.1.0
Update	Fixed-dollar Outlier Threshold	127	6	A fixed dollar threshold that is added to the APC payment to determine a threshold that must be met, in addition to the APC multiplier threshold, in order to qualify for a cost outlier payment. New valid value for "All other providers": 01/01/2019 - Present = \$4,825.00	v2019.1.0

New/ Update/ Delete	Field name	Position	Length	Description of changes	Release
Update	CCM Rate	180	5	Payment rate for chronic care management services. New valid value: 01/01/2019 - Present = 66.94	v2019.1.0
Update	Psychiatric CoCM rate	185	5	Payment rate for psychiatric collaborative care model care management services based on a national average non-facility fee for 99492 and 99493. New valid value: 01/01/2019 - Present = 145.78	v2019.1.0
Update	FQHC PPS Base Payment Rate	270	5	Base payment for visit before geographical adjustment is applied. New valid value: 01/01/2019 - Present=169.77	v2019.1.0
Update	Telehealth Facility Fee	284	4	Fee for telehealth facility HCPCS code Q3014. New valid value: 01/01/2019 - Present: 26.15	v2019.1.0

Facility values records provided are samples only for the purpose of testing the install test database. Define the file large enough to handle one record for each facility values contract.

Payment rate statistics values file layout updates

In the v2019.1.1 release, the APC payment rate statistics (MMMCWT) VSAM file layout is updated as shown below. For additional information about these fields and other changes, see *APCGP VSAM Data File Layouts (GRP-347)*, which you can access from the spreadsheets and documents table (page [14](#)).

New/ Update/ Delete	Field name	Position	Length	Description of changes	Release
Update	Statistics File Identifier	48	5	Documentation update: Added valid values 39-42	v2019.1.1
Update	Statistics File Identifier	2	5	Identifies which set of statistics the record should use. Part of the 52-byte key. New valid values: 00073 (Effective 10/01/2018 - 12/31/2018) 00074 (Effective 01/01/2019 - 01/01/2029)	v2019.1.0

CBA file layout

In the v2019.1.1 release, the Competitive Bidding Area (MMMCBA) VSAM file is added. The layout is as shown in the table below. For additional information about this field and other changes, see *APCGP VSAM Data File Layouts (GRP-347)*, which you can access from the spreadsheets and documents table (page [14](#)).

Important! As of v2019.1.1, you must add a new DD Name (MMMCBA) in the JCL to process reimbursement.

Field name	Position	Length	Key/Data	Format/Valid Range	Description of changes	Release
File Status Indicator	1	1	N/A	A is required		v2019.1.1
Effective Date	2	8	Key	YYYYMMDD	This is the beginning of the date range for which these values are valid. Part of the 50-byte key.	v2019.1.1
Procedure code	10	5	Key		Procedure code. Part of the 50-byte key.	v2019.1.1
Procedure code modifier 1	15	2	Key		Procedure code modifier 1. Part of the 50-byte key.	v2019.1.1
Procedure code modifier 2	17	2	Key		Procedure code modifier 2. Part of the 50-byte key.	v2019.1.1
Procedure code modifier 3	19	2	Key		Procedure code modifier 3. Part of the 50-byte key.	v2019.1.1
CBA Short Name	21	30	Key		CBA Short Name (Competitive Bidding Area). Part of the 50-byte key.	v2019.1.1
Filler	51	1	Key		Not used; blank filled, reserved for future use. Part of the 50-byte key.	v2019.1.1
CBA DME Fee	52	12	Data	0000000000.00-9999999999.99 (decimal point implied)	CBA DME Fee (Competitive Bidding Area Durable Medical Equipment)	v2019.1.1

CBZ file layout

In the v2019.1.1 release, the Competitive Bidding Area Zip code (MMMCBZ) VSAM file is added. The layout is as shown in the table below. For additional information about this field and other changes, see APCGP VSAM Data File Layouts (GRP-347), which you can access from the spreadsheets and documents table ([page 14](#)).

Important! As of v2019.1.1, you must add a new DD Name (MMMCBZ) in the JCL to process reimbursement.

Field name	Position	Length	Key/Data	Format/Valid Range	Description of changes	Release
File Status Indicator	1	1	N/A	A is required		v2019.1.1
Effective Date	2	8	Key	YYYYMMDD	This is the beginning of the date range for which these values are valid. Part of the 14-byte key.	v2019.1.1
Zip Code	10	5	Key		Identifies the 5 digit zip code. Part of the 14-byte key.	v2019.1.1
Filler	15	1	Key		Not used; blank filled, reserved for future use. Part of the 14-byte key.	v2019.1.1
CBA Short Name	16	30	Data		CBA Short Name (Competitive Bidding Area)	v2019.1.1

Expected test run results

The expected numbers of claims and records processed in a successful test run of the installation are given in member INSTLCNT in the JCL library folder. See the instructions for running the recommended test for a successful installation [[link purposely removed](#)].

Known product issues (KPIs)

All current KPIs are published on the 3M HIS Support website [link purposely removed]

- To find current KPIs, follow this link [link purposely removed].
- To subscribe to be notified when a KPI is published, follow this link [link purposely removed].

In addition to any KPI fixes, a release may contain fixes for minor issues that did not warrant publishing a KPI.

KPIs fixed in v2019.1.3

Title	Answer ID
KPI: OCE/APC codes G0068-G0070 assigned to APC 19942 Home Health Services are unpaid	49443
KPI: Edit 3619, 5619, 3150, 5150 editing in conflict with termination of CMS policy requirement for reporting Therapy Plan of Care modifiers GN, GO, and GP	49449

Spreadsheets and documents

Links in this table take you to the most current version of each document that contains the technical details of your product, including batch file layouts, VSAM file layouts, release notice (*What's New*), and the *Regulatory Release Notice* (RRN). The entry in the "Last updated" column indicates when the document was updated. If the attachment has not been updated this quarter, the link takes you to the last version released.

Note: Verify the requirements to use these files (page [15](#)).

Spreadsheet or document	Description	Last updated
Batch file layouts		
APCGP Batch File Record Layouts (GRP-346) [link purposely removed]	Batch file record layouts	v2019.1.3
VSAM file layouts		
APCGP VSAM Data File Layouts (GRP-347) [link purposely removed]	VSAM data file layouts	v2019.1.2
Error messages		
APCGP Error Messages (GRP-348) [link purposely removed]	Error numbers and messages	v2019.1.1
Edit lists and examples		
APC Edit Examples (GRP-232) [link purposely removed]	Coding examples and the effects of CMS OCE/APC edit changes	v2018.2.0
MUE Edit Examples (GRP-233) [link purposely removed]	Coding examples and the effects of CMS MUE edit changes	v2015.1.1
Outpatient Software Edit Listing (GRP-227) [link purposely removed]	Information on CMS OCE/APC edits, Medically Unlikely Edits (MUEs), and 3M-created edits	v2019.1.3
Regulatory information and code listings		
Regulatory Release Notice (GRP-218) [link purposely removed]	Information about CMS OCE/APC and 3M APC additions and changes for this release	v2019.1.3

Spreadsheet or document	Description	Last updated
APC and HCPCS code listings (GRP-081) [link purposely removed]	Detailed list of APCs and a list of HCPCS codes mapped to their corresponding APC and 3M APC assignments	v2019.1.3
Grouper Reimbursement Matrix (GRP-345) [link purposely removed]	Information about the latest versions of groupers and reimbursement schemes available in the most-recent quarter	v2019.1.0
Grouper Applications ICD-10 Matrix [link purposely removed]	List of ICD-10 versions of groupers and any limitations that may apply	v2018.4.0
Reimbursement references		
Outpatient Medicare Reimbursement Guide (GRP-034) [link purposely removed]	Information about reimbursement for Medicare outpatient payment	v2019.1.1
Sections of the APCGP Library available in PDF format		
What's New in this Release (GRP-072) [link purposely removed]	Information about the current release of the software	v2019.1.3
Hardware and Software Specifications for APCGP (GRP-052) [link purposely removed]	Hardware and software requirements for installing and running the software	v2016.1.0
APCGP Installation and User's Guide (COD-120) [link purposely removed]	Information on downloading, installing, and using the software	v2019.1.3

Requirements for using spreadsheets and documents

- To use the spreadsheets, you must have Microsoft® Excel® or another spreadsheet program.
- To use the PDF files, you must have Adobe® Reader® version 6.0 or later. 3M recommends you update to the latest available version of Adobe Reader.

Getting help from 3M

Visit the 3M HIS Support website [link purposely removed]

- Download or read about the latest product updates.
- View or download product documentation.
- Submit an online request for product support (best for non-urgent issues).

If you haven't registered for the website, you can do so by clicking the "Sign Up" link.

Request assistance

- **To submit a ticket on the 3M HIS Support website, click the Request Assistance link.** You can submit Priority 1 incidents only during specified business hours as noted on the submission page.
- **For phone support, call 1-800-435-7776.** Standard support for 3M HIS products, as well as coding support, is available Monday through Friday, 7:30 A.M. to 8:30 P.M. Eastern Time. Emergency support is available 24 hours a day for Priority 1 issues at any facility and for facilities with an extended support contract. If your facility does not have extended support, consult your system administrator or 3M HIS contract for information on billing policy and rates.

To escalate a problem, ask for the Client Support Services manager.

- **Have your information ready when you call.** If you call for product support, please be at a workstation and be prepared to provide the following information:
 - Product version number, date, and time
 - Type of computer hardware you are using
 - Operating system version and type of network environment
 - Names of other programs or memory-resident programs running on the workstation when the problem occurred
 - Exact wording of any messages on your monitor
 - What you were doing when the problem occurred and whether you can reproduce the problem
 - How you tried to solve the problem

For information about 3M products, visit www.3mhis.com or call 1-800-367-2447