UPGRADE MATRIX

The gold standard for hard working practices.

New Features	Added from 2016*-2021*	2022*	2023*	2024	2025
Integrated CGM PAY** functionality and dashboard for credit card and ACH; automated payment plans					✓
Enhanced Patient Responsibility Estimate using eMEDIX helps self-pay and uninsured patients					✓
Customizable charge-entry workflow warns of date-sensitive entries and outdated codes; copies messaging rules easily					✓
Smarter, expanded search capability for transaction references					✓
Patient insurance history					✓
Duplicate charge warnings for same DOS and provider					✓
Fully integrated patient statements using eMEDIX				✓	✓
More detailed eligibility display				✓	✓

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LYTEC
Practice Management and EHR

	Added from 2016*-2021*	2022*	2023*	2024	2025
Daily appointment and activity review				✔	✔
Microsoft Windows Server 2022 support				✔	✔
Auto-creation of pending transactions from completed appointments			✔	✔	✔
Ability to make appointment resources inactive			✔	✔	✔
Ability to add saved notes to payments and statements			✔	✔	✔
Current co-pay, co-insurance, and remaining deductible displays when using eMEDIX** EDI			✔	✔	✔
Opt-in contact preferences for patients using CGM CONNECTION** appointment reminders			✔	✔	✔
Reporting for all payments matching Date of Service (DOS)		✔	✔	✔	✔
Financial KPI dashboard to display financial performance year-over-year for charges, adjustments, and payments		✔	✔	✔	✔
Patient encounters KPI dashboard to display patient visits, missed appointments, and average charges per visit		✔	✔	✔	✔
New workflow to prevent printing and export of inactive items and patients		✔	✔	✔	✔
Integration with CGM CONNECTION** - a robust patient engagement tool		✔	✔	✔	✔
Enhanced password security		✔	✔	✔	✔
Report enhancements to meet 21st Century Cures Act demographic requirements	✔	✔	✔	✔	✔
OCR scanning of insurance cards and return of demographic information	✔	✔	✔	✔	✔

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	Added from 2016*-2021*	2022*	2023*	2024	2025
Enhanced ICD-10 search tool powered by IMO® Terminology	✓	✓	✓	✓	✓
Demographic information returned on eligibility checks	✓	✓	✓	✓	✓
Multiple revenue management improvements related to batch eligibility checks	✓	✓	✓	✓	✓
Fewer clicks for real-time eligibility checks	✓	✓	✓	✓	✓
SQL server FileStream enabled to help reduce database size of scanned images	✓	✓	✓	✓	✓
Accept up to 12 diagnosis codes transferred from EHR (up to six from CGM PRACTICE PARTNER)	✓	✓	✓	✓	✓
Create AR tracker notes directly from Charges & Payments screen	✓	✓	✓	✓	✓
Assign agent, task, and due date from Charges & Payments screen	✓	✓	✓	✓	✓
Custom color coding for quick identification of patient types in patient lookup grids	✓	✓	✓	✓	✓
EHR interface with the award-winning APRIMA solution**	✓	✓	✓	✓	✓
Duplex scanning capability and full-page scans viewing	✓	✓	✓	✓	✓
Timely filing and appointment date filters in AR Tracker	✓	✓	✓	✓	✓
Enhanced eligibility response displays	✓	✓	✓	✓	✓
Patient balance field on custom displayed and printed appointment schedule	✓	✓	✓	✓	✓
Mobile app enhancements: permanent diagnosis for patient preview, edit appts, add'l insurance info, middle initials, facility codes	✓	✓	✓	✓	✓

	Added from 2016*-2021*	2022*	2023*	2024	2025
Support for insurance payments by credit card	✓	✓	✓	✓	✓
Ability to default NDC codes in charges and payments	✓	✓	✓	✓	✓
Accounts Receivable Tracker for working AR balances	✓	✓	✓	✓	✓
Expanded functionality and Patient Intake tool for LYTEC Mobile	✓	✓	✓	✓	✓
Enhancements to real-time eligibility and EOB functionality	✓	✓	✓	✓	✓
Customizable coding edits	✓	✓	✓	✓	✓
Claim status verification with electronic response from clearinghouse	✓	✓	✓	✓	✓
Workflow to easily move credits	✓	✓	✓	✓	✓
Customized printable appointment schedules	✓	✓	✓	✓	✓
Insurance timely filing calculator	✓	✓	✓	✓	✓
Advanced duplicate patient record matching	✓	✓	✓	✓	✓

Contact your representative to learn more

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