UPGRADE MATRIX

CGM MEDISOFT

Practice Management and EHR

New Features	Added from v21-v27*	v28*	v29*	v30	v31
Unprocessed charges created from completed appointments					✓
EDI attachment info added to claim level					✓
Assignment of AR status codes and AR notes directly within an ERA					✓
Revenue Management window sizes and positions remembered between logins					✓
Auto-check of patient responsibility lines when posting a secondary remit					✓
Printout of patient statements from the generated eMEDIX eStatement list**					✓
Credit card surcharges through integration with CGM PAY**				✓	✓
Flexible, online patient appointments and scheduling				✓	✓

Synchronizing Healthcare

CGM CompuGroup Medical

	Added from v21-v27*	v28*	v29*	v30	v31
QR code on statements for online patient pay†				✓	✓
Electronic attachments for workers' comp and auto claims†				✓	✓
Improved patient statement delivery preferences†				✓	✓
Integrated CGM PAY** functionality and dashboard for credit card and ACH; automated payment plans			✓	✓	✓
Enhanced Patient Responsibility Estimate helps self-pay and uninsured patients†			✓	✓	✓
Enhanced write-off tool sorts outstanding balances by responsible party			✓	✓	✓
Diagnosis codes added to MultiLink Transactions			✓	✓	✓
Transaction Entry Alerts warn of date-sensitive entries such as outdated codes; copy rules to make new alerts easily			✓	✓	✓
Option to limit number of diagnosis pointers in Unprocessed Transactions and Transaction Entry			✓	✓	✓
Ability to delete multiple Unprocessed Charges at once			✓	✓	✓
Fully integrated patient statements using eMEDIX**		✓	✓	✓	✓
More detailed eligibility display†		✓	✓	✓	✓
Daily appointment and activity review		✓	✓	✓	✓
Streamlined claim management		✓	✓	✓	✓
Ability to merge patient accounts/charts	✓	✓	✓	✓	✓
Customizable patient alert pop-ups	✓	✓	✓	✓	✓

	Added from v21-v27*	v28*	v29*	v30	v31
Current co-pay, co-insurance, and remaining deductible displays when using eMEDIX** EDI	✓	✓	✓	✓	✓
Ability to move charges and accompanying co-pays between cases	✓	✓	✓	✓	✓
Inactive status indicators in the patient drop-down menu when creating appointments within Office Hours	✓	✓	✓	✓	✓
Opt-in contact preferences for patients using CGM CONNECTION** appointment reminders	✓	✓	✓	✓	✓
PDF image file support	✓	✓	✓	✓	✓
Multi-practice name display among Windows taskbar icons	✓	✓	✓	✓	✓
Financial KPI dashboard to display financial performance year-over-year for charges, adjustments, payments	✓	✓	✓	✓	✓
Patient encounters KPI dashboard to display patient visits, missed appointments, average charges per visit	✓	✓	✓	✓	✓
Patients searchable by DOB	✓	✓	✓	✓	✓
Integration with our robust patient engagement tool, CGM CONNECTION**	✓	✓	✓	✓	✓
Enhanced password security	✓	✓	✓	✓	✓
OCR scanning of insurance cards and return of demographic information	✓	✓	✓	✓	✓
Enhanced ICD-10 Search Tool powered by IMO® Terminology	✓	✓	✓	✓	✓
Demographic information returned on eligibility checks†	✓	✓	✓	✓	✓
Multiple revenue management improvements related to batch eligibility checks	✓	✓	✓	✓	✓
Login/logout audit trail reporting	✓	✓	✓	✓	✓

	Added from v21-v27*	v28*	v29*	v30	v31
Deposit list enhancements to use in-screen persistence of payer type/payer method values	✓	✓	✓	✓	✓
Patient DOB, age, and last eligibility check date on OHP appointment screen	✓	✓	✓	✓	✓
EHR interface with the award-winning CGM APRIMA** solution	✓	✓	✓	✓	✓
Transaction and statement notes added to walkout receipts	✓	✓	✓	✓	✓
Mobile app enhancements: cases, edit appts, balance details, add'l insurance info, middle initials, facility codes	✓	✓	✓	✓	✓
Pending Patients tool for adding patients	✓	✓	✓	✓	✓
Accounts receivable tracker for working AR balances	✓	✓	✓	✓	✓
Insurance card scanning to policy and multimedia tabs	✓	✓	✓	✓	✓
Auto-assign statements notes	✓	✓	✓	✓	✓
Advanced duplicate patient record matching	✓	✓	✓	✓	✓
Color coding functionality for patient statuses and incomplete transactions	✓	✓	✓	✓	✓
Insurance timely filing calculator	✓	✓	✓	✓	✓

© Copyright 2026 CompuGroup Medical, Inc.

Contact your representative to learn more

Integrated Health Care

Phone: 708-468-4070

Website: www.ihctech.com

* CGM MEDISOFT versions prior to v30 are no longer supported by the developer
** Priced separately
† When combined with eMEDIX, the only fully approved and supported clearinghouse for CGM MEDISOFT