Notice of Client Responsibilities

Prior to your Upgrade

You must disclose any and all software programs you use that connect with Lytec so that we can be sure we have any licensing we need before upgrading your system. Failure to do so will most likely leave you unable to use those programs after the Lytec upgrade. A few common examples are EMR software, electronic statements, electronic appointment reminder software.

You must arrange for all Lytec Client PCs to be available on the scheduled upgrade day. After the upgrade is done on the server, any workstations not upgraded CANNOT open Lytec until they are also upgraded. If you have additional PCs that were not disclosed there will need to be an additional appointment scheduled to have Lytec upgraded on them and an additional cost may apply.

Take note of the last appointment scheduled and last bill # created in the system to verify data after the upgrade.

Have a list of any custom forms, superbills, custom statements you print.

If you have custom CMS paper forms that print unique info such as Workmans Comp, please print out a sample to compare after the upgrade.

If you have custom forms in Lytec Mobile, you must disclose this to the technician during the pre-upgrade call.

Immediately following your upgrade

Each user should test the areas of Lytec used on the same day the upgrade is completed.

Verify the last appointment made and bill # created are present in the system.

Verify all custom forms, superbills, statements are available to print from all machines you print them from.

Verify any custom paper CMS forms print accurately after upgrade (comparing to samples printed before).

Verify all software programs that connect to Lytec are functioning properly and any information that should cross over from one to the other behaves as it did prior to the upgrade.

Send claims to your clearinghouse within 2 days and verify they send. Contact us immediately if you cannot send. If you call more than a week later with submission problems, it will be entered into our system as a support ticket un-related to the upgrade and therefore if you don't have a support contract may be a billable issue.

Download and post ERAs from your clearinghouse within 2 days and verify they download. Contact us immediately if you cannot do so. If you call more than a week later with ERA problems, it will be entered into our system as a support ticket un-related to the upgrade and therefore if you don't have a support contract may be a billable issue.

Alert the install technician to any issues within 5 business days from the upgrade. After 5 business days, the technician will close the upgrade ticket. Any issues reported after that time will require you to submit a new service ticket and may incur additional charges.