



# VITK: MAY 30, 2024

CGM Portal & Achievement Club



CGM Portal

Q&A

Achievement Club

# AGENDA

# Presenters

---

**Sales: Jeff Paul, *VAR Sales Executive***

**Operations: Dawn Taylor, *Director, Customer Operations***

**Support: Matt Smidt, *Vice President, Support***



CompuGroup  
Medical

## Portal Demonstration

Synchronizing Healthcare  
[www.cgm.com](http://www.cgm.com)

# 2024 Achievement Club

## Considerations – Metrics to Attain

### 2024 Sales Dollars

Rooms	1 CGM VAR Sales	Standard VAR Sales
1 <sup>st</sup> Room	225k	300k
Each Additional Room	150k	175k

### 2024 eMEDIX Sales Dollars

eMEDIX Sales	Minimum
1 <sup>st</sup> Room	10k
Each Additional Room	5k

- Initial 12-month sales order total is counted as Sales dollars toward Achievement Club qualification. Any recurring revenue beyond the initial 12-month term does not apply.
- CGM will determine whether to host an event based on the total number of qualifiers who achieve their sales metrics.



CompuGroup  
Medical

**THANK YOU**

# VAR Portal - Appendix

## Getting Started Guide

### Welcome to your CGM PORTAL!



#### Getting started

We're excited to guide you through the initial steps of our portal. Our Getting Started Guide is specially designed to introduce you to the key features that will get you up and running quickly and efficiently.

Ready to dive in? Access your **Getting Started Guide** [here](#) and embark on your seamless digital adventure!

Do not show this message anymore

ENTER PORTAL >

# VAR Portal - Appendix

## Dashboard

**CGM PORTAL**

Hello, VAR Admin!  
WELCOME TO YOUR CGM PORTAL.

**ARIA RCM Services wins Best in KLAS 2024**  
LEARN MORE

**BEST IN KLAS** WELCOME TO YOUR CGM PORTAL

**BEST IN KLAS 2024**  
AMBULATORY RCM SERVICES (EHR-ASSOCIATED)

**LATEST NEWS** VIEW ALL

**IMPORTANT** CGM PORTAL CGM APRIMA

**SAP Team from CGM Coming to Vega and Acteur to Showcase and Roll Out SAP**  
The SAP team from CGM will be visiting the companies Vega and Acteur in the coming weeks to showcase SAP and its capabilities. The team will also be working with the companies to roll out SAP, which is a comprehensive enterprise resource planning (ERP) system that can help businesses improve their efficiency and productivity. "We are excited to be partnering with CGM to bring SAP to Vega and Acteur," said a spokesperson for Vega. "We believe that SAP will be a valuable tool for our businesses and will help us to achieve our growth objectives. The SAP team will be providing training and support to the employees of Vega and Acteur as they learn to use the new system. They will also be...  
Jan 24, 2024 READ MORE

**SUPPORT ANNOUNCEMENTS CGM EMDS**

**CGM eMDs Content Updates Available: HCPCS, CPT, RVU and CCI**  
Posted: 12/18 Updated: 12/19 The content updates listed below are available for download in the Content Updates section of this CGM eMDs Resource Center. The .zip files for these content updates contain the executable file and the installation guide detailing the contents of each update. HCPCS\_Update\_2023\_12\_01 CCI\_Update\_2023-12-07 CPT\_Update\_2023-12-01 RVU\_Update\_2024\_Q1\_and\_Global\_Period\_Update\_2023-12-15 For hosted customers, no additional action is needed as these will be applied for you.  
Dec 18, 2023 READ MORE

**SUPPORT ANNOUNCEMENTS CGM APRIMA**

**CGM APRIMA - v19.2 Hotfix 1515 Now Available**  
CGM APRIMA is happy to announce the release of hotfix 1515 for users with CGM APRIMA v19.2. This hotfix contains key feature improvements and enhancements and you can review all that is included via the hotfix guide published on our CGM APRIMA Documentation page. Please review this guide so that you are aware of the included changes and the steps to install the update. If you need assistance applying this hotfix, reach out to CGM Support so we can schedule a time to apply this for you. To improve schedule speed...

**SUPPORT CASES** VIEW ALL

MY CASES ALL CASES

VAR Portal Test Account (eMDs)  
vxxx  
OPEN  
May 28, 7:30 AM

VAR Portal Test Account (eMDs)  
test ticket creation 20.05  
COMPLETED  
May 27, 4:12 AM

VAR Portal Test Account (eMDs)  
test  
COMPLETED  
May 23, 5:51 PM

VAR Portal Test Account (eMDs)  
a  
OPEN  
May 20, 1:29 PM

VAR Portal Test Account (eMDs)

**DOCUMENTATION**

- CGM APRIMA Documentation
- CGM PRACTICE PARTNER Documentation
- CGM MEDISOFT Documentation
- CGM LYTEC Documentation
- CGM eMDs Resource Center and Documentation
- CGM PLUS Documentation

**LINKS**

- CGM Legal
- CGM - VAR Customer EULA
- CGM Knowledgebase

**2022 VAR CIRCLE OF EXCELLENCE / VAR ACHIEVERS**

- AZCOMP Technologies
- DAS Health Ventures, Inc
- Dabbs Computer Consultants



# VAR Portal - Appendix

## My Org

The screenshot displays the 'My Org' page in the CGM Portal. At the top, a notification states: 'A data change request has been submitted. You will be able to create a new data change request once the current request has been completed.' Below this, the account details for 'VAR Portal Test Account (eMDs) Name2 Name31' are shown, including phone, address (10901 Stonelake Blvd, Austin, Texas, 78759), website (https://fake.com), customer number (17027874), and time zone (Central Time (Dallas)).

The main section displays a list of contacts under the heading 'Contacts (6)'. A search bar is present with the text 'Search by name or ID'. The results are shown in a grid view, displaying 6 of 6 results. The contacts listed are:

- VAR Admin**: Role is VAR ADMIN, Main Contact. Business information includes email 46792623.cgm.com@de.teamis.ms, phone +1111, and personal ID 17027695. Time zone is Central Europe, language is English.
- Name2 Name3**: Role is VAR ADMIN. Business information includes email 1e85d86f.cgm.com@de.teamis.ms, time zone Central Time (Dallas), language English, and personal ID 17027696.
- Test ABC**: Role is VAR ORDERING USER. Business information includes email abc@def.de, time zone Central Time (Dallas), language English, and personal ID 17031081.
- Test2 Testov**: Role is VAR ADMIN, with a 'LOGIN DISABLED' status.
- John Smith**: Role is VAR SUPPORT USER.
- Test CGE 20240312**: Role is VAR ADMIN.



# VAR Portal - Appendix

## My Org

The screenshot displays the 'My Org' section of the CGM Portal. At the top, a notification states: 'A data change request has been submitted. You will be able to create a new data change request once the current request has been completed.' Below this, the account name is 'VAR Portal Test Account (eMDs) Name2 Name31'. The account details include: Phone (+11), Address (10901 Stonelake Blvd, Austin, Texas, 78759), Website (https://fake.com), Customer Number (17027874), and Time Zone (Central Time (Dallas)).

Navigation tabs show 'Contacts (6)', 'Invoices (15)', and 'Contracts (1)'. The 'Invoices' tab is active, displaying a table of 15 results. The table columns are STATUS, INVOICE ID, CREATION DATE, and NET VALUE. Each row includes 'VIEW' and 'DOWNLOAD' buttons.

STATUS	INVOICE ID	CREATION DATE	NET VALUE		
PAID	9090000438	May 15, 2024	\$1,011.12	VIEW	DOWNLOAD
PAID	9090000437	May 15, 2024	\$505.56	VIEW	DOWNLOAD
PAID	9090000436	May 14, 2024	\$8,628.40	VIEW	DOWNLOAD
NOT PAID	9090000417	Mar 24, 2024	\$862.84	VIEW	DOWNLOAD
NOT PAID	9090000329	Oct 18, 2023	\$862.84	VIEW	DOWNLOAD
NOT PAID	9090000331	Oct 18, 2023	\$862.84	VIEW	DOWNLOAD
NOT PAID	9090000328	Oct 18, 2023	\$862.84	VIEW	DOWNLOAD
NOT PAID	9090000332	Oct 18, 2023	\$862.84	VIEW	DOWNLOAD
NOT PAID	9090000330	Oct 18, 2023	\$862.84	VIEW	DOWNLOAD

# VAR Portal - Appendix

## My Org

### Invoice

### COPY

CompuGroup Medical – EMDs, Inc  
 10901 Stonelake Blvd, Suite 200  
 Austin, TX 78759



VAR Name  
 VAR Address

Invoice Date: 05/01/2024  
 Invoice-No.: 9090060841  
 Customer No.: 20000000  
 Phone Number: (888) 555-1212  
 E-mail: AR@emds.com

Ship to:  
 VAR Customer Name  
 VAR Address

End customer:  
 VAR Customer Name  
 VAR Address

Portal Order # → 2024-US15-00048008

System Order # → Order No.: 355753857

Item	Description	Quantity	Price (USD)	Amount (USD)
40	eMEDIX - Add-On Provider Setup WS	1 PC	0.00	0.00
<b>Sub-total</b>				<b>0.00</b>
<b>Net Total</b>				<b>0.00</b>
<b>Total Amount</b>				<b>0.00</b>

Payment terms: Prepaid Order - Prior Payment will be Applied

Please note - If this invoice is not disputed in writing within 10 days, all balances are due in full. Effective September 1, 2023 all Credit Card payments will be subject to a 3.5% processing fee.

Any payment against/towards the invoice herein ("Invoice") or continuing to receive services in the Invoice after your prior term expires constitutes: (i) affirmative acceptance of the services as detailed in the Invoice; (ii) acceptance of the confidential "Terms of Service" available online at: <https://www.emds.com/legal/>; and (iii) representation that you have the authority and right to bind your organization to the Terms of Service and the full payment obligation contained in the Invoice.



# VAR Portal - Appendix

## Support

The screenshot shows the 'Create a Case' form in the CGM Portal. The form is titled 'Create a Case' and includes a navigation sidebar on the left with icons for Home, My Cases, Support, Knowledge, Accounts, Products, Orders, and News. The main form area contains the following fields and sections:

- Buttons:** X CANCEL, PREVIEW, SEND → (top right)
- Instructions:** All fields marked with \* are mandatory, all others are optional.
- Type\*:** Radio buttons for Support Case, LMS Assistance, and Administration/Account Assistance (selected).
- Account\*:** A dropdown menu with 'My Account' selected and 'VAR Customer Wholesale' as the current selection.
- Category\*:** A dropdown menu with 'Invoice Dispute' selected.
- Order ID, Invoice or Ref\*:** A text input field with the placeholder text 'Please pick first a category from above.'
- Subject\*:** A text input field with the placeholder text 'Enter subject' and a character count of 'Max 120 characters' (120/120).
- Description\*:** A large text area with the placeholder text 'Please explain your issue ...'.
- Attachments:** A section with a 'BROWSE' button and the text 'Drag and Drop file to upload' or 'Allowed: PNG, JPG, PDF, DOC'.
- Bottom Buttons:** SEND →, PREVIEW, X CANCEL.