

Release 25.132 - April 3, 2025

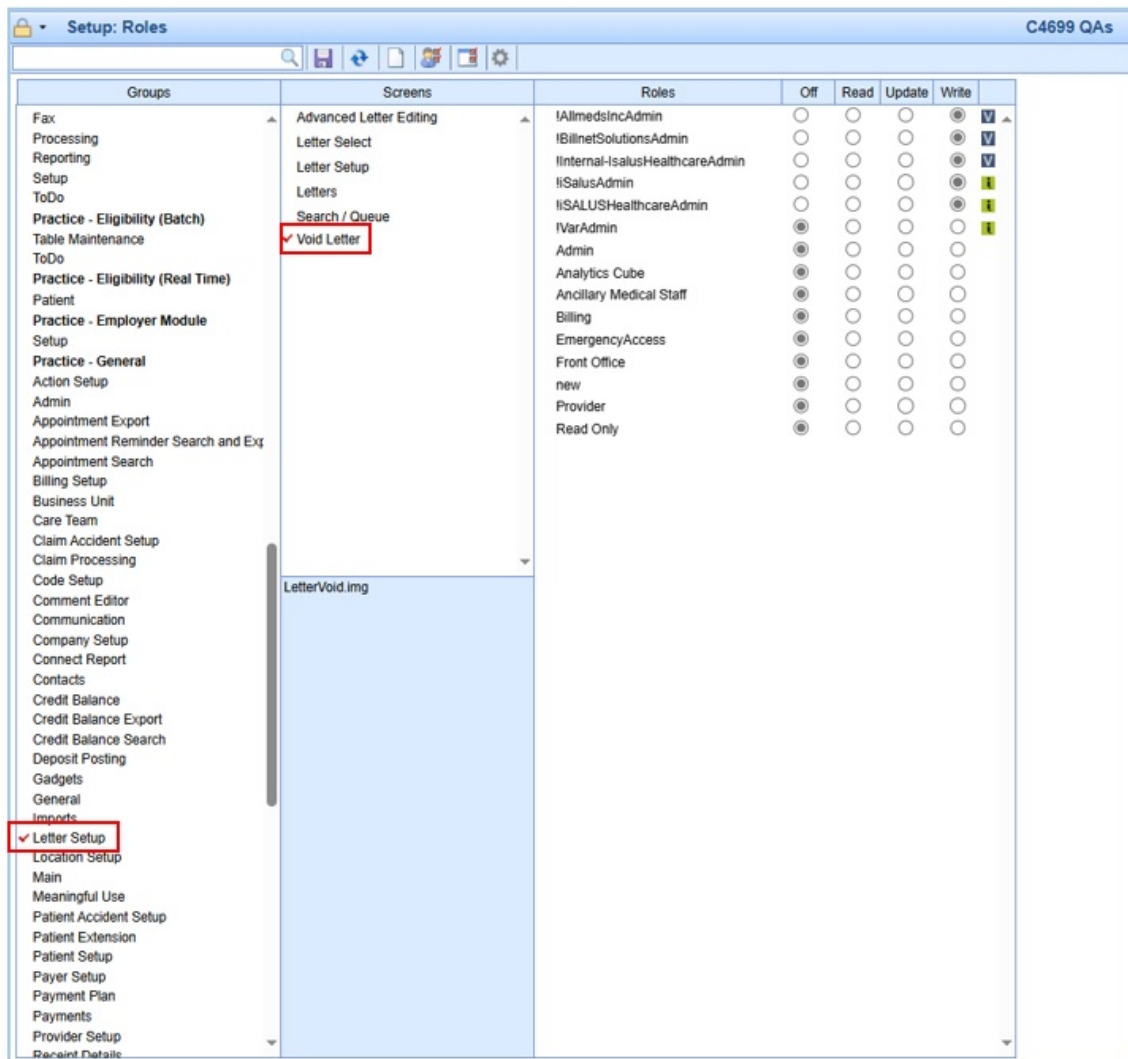
Last Modified on 04/29/2025 4:10 pm EDT

[New features](#) | [Enhancements](#) | [Resolutions](#)

New features

New Option to Void a Patient Letter

U13504: We have implemented the ability to cancel letters (signed documents) within a patient's medical record when they are erroneously generated for the wrong patient (or any other legitimate reason). A new role screen option for "Void Letters" has been added within **Setup > Roles > Practice - General > Letter Setup**.



To remain compliant with auditing requirements, we will not delete the letter from the chart but instead void it. Any user with "Write" role access to "Void Letter" can void it by right-clicking the letter within the Letter History tab. The user will be required to enter a free-text reason for voiding the letter. Users with "Read" and "Update" access are able to view the letter after voiding is complete.

Statement Settings

Setup

☒ Balance Forward
☐ Statement Monitoring

Cycles

Letter	Day of Month	Count	Actions
A E	1	183	<input type="checkbox"/> Delete <input type="checkbox"/> Edit

Company Settings for Statement Rules and Settings

Statement Rules and Settings (PERSE)

Groups

Company Setting

Miscellaneous (2)

Build (8)

Contact Information (6)

Credit Card (4)

Display (13)

Messages (Special) (4)

Vendor (5)

Settings

Value

If checked, then \$0.00 procedures will be suppressed when printing, sending and downloading statements.

Checked is Yes/True. Unchecked is No/False

Setting

Suppress Copay/Coinsurance Deductible in downloads

#60

Value

☐

If checked, then Copay/Coinsurance and Deductible Amounts will not display in download files.

Checked is Yes/True. Unchecked is No/False

Setting

Display claim balance on Visit Total line in statement

#67

Value

☒

If enabled, then display the claim balance on Visit Total lines in the statement.

Checked is Yes/True. Unchecked is No/False

Refresh

Close

More Statement Settings

Add Cycle

Close

Enhancements

Update to the search results within Print Management > Letters to include all revisions for printing

U19537: We updated the search functionality within the **Reports > Print Management > Letters** section. This update allows users to print prior versions of a letter from the Print Management queue. A new "Include Revisions" checkbox has been added to the Letters tab in the Reports > Print Management screen. When this checkbox is selected, it includes all letter revisions that match the specified search criteria, allowing users to search for and select the letters (including revisions) to be printed.

Notify the patient when a new eDocument is shared with the MML account

U19596: We recently added the ability to share eDocuments in MML within EMR/eDocuments. In this release, we included code to notify patients of new eDocuments shared with their MML account and the respective auditing for the notification. When an eDocument is shared with an active MML account, the following message will be sent to the patient via email or text (depending on how the MML account was created) to notify them of the new information:

"A new document has been shared to your MyMedicalLocker Account. Please log in to review:
www.mymedicallocker.com"

Resolutions

Double-clicking to save a Superbill/Claim from the iScheduler may Cause a duplicate claim

B18243: Corrected an issue where, in some instances, double-clicking save on the superbill/claim from the QuickPay window in the iScheduler could duplicate the claim, with the audit showing it was created simultaneously. We have updated it so that a double-click will not save in succession and will only create one claim.

Replaced Google Graphs as a graph option

B18982: With Google's decision to discontinue Google Charts, we have seen issues where graphs are no longer able to be displayed in some parts of the application. To correct this, we added HighCharts as a graphing solution to the following areas of the Billing Portal:

- Charge Analysis
- Location Analysis
- Payment Analysis
- Receipt Analysis
- Rejection Analysis
- CARC Analysis
- Practice Summary

Deposit Posting Adjustment Amount switching values

B19450: Corrected an issue occurring in instances when posting a deposit where a "payer mismatch" error and a payer-specific CARC override could cause an automatic flip of the dollar value (from negative to positive). We updated this process to fix the amount value when a payer is fixed on a claim or at the deposit level.

Deposit Claim: PCN: ECH00364197X Claim: 180958

Claim Details

PCN	ECH00364197X	Claim Billing	
Claim	180958	Claim Level	Statement
Payer	SCMG- Cap	Claim Status	Ready to Send, Statement
Patient		Sub-Status	
Deposit ID	38677 ERA (Not Posted)	Remit Status	Processed as Primary

[View History](#)
[View ERA Details](#)
[Open Human Readable ERA](#)
[Claim Posting](#)

Claim Actions

[Post Claim](#)
[Remove Claim](#)
[Exclude Claim](#)
[Add Procedure](#)
[Reset Claim](#)

[Previous](#)
[Next](#)

Claim Errors 1 record(s) displayed, all of which are resolved. [Click here to view unresolved errors](#)

ID	Amount	Message	Action
190904	\$195.00	Claim Supplemental Amount Found: AU: Coverage Amount	Resolved

Claim Procedures 4 total procedures, 1 displayed, 3 [unlinked](#)

Code	Units	Charged	Paid	Allowed (B6)	Deductible (PR-1)	Coins (PR-2)	CoPay (PR-3)	Group	Reason	Adjustment	Payment Type	Actions	Balance
99203	1	\$195.00	\$0.00	\$118.19	\$0.00	\$0.00	\$20.00			\$0.00			\$0.00
DOS: 01/22/2025 Before resolving deposit error													
								CO	24	(\$98.19)	Capitation Adjustment	✖	
								CO	45	(\$76.81)	Insurance Contract ...	✖	
99203	1	\$195.00	\$0.00	\$118.19	\$0.00	\$0.00	\$20.00			\$98.19			\$98.19
DOS: 01/22/2025 After resolving deposit error													
								CO	24	\$98.19	Capitation Adjustment	✖	
								CO	45	(\$76.81)	Insurance Contract ...	✖	

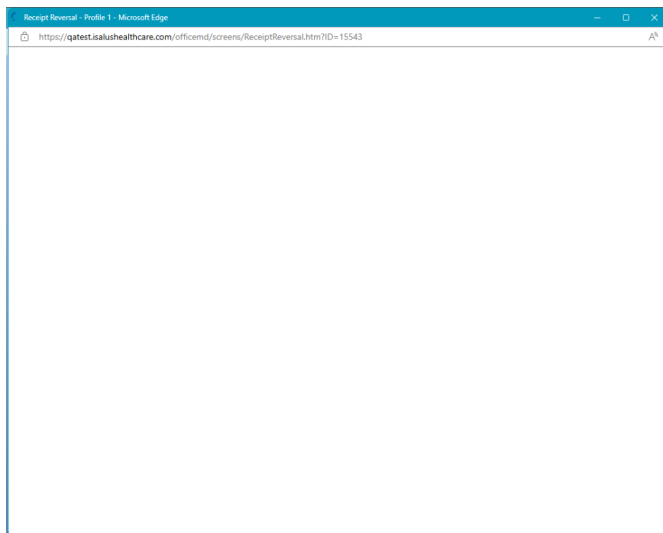
Posting Totals

Charged	Paid	Allowed (B6)	Deductible (PR-1)	Coins (PR-2)	CoPay (PR-3)	Adjustments	Information
\$195.00	\$0.00	\$118.19	\$0.00	\$0.00	\$20.00	(\$175.00)	\$0.00

[Close](#)

New Quick Pay Window Receipt Reversal When Accessed From Claim Goes to a White Screen

B19493: Resolved an issue in the new Quick Pay window where, if accessed from a claim to perform a receipt reversal, the Quick Pay window would turn white and the receipt reversal window would not appear due to an incorrect window_id being used when opening the Receipt Reversal window.



Hospital Rounds - Patients unexpectedly removed from the roster where no charge was entered

B19595: Corrected an issue causing patient roster items to vanish from the Hospital Rounding list when a user updated (overwrote) a comment entry. This occurred even though the Company Setting "Remove Discharged Patients" was unchecked, meaning discharged patients should have remained on the roster until a charge was entered. This issue was triggered by the Recurrence Range Start Date, so we updated the validation to ensure that the Range Start Date must be less than or equal to the minimum completed date.

Patient Alert not displaying with the introduction of the new Quick Pay window

B19617: Corrected an issue stemming from the introduction of the new Quick Pay window where patient alerts set to display at check-in or check-out were not appearing. This was due to missing code related to the appointment status, preventing the correct alert from displaying.

Quick Pay Copay Percentage Populating Dollar Amount

B19730: We resolved an issue within the Quick Pay window where the Copay amount, when set as a percentage, was incorrectly populating as a full dollar amount. We modified the process to ensure that when the Copay amount is a percentage, it calculates the percentage of the amount based on the Quick Pay claim balance.

Quick Pay - 93986 - T3st, Danielle - Profile 1 - Microsoft Edge

https://qatest.isalushealthcare.com/officemd/app/schedule/quickpaypatient/1501/300035?timestamp=1742831217409&u1=Imicheli&u2=049901457D6640...

Patient ⌵ ⌵ ⌵ Patient Balance: \$0.00 93986-T3st, Danielle 01-Jan-1975 (59y)

Receipt Patient ✓ Claim Order Rx Letter Print ⚠

Appointment Details

ID	Date & Time	Resource Name	Primary Care Physician	Service Location
			None Reported	Choice - Main Office

Transaction History Payments Validate Refresh Charges

Insurance Information

Coverage	Payer	Insured ID	Group/Policy Number	Copay
1	*Aetna	123456		20%

New Receipt Detail

Appointment Estimated Balance: \$0.00. No appointment, unable to calculate

Amount * Service Location * ⌵ Search

Paid By * ⌵ Payment Plan Search

Type * ⌵ Method * ⌵ Search

ID # Search

Comment

☐ Associated with Claim ☒ Include Comment ☒ Include Diagnosis ☒ Include Procedure

Create Receipt

Receipt Transactions

Amount Paid	Post Date	Paid By	Type	Method	ID #	Comment	User ID
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Reverse Receipt Print Receipt Quick Statement E-Receipt Refresh

Receipt Total: \$0.00

Scheduling Alert Duplicating on the Quick Pay Window

B19730: Corrected an issue within the Quick Pay window that caused the scheduling alert to be displayed twice when a change in appointment status triggered Quick Pay to open. We updated the code so that when the Quick Pay window opens, the alert appears only on the Quick Pay window and not the scheduler window.

Print ⚠

Resources Goldsmith

Insurance 0012

Method *

☒ Include Comment ☒ Include Procedure

Search Payment Batch

Scheduling Alert ⌵

- 03/12/2025 by Administrator**
Patient's balance is \$914.00
- 09/01/2023 by Brian McCoy**
Note there's no timestamp

Close

Scheduling Alert ⌵

- 03/12/2025 by Administrator**
Patient's balance is \$914.00
- 09/01/2023 by Brian McCoy**
Note there's no timestamp

Close

Paid By Type Method ID # Comment

