

Release 26.170 - October 15th, 2026

Last Modified on 10/07/2026 5:32 pm EDT

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

Highlights

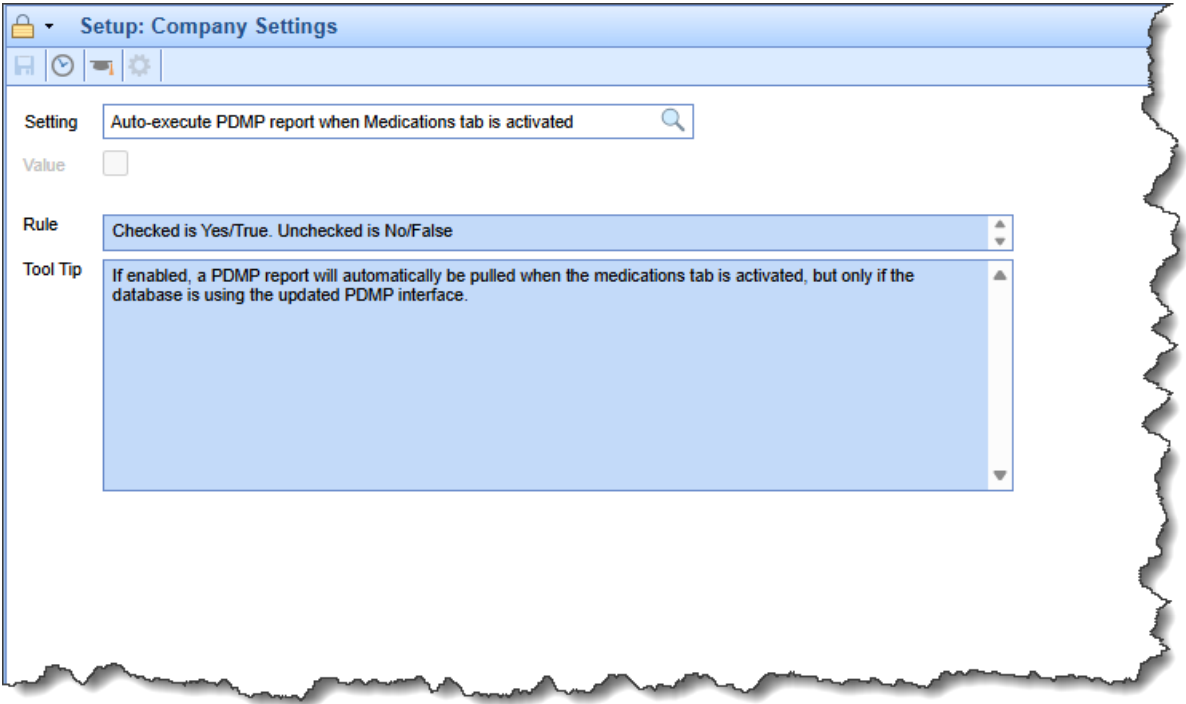
New Features	Enhancements
New Company Setting: Auto-Execute PDMP Report When the Medications Tab Is Activated	Unapplied Patient Payments Total Now Shown on Patient Transaction History
New User Setting: Display PDMP Summary Dialog	New Code Validation Columns in Procedure & Diagnosis Code Advanced Search

New features

New Company Setting: Auto-Execute PDMP Report When the Medications Tab Is Activated

ISL- 7973: Previously, users had to manually click the PDMP button every time they wanted to see a patient's PDMP report. With this release, a new company setting, "**Auto-execute PDMP report when Medications tab is activated**," is now available. When enabled, the patient's Prescription Drug Monitoring Program (PDMP) report is pulled automatically when the Medications tab is opened, so users no longer need to click the PDMP button. By pulling the report automatically, it saves time and makes it less likely the report gets skipped.

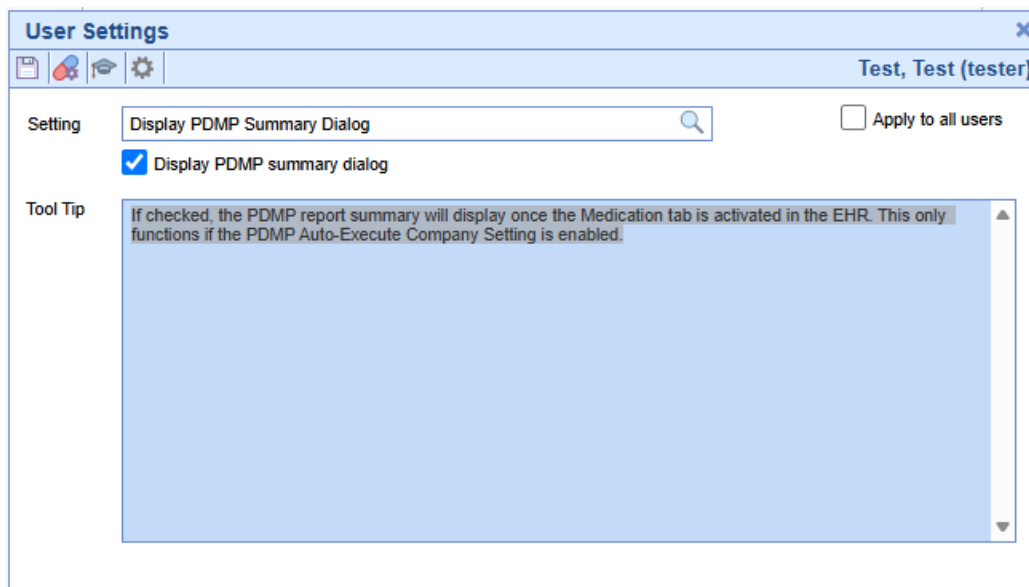
This setting only takes effect if the **PDMP Beta Option** is enabled for your practice. You can turn the setting on at any time, but it won't do anything until the Beta Option is active.



For more information, visit our [Company Settings](#) Article.

New User Setting: Display PDMP Summary Dialog

ISL- 7971: A new user setting, "**Display PDMP Summary Dialog**," is now available. When it's checked, opening the Medications tab in the EHR pulls the patient's PDMP report in the background and opens a small window on the right showing the patient's scores. This puts the key PDMP information in front of the provider as soon as they open the Medications tab so they don't have to open the full report to see it.



This setting works together with the company setting that runs the PDMP report automatically and only takes effect when both of these are true:

- Your practice is a **PDMP Beta** user.
- The company setting "**Auto-execute PDMP report when Medications tab is activated**" is enabled.

Please note that the **PDMP button** on the Medications tab still works as before, so users can open the full report whenever they need it.

For more information, visit our [User Settings](#) Article.

Enhancements

Unapplied Patient Payments Total Now Shown on Patient Transaction History

ISL- 14214: Previously, there was no quick way to see how much money a patient had paid that hadn't yet been applied to a charge. With this release, the Patient Transaction History now shows a total for unapplied patient payments. In the left pane under Totals, a new **Unapplied** line shows the number of unapplied receipts and their combined dollar amount. This total gives you that information at a glance, so you don't have to review each

receipt individually.

Please note:

- The total includes all unapplied receipts. For receipts that were only partially applied, only the **unapplied portion** is counted.
- Hovering over the Unapplied line shows a tooltip with the receipt count and the unapplied receipts balance.

The screenshot shows a web application titled "Patient Transaction History - Work - Microsoft Edge" with the URL "https://qatest.isalushealthcare.com/officemd/screens/TransactionHistory.htm?PID=277035". The patient information is "Clark, test Born 11-Sep-1964 Gender Male Chart 277035". The "Claims" section is active, showing a table with columns: DOS, Claim, Balance, Total, and Status. The table lists various claims from 02/23/2026 to 08/07/2024. A tooltip is displayed over the "Unapplied: 3 \$140.00" line, showing details for claim 71093: "DOS 08/09/2024 Claim: 71093 Goldsmith, Clarence Claim Total \$200.00", "Status Open - Electronic Superbill Submission Aging 0", "08/09/2024 73580: RADIOLOGIC EXAM, KNEE, ARTHROGRAPHY, RADIOL... \$200.00", "1 J301 Allergic rhinitis due to pollen", "08/09/2024 Co-Pay Cash Clark, test (\$45.00)", "Procedure Balance: \$155.00", "Unsubmitted Balance: \$155.00", "Total Patient Payments: (\$45.00)", "Total Unsubmitted Balance: \$155.00", and "Total Balance: \$155.00". The "Totals" row shows 12 claims, \$158,563.82 balance, and \$158,598.82 total. The "Unapplied" row shows 3 claims and \$140.00 balance. The "Patient Comments" section contains a SQL query and a Swagger index link.

DOS	Claim	Balance	Total	Status
02/23/2026	73094	\$149,998.50	\$149,998.50	Done
10/08/2025	72855	\$1,000.00	\$1,000.00	Self Pay
10/08/2025	72856	\$3,000.00	\$3,000.00	Self Pay
10/08/2025	72857	\$1,001.00	\$1,001.00	Self Pay
10/08/2025	72858	\$3,003.00	\$3,003.00	Self Pay
06/10/2025	72637	\$20.00	\$20.00	Self Pay
03/27/2025	72517	\$0.01	\$0.01	Self Pay
10/28/2024	71241	\$200.00	\$200.00	Closed
08/12/2024	71099	\$20.00	\$20.00	Open
08/09/2024	71093	\$155.00	\$200.00	Open
08/07/2024	71053	\$15.00	\$15.00	Open
08/07/2024	71055	\$141.31	\$141.31	Open - Electronic S
Totals:		12	\$158,563.82	\$158,598.82
Unapplied:		3	\$140.00	

New Code Validation Columns in Procedure & Diagnosis Code Advanced Search

ISL- 14201: Previously, there was no way to see which codes had validation rules set up without opening each code individually. Now you can review and audit your validations across all your codes in one place. The **Procedure & Diagnosis Code - Advanced Search** window now includes a **Code Validation** section that lets you see, sort, filter, and search on the validation rules set up on your codes.

The following validations are now available:

- **At least one of the following modifiers must be used:** You must use at least one of the listed modifiers
- **None of the following modifiers can be used:** none of the listed modifiers can be used
- **At least one of the following procedures must be used:** at least one of the listed procedure codes must be used
- **None of the following procedures can be used:** none of the listed procedure codes can be used
- **At least one of the following diagnoses must be used:** at least one of the listed ICD codes must be used
- **None of the following diagnoses can be used:** none of the listed ICD codes can be used
- **At least one of the following primary diagnoses must be used:** at least one of the listed primary diagnoses must be used
- **None of the following primary diagnoses can be used:** none of the listed primary diagnoses can be used
- **Set Minimum units & Set Maximum units** (procedure codes)

- **Providers:** whether the Rendering and Referring providers must be the same, cannot be the same, or have no requirement (N/A)

Improvement: Clearer Error Message When Removing a Procedure Code Tied to a Payment on a Superbill

ISL- 14120: When you try to remove a procedure code from a Superbill and that code is tied to a payment, the error message now tells you what the problem is. It states that the procedure code is tied to a payment and can't be removed. The system already prevented this change, which is correct. But the error message only displayed a number, so it was hard to tell what had gone wrong or what to do about it.

With this release, if you try to remove a procedure code that has a payment applied, you'll see a plain-language message naming the procedure code and explaining why it can't be removed. This should save you from guessing or contacting Support to find out what the error means.

Resolutions

Resolved Issue: Eligibility Checks Incorrectly Marked "Needs Review" When Other Payer Matches the Primary Payer

ISL-14839: Corrected an issue with how eligibility responses handle "other primary payer" information, some payers began returning a response in which the other payer listed was the same payer the eligibility check was run for. These checks were marked **Needs Review** even though nothing needed to be reviewed. For some

practices, this affected hundreds of patients in a single month. This issue has been fixed. Before marking an eligibility check as "Needs Review," the system now compares the primary payer with any "other payer" information in the response. If they match, the check is no longer flagged.

Resolved Issue: Cancel Appointment Buttons Cut Off on Smaller Screens or Zoomed Browsers

ISL-14818: When cancelling an appointment on a laptop screen with the browser zoom set to 125%, the buttons at the bottom of the Cancel Comments window were cut off, with no way to scroll down to reach them. Users then had to change their browser zoom to see the buttons and finish cancelling the appointment. In this release, we fixed this issue and the Cancel Comments window now adjusts to fit the available screen space, so the buttons stay visible and usable.

Resolved Issue: Occupation Fields Incorrectly Showing as Required in Patient Setup

ISL-14853: In the modernized Patient Setup, the **Start Date** and **Occupation** fields on the Demographics tab displayed a red asterisk. This made it look as though they were required to save a patient even though they aren't required to document a patient. They're only required if you choose to add an occupation. With this release, the red asterisks no longer appear on these fields when you open a patient. They will only appear when you click **Add Occupation**, because the fields are required at that point to record an occupation.

The screenshot shows the 'Patient Setup' interface for a patient named 'Test, Michell' (ID: 93980, DOB: 01/01/1990, Age: 36y, Gender: M). The 'Demographics' tab is active. The form includes sections for Status (Marital, Employed, Employer, Student), Provider (PCP, Referring, Primary Doctor, Appt. Location, Rx History), and Occupations (Start Date, End Date, Occupation, Industry). Red arrows point to the 'Start Date' and 'Occupation' fields, which previously displayed red asterisks indicating they were required.

Resolved Issue: Deposit Payment Batch Selection Stuck Loading When a Batch Note Contains a Line Break

ISL-14331: Corrected an issue where, when a Payment Batch had a note containing a line break, selecting a payment batch from the Deposit window never finished loading. After you clicked the magnifying glass to update the payment batch, the screen kept spinning and the payment batch never appeared. This issue has been fixed. Payment batch notes with line breaks or backslashes no longer stop the Deposit window from loading, and the payment batch now appears as expected.

Web Searches | Payment Posting - Deposits | Advanced Search | Deposit Search

System ID | Deposit #10387 for AMBETTER (Created 05/20/2026 by admin)

Deposit Details

ID	10387	Type: ERA	Check #	0932125861	Deposit	\$459.40	
Status	Sent to Posting	ID: None	Payer	Ambetter Of Tennessee	Payments	(\$459.40)	
Owner	Ibinman	Pay Method	ERAACH	Adjustments	(\$579.60)		
Deposited	05/05/2026	Issued	05/05/2026	Pay Type	ERA EFT	Exclusions	\$0.00

View ERA Details | Open Human Readable ERA | Posted Paid: (\$332.04) Adj: (\$332.93)

Deposit Actions

- Send to Posting
- Ignore
- Edit
- Reset/Remove

Update Payment Batch

Select a new payment batch:

Payment Batch | Payment Batch

Search By PCN, Claim or Chart Number

Payments	Information	Action
\$5.00	\$0.00	View
(\$120.74)	\$60.00	View
\$258.00	\$0.00	View
(\$5.00)	\$0.00	View
(\$108.79)	\$0.00	View
(\$258.00)	\$0.00	View
(\$108.79)	\$0.00	View
(\$139.64)	\$60.00	View
(\$101.64)	\$29.00	Edit

9 of 9 records displayed, 8 posted

Page 1 of 1

Resolved Issue: Nightly Cost Estimates for Self-Pay Patients Now Match Estimates Created in the App

ISL-14600: Corrected an issue where for self-pay patients, estimates created manually in the app and estimates generated by the nightly Cost Estimator process could show different patient costs. The app had previously been updated so that self-pay estimates no longer use an aggregate allowed amount, since self-pay payments aren't tied to insurance. But the nightly process was still using the old logic. We have fixed this issue so that for self-pay patients, the nightly Cost Estimator process now sets the patient cost to the charge amount, the same way the app does.

Resolved Issue: Patient Transaction History Payment Totals Included Payments and Adjustments That Shouldn't Count

ISL-14534: Resolved an issue where, the **Total Insurance Payments** and **Total Patient Payments** shown on the Patient Transaction History were adding in payments and adjustments that shouldn't be part of a payment total. This issue has been fixed and the totals now include only payments and adjustments whose payment type has the **Affects Payments** flag turned on. If you want a payment type or adjustment counted toward these totals, you can find this flag within **Payment Codes Setup > Payment Method Values**.

Payment Codes

Method: ☒ Method Type: ☐ Type Area: ☐ Area Medicaid: ☐ Medicaid

Payment Method Values

Payment Area: ☒ WriteOff

Description: ☒ Insurance Contract Adjustment

Abbreviation: ICA

☒ Payment Adjustment ☒ Affects Payment ☐ Comment Indicator

☐ Receipt Indicator ☐ Refund Indicator ☐ Credit Indicator

Description	Adjust.	Payment	Receipt	Refund	Comment	Cri
Adjustment	Y	N	N	N	N	N
American Express	N	Y	Y	N	N	N
CareCredit	N	Y	Y	N	N	N
Cash	N	Y	Y	N	N	N
Check	N	Y	Y	N	N	N
Credit Card	N	Y	Y	N	N	N
Discover	N	Y	Y	N	N	N
ERA ACH	N	Y	Y	N	N	N
ERA Federal Reserve Funds/Wire Tran...	N	Y	N	N	N	N
ERA Financial Institution	N	Y	N	N	N	N
ERA Non-Payment	N	Y	N	N	N	N
Master Card	N	Y	Y	N	N	N
Other	N	Y	N	N	N	N
Other Credit Cards	N	Y	Y	N	N	N
Transfer	Y	N	N	N	N	N
Transfer Money	Y	N	N	N	N	N
UNKN Pay Method	N	Y	Y	N	N	N
Visa	N	Y	Y	N	N	N

Resolved Issue: Misaligned Totals on the Rejection Analysis Report

ISL-14533: Corrected an issue within the Rejection Analysis report, where the totals were stretching wider than they should, pushing the amounts out of line with their column headers. This made it hard to tell which column each amount belonged to (even more noticeable on reports covering a long date range). With this fix, you can now read the Rejection Analysis report without having to work out which column each amount belongs to.

Rejection Analysis
for
Processed: 01/01/2020 - 8/31/2026
Rejected: 396, Submitted: 11,668, Error Rate: 3.39%

Category	Rejection	Claim	Charges
Invalid Provider	5	4	\$810.08
Member Enrollment	213	157	\$101,107.75
Payer Restrictions	76	63	\$82,830.91
Provider Enrollments	7	6	\$1,260.00
Uncategorized	739	226	\$292,859.41
Total:	1,266	586	\$656,983.02

Period	Rejection	Claim	Charges
Dec 2019	17	6	\$6,756.01
Jan 2020	617	220	\$240,229.72
Feb 2020	450	150	\$135,390.93
Mar 2020	202	67	\$54,564.31
Total:	1,286	443	\$436,940.97

Financial Class	Rejection	Claim	Charges
Aetna	8	4	\$1,870.00
Blue Cross/Blue Shield	764	166	\$182,322.73
Cigna	11	9	\$13,535.00
Commercial	130	69	\$46,641.40
Medicaid	336	136	\$149,096.45
Medicare	18	12	\$8,474.10
United Health	17	9	\$3,670.13

Payer	Rejection	Claim	Charges
90 Degree Benefits	2	1	\$300.09
Aarp Medicare Supplement Plan	1	1	\$175.00
Acciam - Secondary	3	1	\$100.00
Acciam/healthlink	8	6	\$3,500.00
Aetna	2	1	\$140.00
Aetna Life Insurance Company/natural Carriers	4	1	\$75.00
Aetna Senior Supplemental Insurance	2	2	\$1,655.00

Provider	Rejection	Claim	Charges
Goldsmith MD, Paul	191	61	\$86,517.35
Goldsmith MD, SURGERY - PAUL	1	1	\$890.00
Goldsmith MD, Clarence S.	105	35	\$35,669.33
Heinlein PA-C, Matthew L.	89	23	\$7,048.21
Iring NP-C, Sara E.	80	25	\$3,547.39
Lincoln MD, Jonathan	167	43	\$61,249.35
Lincoln MD, SURGERY - JONATHAN	1	1	\$890.00

Resolved Issues: Charge Analysis Alignment and Reports Search Box

ISL-14531: This release includes two report fixes:

- Service Location Totals Misaligned on the Charge Analysis Report:** On the Charge Analysis report, the amounts in the **Service Location Totals** section didn't line up with their column headers. Other parts of the report weren't affected. This issue has been fixed and the *Service Location Totals* now line up with their column headers.
- Username Appearing in the Reports Search Box:** When using a password manager such as LastPass, it could fill your username into the search box on the Reports landing page. This issue has also been fixed and the

search box no longer picks up your username.

Resolved Issue: Completed Checkmark Missing or Cut Off on EMR Chart Tabs

ISL-14820: Corrected an issue within the EMR where, the green checkmark that appears next to a chart tab when its documentation is complete, could be hidden or cut off in some cases. This happened when the Chart Tabs section was long enough to show a scroll bar, forcing users to widen the column to see which tabs were complete. This issue has now been fixed, and the completed checkmark now displays in full next to each completed chart tab, even when the Chart Tabs section has a scroll bar.

Resolved Issue: New Deposit Buttons Cut Off on Laptop Screens

ISL-14819: Corrected an issue when creating a new deposit on a laptop screen where, the buttons at the bottom of the New Deposit window (Save and Close) could be cut off, with no way to scroll down to them. This was most likely on displays with a higher scale setting, even with the browser zoom at 100%. Users then had to lower their browser zoom to reach the buttons and finish creating the deposit. This issue has been fixed and the New Deposit window now adjusts to fit the available screen space, so the Save and Close buttons stay visible and usable without changing your browser zoom.

Beta Program

As iSalus modernizes the application, there is an option to opt in to early access to a specific feature and provide feedback before releasing it to all users or deprecating a legacy version. Below is the list of items available for your team to enable. Read more about the [Beta Program](#)

Name & Description	Status
EverHealth Scribe <i>Ambient AI Scribe for drafting Notes and managing the Problem List</i>	Available
Modernized Allergies <i>Modernized Allergies screen within the EMR to better manage a patient's allergies.</i>	Available Now on Demand
Modernized Problem List <i>Modernized Problem List Screen for efficient management of patient Diagnoses and ongoing management of chronic problems.</i>	Available Now on Demand Rolls out to All in October
Modern Patient Summary & Demographics <i>Updated Patient Demographics, allowing for starred contacts for a patient, reorganization of patient demographics sections, and simplification of the patient summary screen, allowing for customization by the user.</i>	Available Now on Demand Rolls out to All in October