

See What's New from PayDC!

Latest Features and Update (March 1, 2016)

Enhancements and support

Here's what's in this release (March 1, 2016)

Enhancements

- Self-service password reset: We've added functionality to allow users to reset their own passwords in the event they are locked out; this no longer requires ServiceDesk intervention. Please note that the new password will be e-mailed to the account user's e-mail address. Please also note, you will need two pieces of information to reset your password:

- Your first and last name as used when setting up the account
If you are not sure, it is listed in Settings under User.
- Your user ID (the e-mail address you use to log into PayDC/APS).

Please note: the most frequent cause of lockouts are people sharing a userID.

- After 3 incorrect attempts at logging in, PayDC/APS locks that account for security purposes; this occurs very quickly when 3 people are using the same ID, or have an outdated password cached.
- Please set up separate userIDs for each person using PayDC/APS. There is only an additional charge for userIDs if the person being added is a provider.
- If you will not do this, please remember to advise all people sharing the userID of the password change, or a lockout will occur again very quickly.
- D2P
 - We continue to make changes to support our D2P billing platform.
 - We continue to smooth and improve filing of claims through D2P billing.
 - As part of D2P billing, we are no longer restricted to 6 service lines per claim. We have changed our system to remove that restriction.
- At the request of several clients, we have removed a system restriction that prevented filing of claims for service dates over 6 months old.
Please note: not all payers will process claims for service dates over 6 months old.
- We have added modifiers CH, CI, CJ, CK, CL, CM and CN to appropriate CPN codes.
- Macros are now available for use in our Mobile platform.

- We continue to improve our ability to handle scanning of documents. The system will now alert the user if the scanner is not found (this is generally due to issues with wireless connectivity).
- We continue to add additional field-level validations to prevent issues caused by invalid or incorrectly edited data.
 - We've added a validation on the Patient Data/Date of Birth field to prevent accidental entering of future dates.
 - We've added a validation to make sure the first note in a workflow is not an addendum.
- We've expanded the field length in Settings for Examinations, Exam Findings and Physical Examinations from 50 characters to 150.
Please note: The text expansion is only in settings for now. Future enhancements will integrate this text into the narrative.
- Scheduler now allows set-up of time blocks in increments smaller than 30 minutes.

Support:

- We've corrected an issue where patients were sent more than one portal invitation (and more than one password).
- We've fixed an issue where when creating a new care plan for a previous date of service, although changing the "date performed", the system continued to default it to the current date.
- We've fixed an issue user experienced with deleting diagnosis codes from quick charge entry screen or from claims.
- We've fixed an issue seen by some clients with saving care plans, where workflows were occasionally getting inactivated.
- We've fixed an issue where in Mobile, a failed login would be retried thousands of times, hanging up that session.
- Other minor bug fixes.

Thank you!

PayDC/APS Development Team

Questions? You can always contact the Service Desk.

- If you are a PayDC customer, the phone number is (888) 306-1257; please choose option 4 for Service Desk.



- If you are an Advanced Provider Solutions customer, the phone number is (855) 283-4940; please choose option 4 for Service Desk.
 - If you would like to contact the Service Desk via e-mail, please use the [Contact Us form on our website.](#)
- Please note : the Contact Us form is now secure, so you can include PHI in your description.