

Server Side Release Notes (July 5, 2016)

Dear Valued Customer,

Today, our team executed a Server Side release to resolve several of the remaining issues that had been reported by some of you following our last release on Monday, June 27. Most of these issues were related to Universal Time Code (UTC) accuracy as it affected published Dates of Service (DOS) in our application.

The specific issues resolved by today's release include the following:

- UTC: Patient Portal: Check-in (subjective) created SOAP notes with previous DOS instead of today's date. This issue is now resolved.
- UTC: Notes: Dates of Service on claims appeared one (1) day before the correct date. This issue has been fixed for all legacy claims. Note: one remaining data fix will be executed tomorrow (July 6) for a handful of our accounts who had manually adjusted claims when this particular DOS issue appeared.
- UTC: Billing: Insurance split up screen showed one (1) day off. This issue is now resolved.
- UTC: Billing Day sheet report date issue where claims didn't show for previous day. This issue is now resolved.
- Billing: A small number of accounts experienced an unhandled exception on linking from QCE to apply payment. This issue is now resolved.

Thank you for your patience as our team worked to fix these issues!

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.