

See What's New from PayDC!

Here's what's in this release (November 24, 2020)

Improvements:

- Billing: Added Paging to the Find Payment screen to further improve the performance of our application when searching for payments.

The screenshot shows the 'Find Payment' screen in the PayDC Billing module. The interface includes a search bar at the top with fields for 'Payer Type' (set to 'Patient'), 'Patient', 'Reference #', and 'Batch #'. Below the search bar is a table of payment records. The table has columns for Patient, Batch #, Post Date, Reference #, Amount, Payment Processing Company, and Notes. The table is populated with various payment records, including those from Meyer, David; Fairlane, Frank; Hazen, Dirk; Sample, Brian; Hennings, Emily; Lauper, Cindy; Turle, Tina; Samson, Rana; Smithers, Helen; Nash, Natalie; Penelope, Paulina; Redmond, Jennifer; Aaron, Andy; HHL, Hengsheng MD; Abraham, Abel; Abbott, Sam; Abbott, Sam; Abbott, Sam; and Aaron, Randy.

A callout box with a red arrow points to the new paging interface at the bottom of the screen. The callout text reads: "The revised Find Payment Screen now displays in a 'paged' format, allowing for increased performance." The paging interface shows 'Page Size' set to 20, 'Page 1 of 117', and navigation buttons for first, previous, next, and last.

- Scheduler: Improved the error message warning when trying to add a new appointment type to a zone.
- Optimized two queries that were causing a deadlock resulting in client outages in the database when patient and address updates were being performed

Support:

- Billing: Patients with Balances are not showing on Insurance Aging report, consistently. This issue has been resolved.
- Billing: Insurance Deposit Report - when show applied is clicked its showing different amount. This was happening when a procedure code has two-line items. The applied filter was not correctly identifying and adding both paid line items.
- Billing: Era worklist shows remit status as "Posting complete" despite claims not being posted. This issue was happening because a different procedure code was billed versus what the payor was sending back as being paid. For example: Procedure A billed, but the Payor sends remittance for a different Procedure code B. With this fix, this line item will show as "Not Posted" instead of showing as "Posting complete".
- Billing: Infinedi clearinghouse specific issues around audit report, payer report, and box 15 reflecting an incorrect date of service have been identified and fixed.
- Patient Portal: Fixed Patient sign in issues that in certain scenarios were creating new workflows.

Thank you for trusting us as your software vendor!
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.