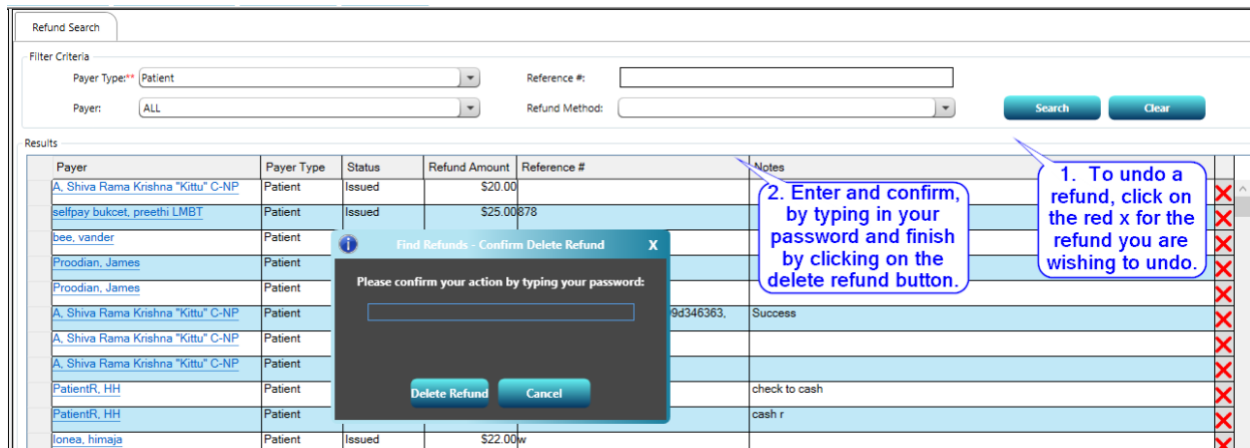


See What's New from PayDC!

Here's what's in this release (February 27, 2021)

Improvements:

- Upgraded our infrastructure to the new Azure ARM Server architecture This new server technology will allow us to serve you better in the future.
- Billing: We have added the ability to be able to undo Patient and/or Insurance refunds without having to contact customer support for assistance.

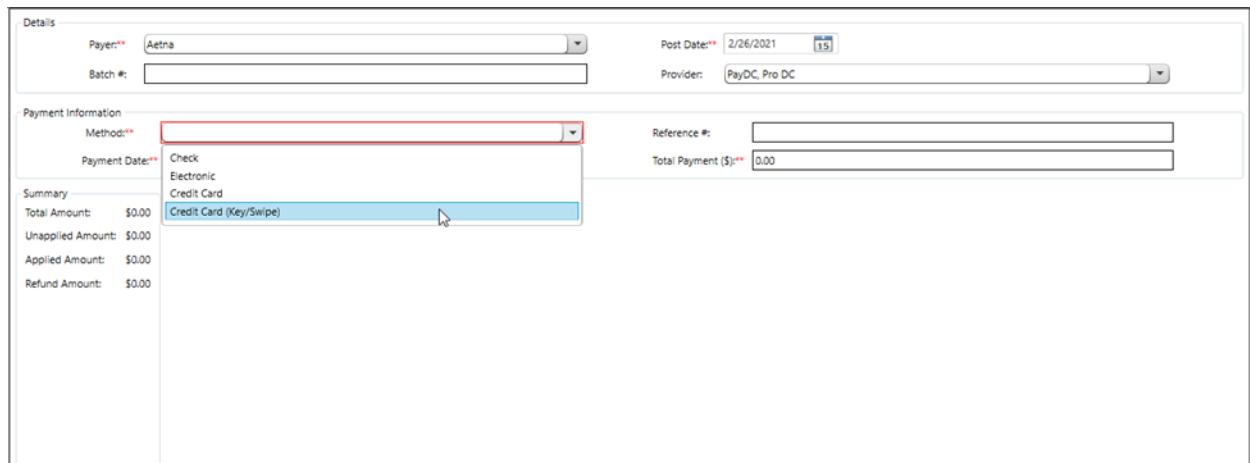


The screenshot displays the 'Refund Search' interface. At the top, there are filter criteria for 'Payer Type' (set to Patient), 'Reference #' (empty), 'Payer' (set to ALL), and 'Refund Method' (empty). Below the filters is a table of results. A modal dialog titled 'Find Refunds - Confirm Delete Refund' is open, asking for a password to confirm the deletion of a refund. The dialog has 'Delete Refund' and 'Cancel' buttons. Two callout boxes provide instructions: '1. To undo a refund, click on the red x for the refund you are wishing to undo.' and '2. Enter and confirm, by typing in your password and finish by clicking on the delete refund button.'

Payer	Payer Type	Status	Refund Amount	Reference #	Notes	
A, Shiva Rama Krishna "Kittu" C-NP	Patient	Issued	\$20.00			X
selfpay bukcel, preethi LMBT	Patient	Issued	\$25.00	878		X
bee, vander	Patient					X
Proodian, James	Patient					X
Proodian, James	Patient					X
A, Shiva Rama Krishna "Kittu" C-NP	Patient			9d346363	Success	X
A, Shiva Rama Krishna "Kittu" C-NP	Patient					X
A, Shiva Rama Krishna "Kittu" C-NP	Patient					X
PatientR, HH	Patient				check to cash	X
PatientR, HH	Patient				cash r	X
Ionea, himaja	Patient	Issued	\$22.00			X

- Billing: We have added the ability to process Insurance credit card payments through the preferred merchant account of the selected provider. This includes:

1. In Insurance payment screen, Added Key/Swipe payment method.



2. Added Merchant account drop down similar to patient payment screen.
3. The card payment request will be sent to the credit card payment processing company based on provider/branch/subscription setting.
4. The insurance card payment transactions will be logged in card transactions screen in a separate tab under "Insurance Card Payments."
5. The insurance card payment transactions will appear in deposit report under "card" payments.

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.