

Release 15.21.0 - October 27, 2025

at Modified on 10/28/2025 9:56 am EDT

New features | Enhancements

Highlights

New Features

New Statement Vendor Change

Enhancements

ERA Secondary Claim Improvements

New features

New Statement Vendor Change

In this release, we will be transitioning to a new patient statement vendor, DataMedia (DMA), to enhance the customer experience and better serve your patients. This transition will occur behind a feature flag in groups or waves, and customers will be notified when they have been switched to the new vendor. Once the feature flag is activated, your new statement template will be auto-filled based on your previous settings, requiring minimal effort for confirmation.

Please note that, at this time, the vendor change only applies to automated statements (statements, payment plans, and FDNs), not to enhanced user print statements.

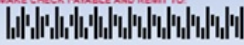
The new statement templates will eliminate additional pages, making statements more concise and cost-effective. The new template also features a clearer statement activity listing, distinguishing charges, payments, and adjustments, and the balance for each individual charge. This new template will also separate insurance payments and adjustments, providing a clearer, more detailed, and organized statement at no additional cost, as the pricing for statement automation will remain the same.

 **Important** - Customers with automated statements enabled before the statement vendor change must complete the following after being transitioned to the new vendor:

- Configure your new statement templates (must be done for each practice).
- When opening the new templates, all required fields will be pre-populated from your previous template. However, the template still needs to be reviewed and saved.
- Please be aware that statements will not be sent until the templates are reviewed and saved.

Visit our [Configuring Statement Automations Demo](#) for an interactive, step-by-step demonstration on configuring your statement template, or refer to our [Configure Statement Automation Templates Help](#)

articles for more information.

STATEMENT														
Your Logo Here		ADD PRACTICE 1497 EAST HWY ORLANDO FL 32811-1565		COMPLETE AND RETURN IF PAYING BY CREDIT CARD  <table border="1"><tr><td>CARD NUMBER</td><td>SECURITY CODE</td></tr><tr><td>NAME ON CARD (PLEASE PRINT)</td><td>EXP. DATE</td></tr><tr><td>SIGNATURE</td><td>AMOUNT</td></tr></table> <table border="1"><tr><td>STATEMENT DATE 10/16/2025</td><td>ACCOUNT # 10000001</td><td>AMOUNT DUE \$110.00</td></tr></table>		CARD NUMBER	SECURITY CODE	NAME ON CARD (PLEASE PRINT)	EXP. DATE	SIGNATURE	AMOUNT	STATEMENT DATE 10/16/2025	ACCOUNT # 10000001	AMOUNT DUE \$110.00
CARD NUMBER	SECURITY CODE													
NAME ON CARD (PLEASE PRINT)	EXP. DATE													
SIGNATURE	AMOUNT													
STATEMENT DATE 10/16/2025	ACCOUNT # 10000001	AMOUNT DUE \$110.00												
 If you need to contact our Billing Department, please call 800-555-2525 M-F 8AM-6PM or email us at yourofficeemail@sample.com		 JOHN PATIENT 123 MAIN ST ANYTOWN US 12345-6789 MAKE CHECK PAYABLE AND RETURN TO:  ADD PRACTICE 1497 EAST HWY ORLANDO FL 32811-1565												
DETACH TOP PORTION AND RETURN WITH PAYMENT IN ENCLOSED ENVELOPE														
Date	Description	Charges	Payments	Adjustments	Balance									
<i>Patient: JOHN PATIENT \ Account: 10000001</i>														
09/16/2025	OFFICE VISIT	\$400.00	\$200.00	\$100.00	\$100.00									
10/09/2025	PAYMENT BY AETNA		-\$50.00											
10/09/2025	ADJUSTMENT BY AETNA			\$0.00										
10/09/2025	PAYMENT BY AETNA		-\$150.00											
10/09/2025	ADJUSTMENT BY AETNA			-\$100.00										
10/09/2025	DENIED BY AETNA		\$0.00											
Account Information Total Charges: \$430.00 Credits/Adjust: \$100.00 Ins Payments: \$320.00 Patient Payments: \$0.00 Patient Balance: \$110.00		AMOUNT DUE \$110.00		Pay Online www.paystatementonline.com Account Number: 10000001 Or scan the QR code to the right. ADD PRACTICE 1497 EAST HWY ORLANDO FL 32811-1565										
Payment is due upon receipt. Prompt payment is appreciated. Thank you! Please see payment options below or call our Billing Department to make payment arrangements.		SCAN FOR MOBILE PAYMENT 												

Enhancements

ERA Secondary Claim Improvements

Previously, charges paid by the primary payer were not automatically forwarded to the secondary payer or ERAs/EOBs. This release improves the handling of charge statuses in ERA/EOB claims processing, ensuring all applicable charges are correctly sent to the subsequent insurance payer. With this update, if at least one charge in an ERA/EOB is to be sent to the next payer, then all charges will be forwarded to the next payer, and their status will not be set to PAID. We also made an update when reviewing big ERAs to prevent any browser "Out Of Memory" errors.
