Release 15.21.0 - October 27, 2025

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

New features | Enhancements

Highlights

New Features	Enhancements
New Statement Vendor Change	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 need 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 rticles for more information.

STATEMENT

Your Logo Here

ADD PRACTICE
1497 EAST HWY
ORLANDO FL 32811-1565

COMPLETE AND RETURN IF PAYING BY CREDIT CARD

CARD NUMBER	SECURITY CODE
NAME ON CARD (PLEASE PRINT)	EXP. DATE
SIGNATURE	AMOUNT

STATEMENT DATE	ACCOUNT #	AMOUNT DUE
10/16/2025	10000001	$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 REMIT 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	Balanc
	Patient: JOHN PATIENT \ Account: 10000001				
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 can the QR code to the right.

SCAN FOR MOBILE PAYMENT

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.

ADD PRACTICE
1497 EAST HWY
ORLANDO FL 32811-1565

:nhancements

:RA Secondary Claim Improvements

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