Release 16.2.0 - February 3, 2026

Last Modified on 02/04/2026 9:55 am EST

Highlights

New Features
New Interface Automations

New features

New Interface Automations

Our CollaborateMD interface provides a powerful bridge to automatically create patients, appointments, and claims in the CMD application via interface messages (ADT, SIU, DFT). Previously, after a patient appointment or claim was received & created via the interface, users still had to perform manual work such as checking eligibility, reviewing/scrubbing claims, or address verification. Powerful add-on features like Eligibility, Claim Scrubbing, and Address Verification had to be used either through a separate integration with our WebAPI (for Eligibility only) or manually in the application. In this release, these actions can now be automated to occur as soon as the claim, patient, or appointment is received. For more information visit our Manage Interface Automations Help Article.

We added the following new automations that can be enabled and configured within the services section by Auth Reps:

Eligibility Interface Automation

We created 2 new eligibility settings to allow eligibility to be automatically checked when a patient, appointment, or claim is created via the interface:

- **Automatically check eligibility when an appointment or claim is created over an Interface?**

  - Select **Yes** if you want an automatic eligibility check when creating an appointment or claim, from an SIU or DFT message received via the interface.

- **Automatically check eligibility when a patient is created or updated over an Interface?**

  - Select **Yes** if you want an automatic eligibility check when creating a patient from an ADT message received via the interface.

or more information visit our Manage Real-Time Eligibility Help Article.

Claim Scrubbing Interface Automation

We created a new claim scrubbing setting to automatically review claims created via the interface:

- **Automatically review and scrub new claims as they are entered through an Interface?**

  - Select **Yes** if you want to automatically scrub new claims created from a DFT message received via the interface.

or more information visit our Manage Claim Scrubbing Help Article.

Address Verification Interface Automation

We created a new Address Verification setting to automatically scrub addresses when creating/editing a patient record via the interface:

- **Automatically scrub addresses when the above changes are made via Interface?**

    - Select **Yes** if you want to automatically scrub addresses (based on your pre-selected options) when creating or editing a patient record from an ADT/DFT message received via the interface.

Address Verification for Customer #10001911 - COLLABORATEMD

ℹ *This service is included in your account's price plan*

☑ Enable Address Verification

Address Verification Settings

Automatically scrub the following when changes are made:
☑ Patient Address
☑ Insured Address
☐ Guarantor Address
☐ Statement Recipient Address
☐ Payer Address

Automatically scrub addresses when the above changes are made via Interface?
◉ Yes ○ No

Save   Copy Configuration   Cancel

For more information visit our Manage Address Verification Help Article.

Coming Soon - Patient Estimates Interface Automation

The ability to automatically generate patient estimates upon appointment or claim creation via the interface will be added soon!

Resolutions

Claim Control for Large Batches

We resolved an issue within Claim Control that could prevent users from changing the status of more than one thousand claims at once. This action would cause a "Maximum call stack size exceeded" console error when updating the claim status. With this new update, when a user updates claim statuses, it is performed i

atches of 1,000 and pre-selects all the remaining claims that exceed 1000 after in initial claim status pdate. If more than 1,000 claims are selected for saving, a modal will appear stating: "*Only 1,000 claims car e saved at once. After the save is complete, the remaining X claims will be selected in the table and can then be aved.*" Following the save, the selections in the table will be updated accordingly.

ntelligent Claim Rejections Enabled by Default

he Intelligent Claim Rejection feature was enabled for most customers, but an issue prevented its utomatic enablement for new submitters. This issue marked the submitter in CMD with the feature turne n without changing the submitter request sent to ePS. In this release, we corrected this issue to ensure tha ubmitter registrations sent to ePS turns this feature flag on.

ntelligent Claim Rejections Enabled by Default

n this release, we corrected some appointment reminder issues where some appointments were not sent nd others had expired confirmation tokens. This issue was causing the confirm & cancel links in the ppointment reminder to stop working after an additional reminder was sent to the patient.

s part of this release, we are continuing our ongoing work to assess, monitor, and address any security ulnerabilities.