

Release 16.12.0 - June 22, 2026

† Modified on 06/22/2026 10:03 am EDT

[New features](#) | [Enhancements](#) | [Resolutions](#)

Highlights

New Features

Last Payment Amount Fields Now Available in Reports

Enhancements

New Agreement Required Warning When Adding a Payer

"Delete Credit" Renamed to "Unapply Credit" in Manage Account

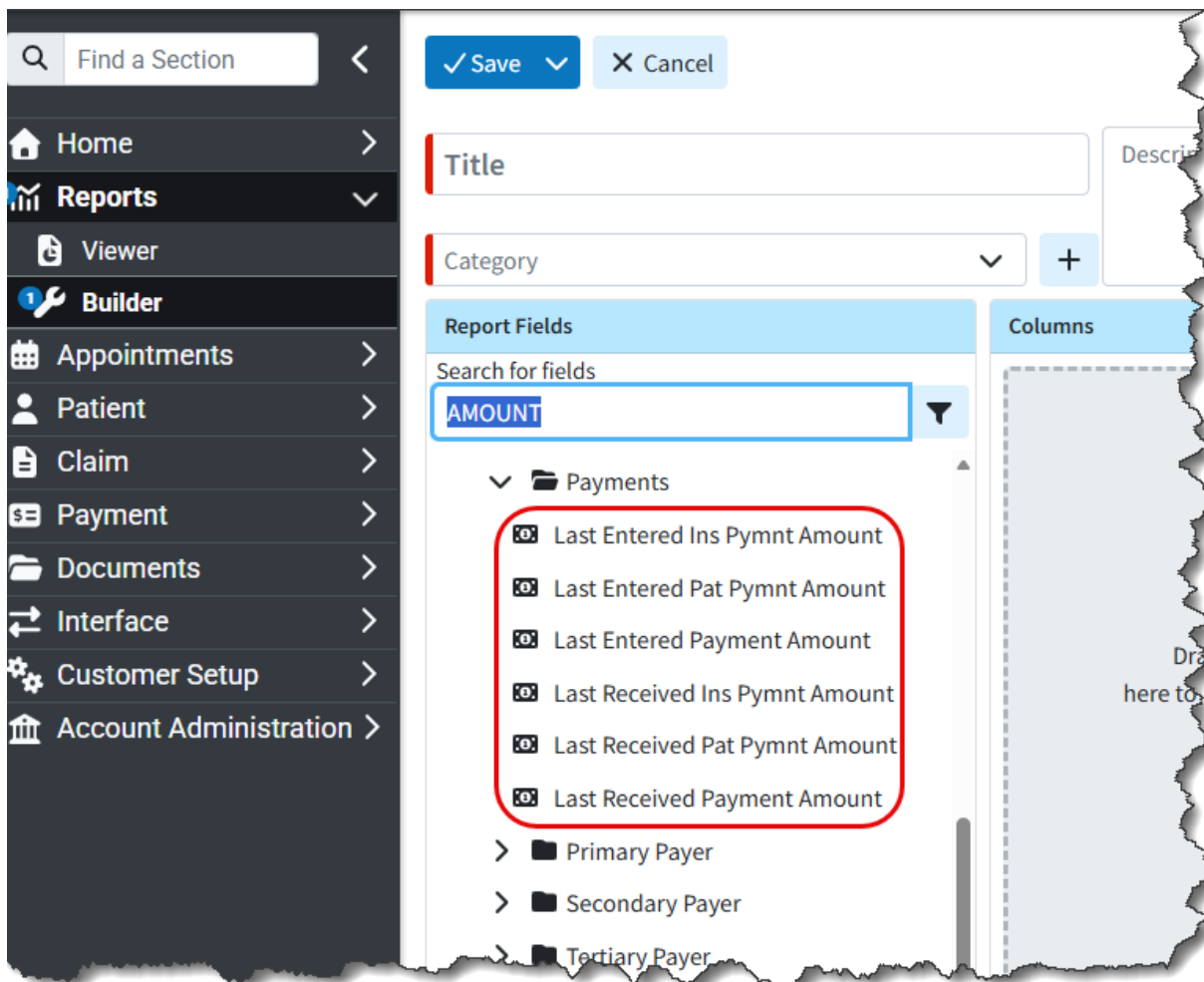
New features

Last Payment Amount Fields Now Available in Reports

Previously, charge-level reporting included fields for the date of the last payment received and the total amount of payments posted, but lacked the ability to report on the amount of the last payment itself.

In this release, we added six new charge-level report fields within the **Report Builder > Charge/Debit Data Charges > Payments**, that complement the existing **Date of Last Payment** and **Total Payments Posted** fields, giving you a more detailed view of payment activity at the charge level:

- **Last Received Payment Amount** – Total of all payments received at the time of the last received payment.
- **Last Entered Payment Amount** – Total of all payments entered at the time of the last entered payment.
- **Last Entered Patient Payment Amount** – Total of all patient payments entered at the time of the last entered patient payment.
- **Last Received Patient Payment Amount** – Total of all patient payments received at the time of the last received patient payment.
- **Last Entered Insurance Payment Amount** – Total of all insurance payments entered at the time of the last entered insurance payment.
- **Last Received Insurance Payment Amount** – Total of all insurance payments received at the time of the last received insurance payment.



For more info on these report field descriptions, visit our [Payments Report Field Description Guide](#) Help article.

Enhancements

New Agreement Required Warning When Adding a Payer

Some payers require a signed agreement before professional or institutional claims can be submitted electronically. If claims are sent to the clearinghouse before this agreement is approved, they will be dropped to paper and mailed, resulting in additional charges.

To help prevent this, we have added a new warning that will appear when saving a payer that requires a claim submission agreement. The warning will notify you that:

- Claims cannot be sent electronically until the agreement has been completed and approved.
- Any claims submitted before the agreement is in place will be dropped to paper and mailed, incurring

additional charges.

Please note that claims cannot be sent electronically until the agreement is complete. **Any claims that you do send electronically will be sent on paper by the clearinghouse.**

To prevent paper claims from being printed, update the Payer's Clearinghouse Processing Mode to be **"Do not send claims to the clearinghouse for processing"**. Any other processing mode will cause the claims to be printed by the clearinghouse.

Once the agreement is in place, you can update the Processing Mode to "The clearinghouse will send the claims electronically" to submit all held claims.

[Save Anyway](#) [Cancel](#)

Visit our [Add New Electronic Payer Help Article](#) for more information.

Improvement: "Delete Credit" Renamed to "Unapply Credit" in Manage Account

Previously, the **Delete Credit** option was used in all credit deletion scenarios within Manage Account, which could be misleading. When removing an applied account credit, the money is not actually deleted – it is returned to the Account Credit bucket to be applied elsewhere at a later time.

To better reflect what is actually happening, we have renamed this option to **Unapply Credit** when an applied account credit is selected. This distinction makes it clearer that selecting this option will not remove the funds from the account, but simply un-apply them so they can be applied to a different charge when needed.

[Save](#) [Close](#) [Save & Re-Open](#) [Activity](#) [Create Task](#) [Options](#)

JOSEPH MUNIZ (#37190993)

Patient Balance: \$1,381.35 **Patient Credit:** \$479.45
Insurance Balance: \$10,808.61 **Insurance Credit:** \$18.00

[Debit Account](#) [Credit Account](#) [Refund Credits](#)

Transaction Listing Find in table ↑ ↓

DOS / Received Date	Procedure	Status / Memo
06/05/2026		
06/05/2026	00120	BALANCE DUE PATIENT
06/06/2024		APPLY ACCOUNT CREDIT - PATIENT PAYMENT - CREDIT CARD
02/05/2026		
02/05/2026	11055	SEND TO AMERICHoice OF NEW YORK INC. (MEDICAID NY) VI...
02/05/2026	11055	SEND TO AMERICHoice OF NEW YORK INC. (MEDICAID NY) VI...
02/05/2026	00148	COLLECTION
01/29/2026		
01/29/2026	11055	SEND TO AMERICHoice OF NEW YORK INC. (MEDICAID NY) VI...
01/29/2026		CREDIT - PATIENT COPAY - CASH
12/11/2025		
12/11/2025		HOICE OF NEW YORK INC. (MEDICAID NY)
01/29/2026		RICHoice OF NEW YORK INC. (MEDICAID NY)' (...)
06/12/2025		

Account Credit Listing Find in table ↑ ↓

DOS / Received Date	Status / Memo
Credits Due Patient	
Credits Due Insurance	

Credit (Transaction 1975136528)

Unapply Credit

Credit (Transaction 1975136528)

Unapply Credit

More Universal Import Enhancements

We've made two additional updates to Universal Import in this release:

- Multiple Charges on a Single Line**— The import process now correctly handles multiple charges entered on a single line, ensuring that all associated dates, modifiers, units, and charge details are carried over accurately during the import.
- Improved Column Matching and Preview**— The import review screen now correctly displays all importable fields, even if a field is blank for the current row. This ensures all fields being imported are visible during review, preventing fields from appearing unmatched and providing a more accurate picture of your import before finalizing.

Resolutions

Fixed: CO-45 Adjustment Code and Amount Display Issue

We resolved an issue where adding a CO-45 code to the Adjustment Reasons on a payment row caused the code and amount to move to the unpaid reasons column, while the amount remained visible in the Adjusted column as well – resulting in the amount appearing in both columns simultaneously.

This release includes two specific fixes related to this behavior:

- **Adjustment Amount Handling** – When an adjustment amount is saved without a code and a code is subsequently added that triggers an automatic move to the unpaid column, the adjustment amount will now move consistently with the code. It will no longer appear in both the Adjusted and Unpaid columns at the same time.
- **Payment Automation Scope** – Payment automations tied to a specific adjustment code (such as code 96) will now only affect that specific code. Unless a code is configured to process as a total denial, it will remain in the correct column and will not inadvertently trigger column changes for other codes on the same row.

Fixed: Source Claims Now Correctly Deleted When Combining Claims

We resolved an issue where combining claims in Claim Control would successfully create the new combined claim, but the original source claims were not being deleted as expected. With this release, combining claims will now correctly create the new claim and delete the original source claims in a single action.

Improved: Denials Report Performance

We resolved a performance issue that was causing the Denials Report to run slowly, even when running it for a short date range like a single week. So, with this release, the Denials Report will now run significantly faster, even for larger date ranges.

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