



eRAD RIS

RELEASE ANNOUNCEMENT

Build 4.2025.008

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TABLE OF CONTENTS

Summary 2

 Release Announcement2

 New Features2

Feature Details 3

 Patient Portal3

 Feature #36646 - Patient Account Creation via 3rd Party Patient
 Identification (LexisNexis)3

Version Details 7

 Code Stream7

PUBLICATION HISTORY

Revision	Author	Description
March 17, 2026	Kevin Brooks	▪ Commercial release.

SUMMARY

Release Announcement

*This release of **ERAD RIS 4.2025.008** introduces an optional Patient Portal account creation workflow that utilizes the third-party LexisNexis identity verification service to confirm patient identity during account creation.*

New Features

This release introduces the following features and enhancements:

Category	Redmine #	Subject	Description
Patient Portal	#36646	Patient Account Creation via 3rd Party Patient Identification (LexisNexis)	This enhancement to Patient Portal introduces an optional account creation workflow that utilizes LexisNexis identity verification services to confirm patient identity during account creation.

Refer to the **FEATURE DETAILS** section below for configuration and usage information.

FEATURE DETAILS

Patient Portal

Feature #36646 - Patient Account Creation via 3rd Party Patient Identification (LexisNexis)

Summary

This enhancement to Patient Portal introduces an optional account creation workflow that utilizes the third-party LexisNexis identity verification service to confirm patient identity during account creation.

Background

Previously Patient Portal account creation was limited to confirming exam and patient information already stored in the system.

Feature Description

With this change, Patient Portal can now optionally verify a patient’s identity using LexisNexis authentication during account creation, using secure, personalized questions.

BACK

Verify your identity

Please answer a few questions about yourself within 90 seconds.

Which of the following corporations have you ever been associated with? *

- Ast Stockplan
- Miracle Gear
- Razzos
- Sincere Air Condition Engineering
- None of the above

Which of the following boats or watercrafts have you owned? *

- 10 ft. Confluence Water Sports Pungo S120
- 10 ft. Crestliner Inc C16stp
- 10 ft. Ranger Boats 621f
- 10 ft. Yamaha Motor Corp Usa Fc1800a-pb Fxcr Svho
- None of the above

Which of the following age ranges most closely matches the age of 'Angelo Aacuba'? *

- 19 to 23
- 33 to 37
- 40 to 44
- 51 to 55
- None of the above or I am not familiar with this person

NEXT CANCEL

PATIENTS ARE PRESENTED WITH A SERIES OF PERSONALIZED QUESTIONS TO CONFIRM THEIR IDENTITY.

Prerequisites

Customers using this feature first work with LexisNexis to perform a bulk import of LexID identifiers that are associated with each patient. Typically, this bulk data load populates LexIDs for patients who have had appointments within the past five years.

The LexID for matched patients are stored in RIS as an alternate MRN.

Sex	Male	Issuer	MRN	Active
DOB	06-12-1963	system	2133.mm	<input checked="" type="checkbox"/>
Age	62y 5m	LexisNexis LexID		<input type="checkbox"/>

Note that LexisNexis identity verification does not support pediatric identities and will not have a LexID for patients under 18.

Customers can also work directly with LexisNexis to configure the response workflow, such as the number of questions to be presented and the options for handling of incorrect responses.

Workflow Bypass

In some cases, patients will bypass the enhanced authentication:

- Patients without a LexID on file simply bypass this enhanced verification workflow and revert to the legacy identity verification workflow utilizing exam information.
- Patients under 18 are informed via a customizable message that they will not be able to create an account at this time.
- Patients with an I-code who verify their DOB proceed to account creation without needing to answer the extra questions.

Usage

Initially, RIS forwards the patient identifying information fields of name, address, phone number, and date of birth to LexisNexis, which returns identity verification questions unique to that patient.

The patient is then challenged to respond to the questions within a limited time:

Typically, patients are prompted with three questions. However, if LexisNexis has matched to multiple individuals, they may first be prompted with a clarification question (known as "disambiguation workflow"). Additionally, if they correctly respond to two of the three questions, a fourth follow-up question will be presented rather than failing immediately (known as "bonus question workflow").

If the patient successfully responds and their LexID is confirmed, the patient continues with account creation:

If the patient fails to correctly answer the questions successfully, they are informed via a customizable message to seek assistance to complete registration.

Service Team Upgrade Instructions

The Service Team must complete the following actions to deploy this feature:

Portals

Changes to applicationsettings.config

- Enable this feature by setting `PPLexIDQuizEnabled` to `True`.
 - Overridable at the practice level.
- Configure Lexis connectivity by populating remaining values.

Setting	Default Value	Purpose
PPLexIDQuizEnabled	False	When enabled (True) a new identification method will replace the existing one. Currently, we verify patients using examination information, but the new method verifies them through a third-party service (LexisIIDQA). The difference lies in the questions patients are required to answer during account creation. <ul style="list-style-type: none"> Account creation involves multiple steps. This feature only affects the second step (verification), while the remaining steps remain unchanged. In some cases of Lexis identification failure, we just revert to current workflow. Has a practice override
LexisTraceEnabled	False	Change this to true if API request/response tracing is needed for debugging purposes.
LexisOrgId	To be acquired from LexisNexis	OrgId Value provided from LexisNexis
LexisUrl	To be acquired from LexisNexis	The Lexis Nexis authentication query URL for InstantID questions and answers
LexisApiKey	To be acquired from LexisNexis	Unique value to validate the API call to LexisNexis. Associated with your organization id.
LexisServiceType	authentication-hub (confirm with LexisNexis the correct service type is being used)	Used by LexisNexis to determine which service is being utilized.
LexisPolicy	en,iidqa_english (confirm with LexisNexis the correct service type is being used)	currently, supports English only. No change is needed. Currently only supporting one language. If more are requested this value will be a comma separated list of valid policies. The suffix (EX: KBA) is created by LexisNexis

Configuration Instructions

Service Team assistance is required to enable this feature.

Optional System Administrator actions are available:

Changes to ParagraphConfig Lookup Table

- Optionally, adjust the text of the new `PPErrorOccurred` and `RPErrrorOccurred` messages.

Setting	Default Value	Purpose
PortalPleaseAnsweraFewQuestionsAboutYourselfWithinFewSeconds	Please answer a few questions about yourself within {0} seconds.	Patient portal account creation via 3rd Party - LexisID patient identification - answer identification questions. Updated by #36646
PortalIIDQADisambiguationPrompt	In order to clarify your identity, please select the one that best matches a name that you may have used recently. Note that there may be slight misspellings. These are unintentional.	Patient portal account creation via 3rd Party - LexisID patient identification - answer disambiguation question. Updated by #36646

Setting	Default Value	Purpose
PortalIIDQAFail	We could not verify your identity at this time. Please {0} to set up your account.	Patient portal account creation via 3rd Party - LexisID patient identification - failed to answer questions. Updated by #36646

Changes to SystemConfig Lookup Table

- Optionally, adjust `DefaultAlternateMRNLexID` for your installation.

The following related settings were added or updated:

Setting	Default	Purpose
DefaultAlternateMRNLexID	Value=Issuer Code as String [from Issuer lookup table], Default=[LexisNexis]	Default Issuer Code identifying LexisNexis originated LexID alternate MRNs. Updated by #36646

VERSION DETAILS

Code Stream

The following source code branches have been merged into this release:

