



eRAD RIS

# RELEASE ANNOUNCEMENT

Build 4.2025.050

UPDATED SEPTEMBER 29, 2025

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## PUBLICATION HISTORY

Revision	Author	Description
September 29, 2025	Michelle Mahabir, Felicia Ellis /Kevin Brooks	▪ Commercial release.

# SUMMARY

## Release Announcement

*This release of ERAD RIS 4.2025.050 adds support for configuring the Carrier Determination Web Service (CDWS) directly in RIS, enhances the patient-facing Imagine payment screens, and fixes issues where Extra Data modified incorrectly.*

## New Features

This release introduces the following features and enhancements:

Category	Redmine #	Subject	Description
Insurance Management	35099	Support Usage of CDWS from RIS UI and Web Service	This enhancement to Insurance Management integrates the Carrier Selection tab from the AI gateway into RIS to enable access to the Carrier Determination Web Service (CDWS) configuration and supports appropriate UI communication.
Payment Control	37477	Service-Only Feature	This is a service-only change with no customer-facing functionality.

SORTED BY CATEGORY AND REDMINE

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

## Resolved Issues

This release resolves the following issues:

Category	Redmine #	Subject
Extra Data	33784	Resolved Extra Data issue where Site Extra Info values would disappear or be incorrectly modified when sites had similar codes (e.g., ABC and ABCDE)
Payment Control	37357	Resolved Payment Control issue where Sync with Imagine was failing due to using only the system-level dataset instead of the correct site-specific dataset.

SORTED BY CATEGORY AND REDMINE

## New Known Limitations

The following significant limitations have been identified and should be communicated to affected users:

- **BUG #37644 – MISSING ACCESS STRING FOR CDWS CARRIER SELECTION LOOK UP TABLE**
  - **Issue:** Access string for new CDWS table was not included in Feature #35099
  - **Impact:** All users will have access to the CDWS Carrier Selection Look Up table.
  - **Workaround:** No known workaround.

# FEATURE DETAILS

## Insurance Management

### Feature #35099 – Support Usage of CDWS from RIS UI and Web Service

#### Summary

This enhancement to Insurance Management integrates the Carrier Selection tab from the AI Gateway into RIS to enable access to the Carrier Determination Web Service (CDWS) configuration and support appropriate UI communication.

#### Background

Previously, the Carrier Selection functionality existed only within the AI Gateway; however, incorporating this functionality into RIS has become critical to support interoperability across platforms.

#### Feature Description

These changes introduce the integration of the `Carrier Selection` tab – previously available only within the AI Gateway - into eRAD RIS via a `CDWS Carrier Selection` lookup table. This will allow Portal and Kiosk submissions to automatically trigger carrier switching when required, ensuring consistent behavior across RIS UI and backend workflows.

Note	Confidence For Carrier Switch	Confidence For Warning	Site	Eligible Payer	Carrier	Availability Payer	Last Updated
Contains: Y Equals:	Y Equals:	Y					Contains:
Click here to add a new row							
50	20	(all)	(all)	(all)	(all)		09-05-2024 11:10 AM

#### Known Limitations

The following significant limitations have been identified and should be communicated to affected users:

- **BUG #37644 – MISSING ACCESS STRING FOR CDWS CARRIER SELECTION LOOK UP TABLE**
  - **Issue:** Access string for new CDWS table was not included in Feature #35099
  - **Impact:** All users will have access to the CDWS Carrier Selection Look Up table.
  - **Workaround:** No known workaround.

#### Configuration Instructions

System Administrators must complete the following actions to enable this feature:

##### RIS Client

##### New CDWS Carrier Selection Lookup Table

The `CDWS Carrier Selection` RIS System Configuration table was added with this release:

- The table includes the following configurations:
  - Note
  - Confidence For Carrier Switch
  - Confidence For Warning
  - Site
  - Eligible Payer
  - Carrier
  - Availability Payer
  - Last Updated

##### Changes to SystemConfig Lookup Table

- Enable this feature by configuring `CDWSDatabase`, `CDWSURL`, `CDWSUserName` and `CDWSPassword`.

- The default value leaves existing system behavior unchanged.
- Requires AI DLL: AIArbitrator-v11.9.1 dll to be installed via the **Config File** Lookup table prior to enabling this feature.

The following related settings were added or updated:

Setting	Default	Purpose
CDWSDatabase	Blank	(Value=String), Default = Blank - The database required the system to connect to the CDWS. Added in #35099
CDWSPassword	Blank	(Value=String), Default = Blank -The password required of the system to access the CDWS. Added in #35099
CDWSURL	Blank	(Value=String), Default = Blank - The HTTPS URL required for the system to access the CDWS. Added in #35099
CDWSUserName	Blank	(Value=String), Default = Blank - The username required of the system to access the CDWS. Added in #35099
CDWSCarrierChangedText	Carrier selection was switched from {0} to {1} with a confidence of {2}]	(Value=String), Default=[Carrier selection was switched from {0} to {1} with a confidence of {2}] - The text that will display when the CDWS picks a different carrier code and the confidence % is above the configured threshold. {0} represents the previous carrier, {1} represents the carrier it has picked and {2} is the % confidence. Also, this text is only displayed if the user is in the RIS UI at the time of the carrier switch and CDWSCarrierSwitchingDisplaysCarrierNodes is set to True. Added in #35099.
CDWSCarrierSwitchingDisplaysCarrierNodes	TRUE	(Value=boo), Default = [TRUE] - If true, the carrier notes dialog will be displayed when there is a carrier switch; Otherwise, when false the carrier will switch without the user seeing the carrier specific notes. Added in #35099
CDWSCarrierWarningText	Recommend Carrier is {0} with a {1} confidence.	(Value=String), Default= [Recommend Carrier is {1} with a {2} confidence] - The text that will display when the CDWS picks a different carrier code but the confidence % is below the configured threshold. {0} represents the previous carrier, {1} represents the carrier it has picked and {2} is the % confidence. Added in #35099.

Setting	Default	Purpose
CDWSMultiCarrierNonPrimaryWarningText	The currently selected carrier is correct if used as a non-primary.	(Value=String), Default= [The currently selected carrier is correct if used as a primary] - This is the message shown, when there are multiple carriers and the non-primary carrier would be correct if it were switched to the primary position. Added in #35099.
CDWSMultiCarrierPrimaryWarningText	The currently selected carrier is correct if used as a primary.	(Value=String), Default=[The currently selected carrier is correct if used as a non-primary] - This is the message shown, when there are multiple carriers and the primary carrier would be correct if it were switched to the non-primary position. Added in #35099.

## Payment Control

### Feature #37477 –Simplified UI Experience for Patient-Facing Payment Workflows

#### Summary

This enhancement to Payment Control improves the connection with Imagine by supporting separate configurations for front desk staff and patient-facing onboarding, ensuring patients have a streamlined experience while staff maintain full functionality.

#### Background

Previously, all sites relied on a single dataset, which limited flexibility for Kiosk and Smart Onboarding workflows.

#### Feature Description

New fields and controls in **Organization > Add/Edit Site** allow limiting patients to only see a simplified experience within Imagine, while allowing front desk staff to continue to access the full feature set:

- A new **Front Desk Dataset** field ensures that staff workflows continue to use the full RIS functionality.
- A new **Patient Facing Dataset** field ensures that kiosk and Smart Onboarding workflows display only simplified, patient friendly features.
- New **Test** buttons allow administrators to quickly validate configuration.

**Add/Edit Site**

Site Details | Address | Main Contact | **Billing** | Logo | Portal | Scheduling | Misc

**Billing**

Eligible customer ID  Inquiries phone #

Location character

**Imagine**

Imagine site code  Client ID

Imagine activation  Front Desk Dataset

Imagine integration practice ID  Patient Facing Dataset

\*Only provide a Patient Facing Dataset ID if you are using products such as 'Smart Onboarding'

### Front Desk View

Test Mode: Should show the Front Desk version.

Step 1. Process Selection

What would you like to do?

Please select one of the options below.

Pay Now

Pay Over Time

Tokenize Only

Account Summary

Pending Balance:

Expected Payment:

Date of Birth:

Date of Service:

Service Description:

Notes:

### Patient-Facing View

Test Mode: Should show the Patient Facing version.

Viewing the bill for TEST TEST

**Balance:** \$0.00

Step 1. Payment Amount

How much would you like to pay?

Please select one of the options below.

## Configuration Instructions

System Administrators must complete the following actions to enable this feature:

- **Configure Front Desk Dataset and Patient Facing Dataset**
  - **Add/Edit** screen for desired Site in the **Organization** Lookup table
  - The dataset values need to be obtained from Imagine.
    - Each site will need their own designated values.



# VERSION DETAILS

## Code Stream

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

