



eRAD RIS

RELEASE ANNOUNCEMENT

Build 4.2025.051

UPDATED OCTOBER 9, 2025

TABLE OF CONTENTS

| | |
|---|----------|
| Summary | 3 |
| Release Announcement..... | 3 |
| New Features..... | 3 |
| Resolved Issues..... | 3 |
| Feature Details | 4 |
| Admin- Monitoring/Alerts | 4 |
| Feature #37068 – System Logging for Manage Policies Dialog | 4 |
| Insurance Management..... | 4 |
| Feature #36671 – Update to Payment Rules: CPT % Multiplier and Expanded Self-Pay Options..... | 4 |
| Payment Control | 5 |
| Feature #35793 – Support Simplified and More Directive Pre-Approved Payment Dialog | 5 |
| Version Details | 7 |
| Code Stream..... | 7 |

PUBLICATION HISTORY

| Revision | Author | Description |
|-----------------|--|---|
| October 9, 2025 | Felicia Ellis, Michelle Mahahabir /Kevin Brooks | <ul style="list-style-type: none">Commercial release. |

SUMMARY

Release Announcement

This release of ERAD RIS 4.2025.051 updates Insurance Management payment rules with additional functionality, updates the Preapproved Payment Dialog to be more informative, and adds activity logging to the Manage Policies Dialog. It also resolves a bug that displayed incorrect totals in receipts.

New Features

This release introduces the following features and enhancements:

| Category | Redmine # | Subject | Description |
|-------------------------|-----------|---|---|
| Admin-Monitoring/Alerts | 37068 | Trace Logging for Manage Policies Dialog | This enhancement adds logging to record how long users spend in the Manage Policies dialog per visit. This allows tracking of user time spent in policy selection for operational and cost-saving analysis. |
| Insurance Management | 36671 | Update to Payment Rules: CPT % Multiplier and Expanded Self-Pay Options | This enhancement to Payment Rules introduces the ability to configure a percentage multiplier for additional CPT units and expands the Bill as Self-Pay flag to include a third option ("Both"). |
| Payment Control | 35793 | Rework Preapproved Payment Dialog to Be More Directive | This enhancement to the Payment Details dialog reworks the PreApproved Payment dropdown to enforce explicit user selection and improve clarity when pre-approved payment is in play. This allows front desk users to avoid unintentionally enrolling patients in pre-approved payment when they have declined it. |

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 |
|-----------------|-----------|---|
| Payment Control | 36668 | Resolved issue where c_payment_get_receipt returned incorrect totals for CPT costs and insurance amounts when multiple billing codes and self-pay rules were applied. |

SORTED BY CATEGORY AND REDMINE

FEATURE DETAILS

Admin- Monitoring/Alerts

Feature #37068 – System Logging for Manage Policies Dialog

Summary

This enhancement to Admin – Monitoring Alerts implements event logging to the Manage Policies dialog, enabling precise measurement of user session duration within the workflow.

Background

This change was introduced to help measure front-desk workflow efficiency and identify cost savings when comparing manual carrier selection with automated insurance discovery. Previously, there was no way to track how much time staff spent in the Manage Policies dialog.

Feature Description

With this update, the system captures entry and exit timestamps to record how long the dialog remains open, giving administrators and analysts visibility into time spent across patients, visits, and users. This data can be used to generate reports that support operational improvements and cost analysis.

Configuration Instructions

No System Administrator actions are necessary to enable this feature.

Insurance Management

Feature #36671 – Update to Payment Rules: CPT % Multiplier and Expanded Self-Pay Options

Summary

This enhancement to Insurance Management introduces the ability to configure a percentage multiplier for additional CPT units and expands the Bill as Self-Pay flag to include additional options.

Background

Previously, billing workflows had two key limitations. There was no way to automatically reduce the cost of a billing code when multiple units were requested, which meant every unit was billed at 100% regardless of volume. In addition, billing items could not be set as self-pay at time of service while also being transmitted to insurance, forcing staff to choose one or the other.

These updates provide more flexible billing workflows, improve accuracy in multi-unit cost calculations, and reduce the reliance on workarounds when items need to be treated as both self-pay and insurance billable.

Feature Description

With this release, administrators can now configure a `% for Additional Units` value so that only the first unit is billed at 100%, while additional units are billed at the configured percentage. A `Self-Pay at TOS but also Sent to Insurance` option also allows staff to collect from patients at time of service while still submitting the item to Insurance Payers.

- **% for Additional Units**
 - Added to the Edit Default ATC dialog screen
 - Allows administrators to configure a reduced rate for additional units.

To prevent calculation errors, the system now disables self-pay options in the `Edit Default ATC` popup when an ATC adjustment is based on a percentage of Patient Financial Responsibility (PFR).

When an item is marked as `Self Pay`, PFR must also treat it as self-pay so that copays and deductibles for other items are not missed.

Because percentage-based ATCs depend on PFR, they cannot be marked as self-pay.

As a result, the `Self Pay` and `Self Pay at TOS but also sent to Insurance` options are disabled for these cases.

Available Self-Pay Options

Two options in the dropdown remain available in cases where Patient Financial Responsibility percentages are not used:

- `Self Pay`
- `Self Pay at TOS but also sent to Insurance`

Known Limitations

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

- **EXPECTED BEHAVIOR (FROM #36671)**
 - **Issue:** When the % of PFR value is changed from 0 or 100 to another percentage, the “Bill as Self-Pay” dropdown becomes locked to *Billed thru Insurance* as intended. However, if the % of PFR is then reset to 0 or 100, the dropdown remains disabled.
 - **Impact:** This uncommon workflow would require the Administrator to close and reopen the *Edit Default ATC* window to re-enable interaction with the dropdown.
 - **Workaround:** Close and reopen the *Edit Default ATC* configuration window after adjusting % of PFR to 0 or 100.

Configuration Instructions

No System Administrator actions are necessary to enable this feature.

Payment Control

Feature #35793 – Support Simplified and More Directive Pre-Approved Payment Dialog

Summary

This enhancement to Payment Control updates the Preapproved Payment dialog to streamline option selection within the payment workflow.

Background

Previously, the Pre-Approved Payment dialog’s default behavior was not intuitive, leading staff to occasionally enroll patients in Pre-Approved payment against their preference. The updated dialog enforces explicit choice and uses clearer wording, reducing operational errors at the front desk and ensuring opt-outs are respected.

Feature Description

With these changes, the Payment Details dialog replaces the single Open Imagine Pay button with a dropdown menu, prompting users to make a clear, explicit choice.

When a Pre-Approved Payment has been determined, the button now displays **Select Option Below**. This directs users to select an option before proceeding.

Pre-Approved + Time of Service Payment – Collects both Pre-Approved and Time of Service payments. The Imagine Pay screen opens after selection.

Time of Service Payment Only – Collects only the Time of Service payment. The Imagine Pay screen opens after selection.

Pre-Approved Payment Only – Collects only the Pre-Approved payment. This option uses the new dialog introduced in the previous update, requiring only card details

The screenshot shows the 'Payment Details' dialog box. On the left, there is a table with financial data:

| | |
|------------------------------|------------|
| Previous Balance | \$100.00 |
| Estimated Visit Cost | \$1,080.47 |
| Today's Copay Portion | \$0.00 |
| Today's Deductible Portion | \$128.00 |
| Today's Co-Insurance Portion | \$190.49 |
| Est. Patient Responsibility | \$318.49 |

On the right, there are input fields for 'Payment for Previous Balance' (\$100.00), 'Payment for Current DOS' (\$318.49), 'Amount to collect' (\$418.49), and 'PreApproved Payment Amount' (\$159.25). Below these are checkboxes for 'No credit card' and 'No time of service payment'. At the bottom left are 'Override' and 'Explanation' buttons. A red arrow points to a dropdown menu labeled 'Select Option Below' which contains three options: 'PreApproved and Time of service payment', 'Time of service payment only', and 'PreApproved payment only'.

If a Pre-Approved Payment has not been determined the dropdown will be defaulted to a **Time of Service Payment Only** payment. The additional options will be visible but will be disabled.

This screenshot is similar to the previous one, but the 'PreApproved Payment Amount' is now \$0.00. The dropdown menu is now set to 'Time of service payment only', which is highlighted in blue. The other two options, 'PreApproved and Time of service payment' and 'PreApproved payment only', are visible but appear to be disabled (grayed out).

Each option directs the user to the corresponding **Add Payment** screen. Existing functions such as **No Credit Card** and **No Time of Service Payment** are unchanged.

Known Limitations

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

- **EXPECTED BEHAVIOR BY DESIGN (FROM #35793) – PAYMENT OPTIONS DISABLED**
When ATC = \$0 and Pre-Approved Payment Amount (PAPA) = \$0, the only enabled option is Time of Service payment only. Other options remain grayed out. This is considered correct behavior.

Configuration Instructions

No System Administrator actions are necessary to enable this feature.

VERSION DETAILS

Code Stream

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

