Billing System Release Notes - 2026-04-26

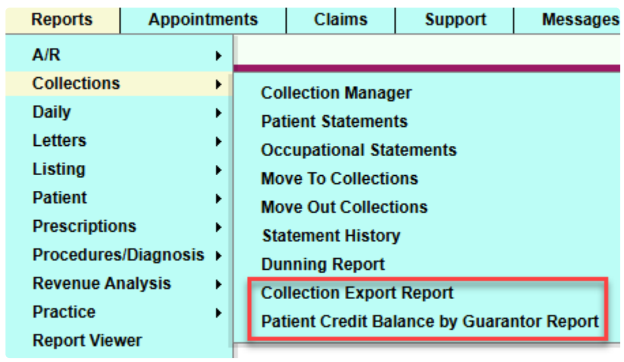
New and Updated Features

Collections

Report Enhancements

Report enhancements have been added to the Collections Menu:

- **Collection Export Repor**t>New option with additional output for Agency request data.
- **Patient Credit Balance by Guarantor Report**

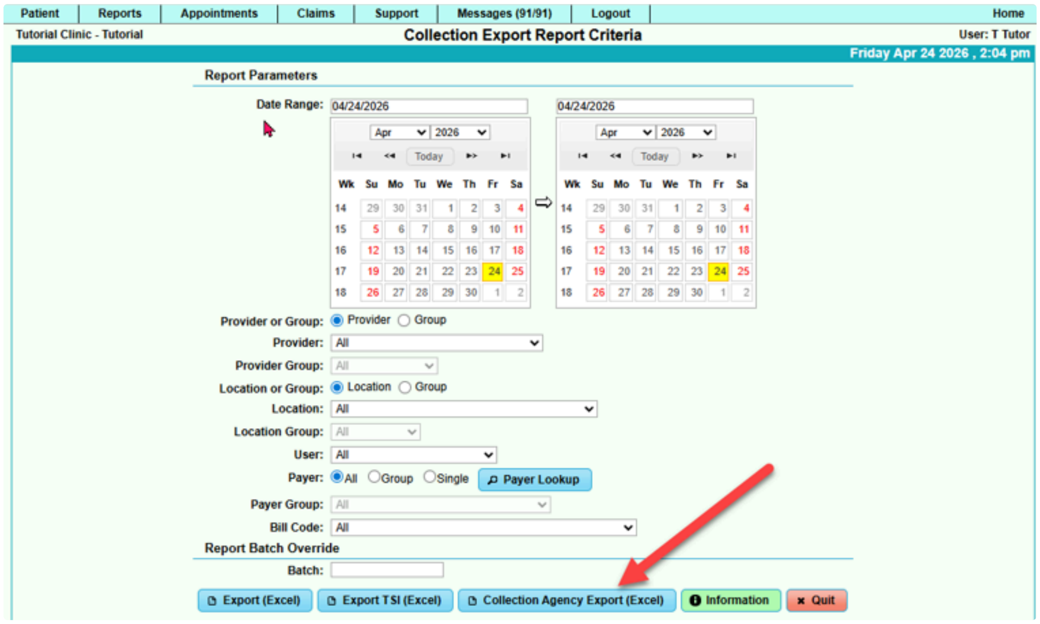


Collection Export Report (New)

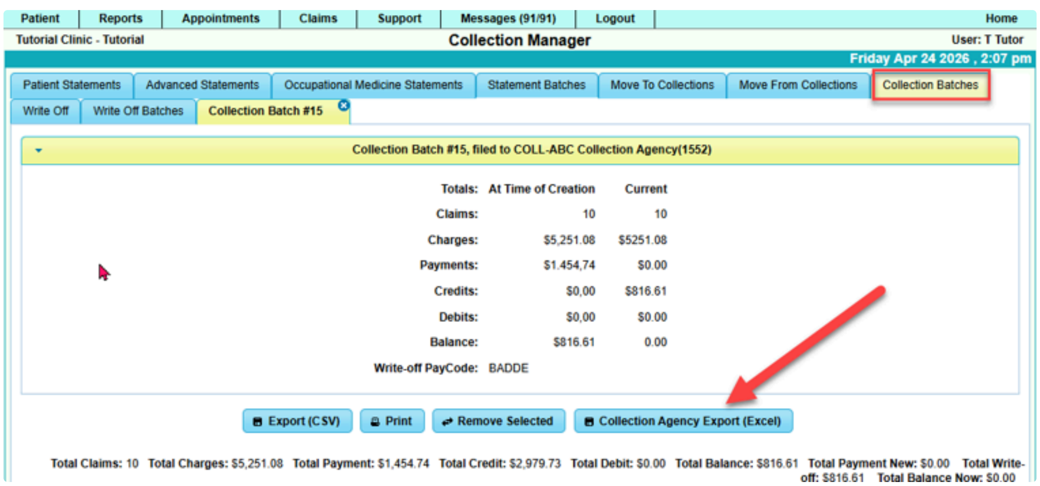
Collections - Collection Export Report Enhancements (Reports > Collections > Collection Export Report)

- **New Feature:** Added a new **Collection Agency Export (Excel)** button to the report criteria screen:
  - Clicking the button generates a Excel file with claims sent to collections. The format and structure of the Excel file has been updated to accommodate most Collection Agency requests.
  - The action buttons for “Export (Excel)” and “Export TSI” will remain in place for the time being in the event any of our clients still wish to use those export formats.
  - The Collection Agency Export Report can also be generated for a specific Collection Batch from the Collection Manager. When opening a collection batch, the Collection Agency Export (Excel) button will also appear on the Collection Batch screen.

Collection Agency Export in Collection Export Report:



Collection Agency Export button has also been added the to Collection Batches area for your convenience within the Collection Manager:



Patient Credit Balance by Guarantor Report

New Feature: Patient Credit Balance by Guarantor Report

Overview

A new reporting option—**Patient Credit Balance by Guarantor Report**—has been added to the **Reports → Collections** menu. This report provides a consolidated view of guarantor accounts that contain both **credit balance claims** and **open claims** currently filed to the patient, along with tools for reviewing and managing claim-level transfer activity.

Feature Details

Report Access

A new menu item, **Patient Credit Balance by Guarantor Report**, is now available under the Collections subsection of the Reports menu.

Report Criteria

Users can filter results using the following options:

Date and Entity Filters

- **Service Date Range**: Filters guarantor accounts by first service date of credit-balance and open claims.
- **Provider / Provider Group**: Filters by claim provider.
- **Location / Location Group**: Filters by claim location.

Credit Balance Filters

- **All Credit Balances**: Includes all credit-balance claims (unapplied and non-unapplied).
- **Unapplied Claims Only**: Includes only unapplied credit-balance claims.

Account Filters

- **Guarantor Account #**
- **Patient Account #**

All criteria fields include tooltips explaining their purpose.

Criteria Screen Actions

- **Search**
- **Print Report (PDF)**
- **Export Summary (CSV)**
- **Information**
- **Quit**

Search Results & Display

Running a search produces a list of guarantor accounts displayed as expandable/collapsible sections.

Guarantor Section Header

Each header displays:

Left side:

- Guarantor Account #
- Guarantor Name

Right side:

- Credit Balance Claims
- Total Credit Balance
- Available Transfer Funds
- Open Claims
- Patients With Open Claims
- Total Open Balance

Expanding a section reveals:

Credit Balance Claims (Transfer From)

- Negative-balance claims currently filed to the patient
- Displays Available Funds
- **Prepayment claims** include a **Pre-payment Apply** button
- **Non-prepayment claims** include a **Credit Transfer** button

Open Claims (Transfer To)

- Positive-balance claims currently filed to the patient
- Eligible to receive transfers from Available Funds

All section-header aggregate values update immediately following transfers.

Transfer Capabilities

Credit Transfer (Non-Unapplied Claims)

Users can initiate a Credit Transfer from a non-prepayment credit-balance claim to an open claim.
The system updates:

- Guarantor summary values
- Claim balances

- Available Funds
- Guarantor ledger (credit and debit posting)

Pre-payment Apply (Unapplied Prepayment Claims)

Users can transfer funds from unapplied prepayment claims to an open claim.
The system updates:

- Guarantor summary values
- Claim balances
- Available Funds
- Guarantor ledger entries

Report Output Options

PDF Output

Selecting **Print Report (PDF)** generates a PDF containing:

- All guarantor sections, including expanded claim details
- The selected report criteria displayed at the top of each page

CSV Output

Selecting **Export Summary (CSV)** generates a downloadable CSV containing:

- One summarized row per guarantor account section header

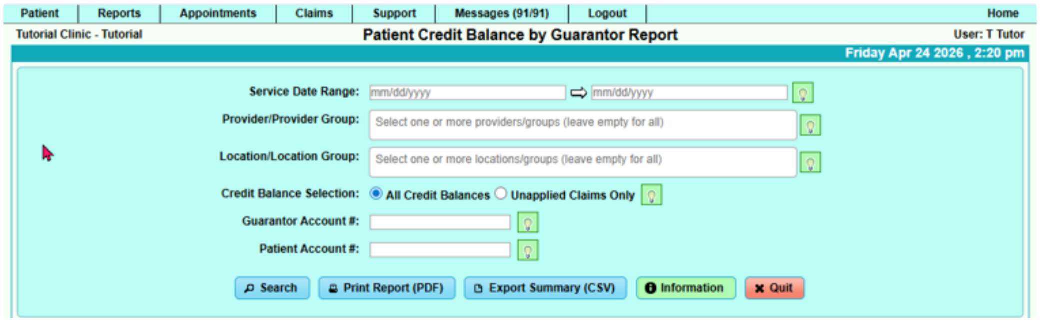
Program Information

The **Information** button opens a dialog explaining the purpose and functionality of the Patient Credit Balance by Guarantor Report.

Navigation

Selecting **Quit** returns the user to the welcome screen.

Patient Credit Balance by Guarantor Report:



Issue Resolutions

- Patient>Patient Dashboard - Add New Policy Display Issue
  - Fix for the following display issue:
    - When policy creation is disabled, the red title bar in the Insurance Policies section on the dashboard does not extend all the way to the right.
    - Issue has been resolved.
- Reports tab>Listing - Payer List
  - Report was not producing output
    - Issue resolved.
- Manual Payment Posting
  - Issue with manual payment posting where deprecated secondary policies did not appear in the sequence transfer dropdown, causing potential misallocation of payments.
  - Issue resolved.
- Claims tab>Task List -Task List Items
  - Issue occurred when the user attempted to sort a column.
  - Issue resolved.

Please contact your Customer Care Team with any questions that you may have regarding the above updates.