Feature enhancements

Every sent referral letter is now kept, with a history icon on the referral grids

What's new

When a referral letter is sent again for the same referral, Denticon now keeps the earlier letter instead of replacing it, so each letter sent is saved. A new history icon appears next to the report PDF icon on the Referral Management External - Incoming tab and on the External referrals in the Charting page Referrals tab, but only for referrals that have sent letters.

Why this matters

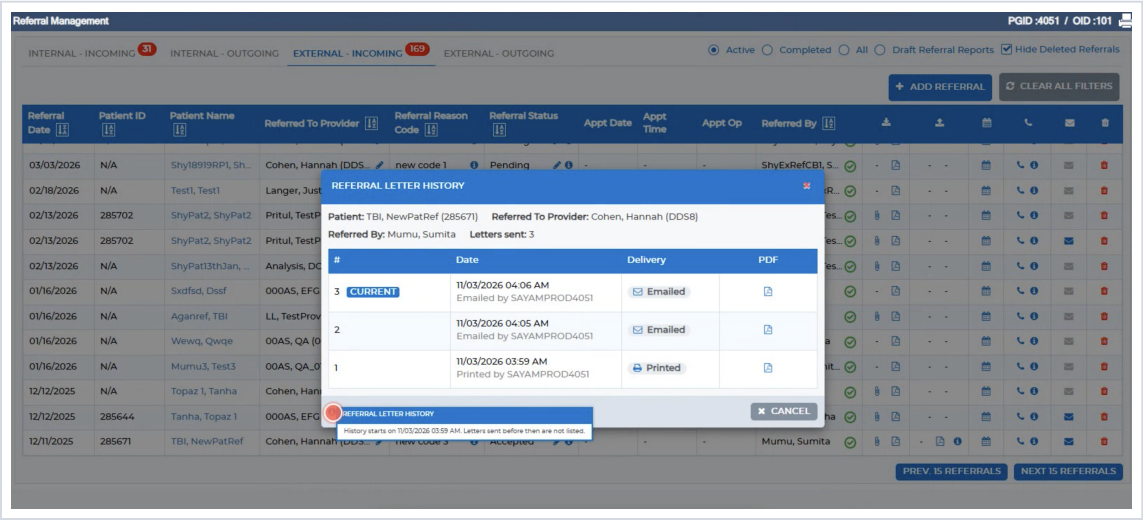
When a referring dentist says they never received a letter, your team will have a record of every letter that was sent to check, not only the most recent one. The record shows that a letter was sent, not that it was delivered.

Who this affects

Oral surgery and specialty practices that send referral letters, especially office managers and referral coordinators who answer questions from referring dentists.

What to expect

The existing report PDF icon still opens the latest letter, and no new column is added to the grid. Internal referrals show no history icon. Clicking the history icon opens the Referral Letter History window and displays all letters sent for the selected referral case.



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Action required: No setup is needed from practice staff.

Defects resolved

- **Claims:** When a dental procedure code was set up to bill to medical insurance, an outdated Dental Cross Coding window could appear instead of the current one. The old window has been removed, and the current Dental Cross Coding window now appears in all of these cases.
- **Email Campaigns:** The Use It Before You Lose It Patient Care campaign was sending emails to patients who had no active insurance information, even though it was set up to reach only patients with remaining benefits. This is now fixed, and patients without insurance benefits are excluded from the campaign.
- **Ledger:** Apply, Save and Delete buttons on the payment and adjustment screens now stay disabled until the request finishes, so a double-click only sends one request. If a post, save or delete fails, the message now says the change may have gone through and tells you to refresh the ledger and check before trying again.
- **Patient Overview:** The eligibility response screen shown after selecting the Eligibility Check mark in Patient Overview had no scrollbar and cut off information at the bottom of the report. The screen now lets you scroll so the full eligibility report can be read.
- **Payments:** Failed contract charges returned by the payment processor with a status code, such as a card decline, were not always sorted into the right category. They now show the correct label, such as "Card declined" or "Try again later". The payment plan billing page also now shows the same color-coded label as the older page, with the full reason when you hover over it.
- **Payments:** Periodic Ortho payment plan charges with validated cards were not posting automatically on their scheduled date, so offices had to post them by hand. Charges with a green validation message now post automatically on the scheduled date.
- **Planet DDS Pay:** Some Planet DDS Pay card payments were taking hours to appear in the Ledger after they were processed. Payments should now appear in the Ledger within a reasonable time after processing.
- **Reports:** The Aging Report could time out when it was run with patient-level detail for all offices on customers with a large number of offices. This occurred in both Excel and PDF formats. This has been fixed so the all-offices Aging Report now completes reliably.
- **Task Manager:** Opening Enhanced Task Manager from Utilities > Launch could leave the screen stuck on "Processing" for some user accounts instead of loading. This has been fixed so the screen now loads normally.