# Cloud 9 | Release notes

**Version 13.10**
September 3, 2026

## Feature enhancements

### Time of Service (Medicaid) Insurance Support

#### What's new

Cloud 9 now provides full support for Medicaid and Medicaid - Time of Service (TOS) Required employer plans, covering the complete contract lifecycle from setup through claim submission. This includes designating employer plans and appointment types as Medicaid/TOS, handling contracts with undetermined (TBD) service dates, processing periodic and final debond appointment completions, making on- and off-contract adjustments, and filtering contract reports by employer plan type.

#### Why this matters

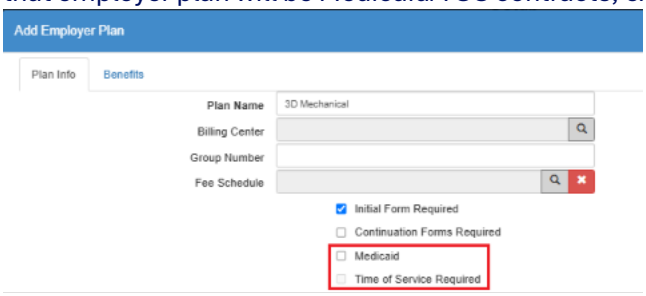
Practices serving Medicaid and Medicaid-TOS patients can now manage the entire contract-to-claim workflow for these plans natively in Cloud 9, without manual workarounds, and can report on this population accurately.

#### Who this affects

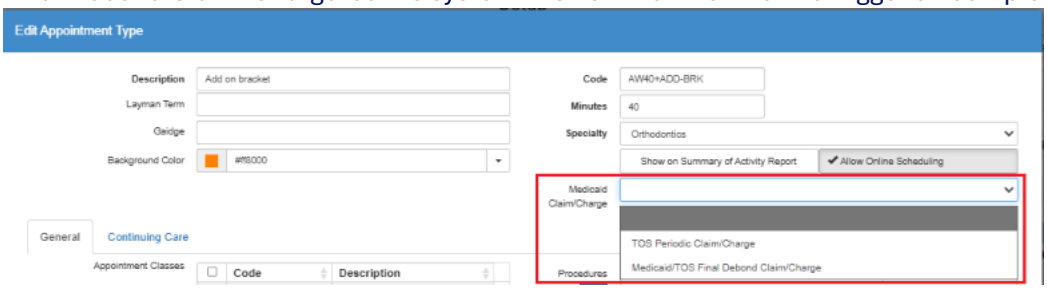
Cloud 9 customers who support Medicaid and Medicaid - Time of Service Required plans.

#### What to expect

Employer Plan Designation: 'Medicaid' and 'Time of Service Required' checkboxes are available on Employer Plans. 'Time of Service Required' can only be selected if 'Medicaid' is also selected. Once set, all new contracts created for that employer plan will be Medicaid/TOS contracts; existing contracts are not updated retroactively.




Appointment Type Designation: Appointment Types can be flagged as 'TOS Periodic Claim/Charge' or 'Medicaid/TOS Final Debond Claim/Charge' so the system knows which workflow to trigger on completion.




Contract Charge Dates: Insurance charge rows on TOS contract payment plans display 'TBD' instead of a date until the service date is known, and ledger entries are not created until that date is resolved.

Final Debond Setup: A Final Debond Amount field and CDT code lookup are available on TOS/Medicaid payment plans, generating a Final Debond charge line and claim when the contract is started. Periodic Appointment Completion: Completing a 'TOS Periodic Claim/Charge' appointment updates the claim and ledger entry with the service date, if funds remain on the contract. Final Debond Appointment Completion: Completing a 'Medicaid/TOS Final Debond Claim/Charge' appointment updates the claim and final debond ledger transaction with the service date. Contract Adjustments: Users can make financial adjustments on and off TOS contracts, with rolling charges automatically applied to keep the contract balanced. Report Filtering: An 'Employer Plan Type' filter (None / Medicaid / Medicaid - Time of Service Required) is available on Contract Starts by Date Range, Contracts by Start Date, Case Starts by Start

Date, and Completed Contracts by Date Range reports. Important: Once a contract is created as a Time of Service contract, it cannot later be changed to a non-TOS contract. This designation is permanent at contract creation.

**Action required:** Practices wanting to use Medicaid/TOS functionality should contact Planet DDS to have it enabled. Once enabled, verify employer plan and appointment type designations are set correctly before creating contracts, as the TOS designation cannot be reversed once a contract is created.

## Final Debond Amount Now Supported on Non-TOS Medicaid Contracts

### What's new

Non-TOS Medicaid contracts now support a Final Debond Amount, matching the capability already available on TOS Medicaid contracts. A Final Debond Amount field and CDT code lookup appear on the payment plan for any Employer Plan with the Medicaid checkbox enabled. When the Final Debond appointment type is dismissed, Cloud 9 automatically posts the Final Debond claim and ledger charge using the appointment's actual service date. Financial adjustments on these contracts follow the correct waterfall: increases top up the Final Debond Amount first; decreases pull from periodic charges first. If an adjustment targets an insurance or responsible party with no existing treatment plan, Cloud 9 now creates one automatically instead of failing.

### Why this matters

Orthodontic practices treating non-TOS Medicaid patients lacked the tools to manage Final Debond billing natively in Cloud 9. Staff had to track these amounts manually and post claims outside the system. This brings non-TOS Medicaid contracts to feature parity with TOS Medicaid contracts for Final Debond workflows.

### Who this affects

Cloud 9 practices treating patients on non-TOS Medicaid orthodontic contracts with a Final Debond payment structure.

### What to expect

When adding or editing a payment plan on a non-TOS Medicaid contract, a Final Debond Amount field and CDT code selector appear. Dismissing the Final Debond appointment type triggers automatic claim and ledger posting. Adjustment balancing respects the Final Debond Amount in both directions.

**Action required:** No action required. Inform practices using non-TOS Medicaid contracts of the new Final Debond Amount field and automatic claim posting.




## Contracts: False Validation Error on New Contract Removed

### What's new

Fixed: New contracts open without any false validation errors on the responsible party side.

### Why this matters

A spurious validation error was appearing when creating new contracts, causing unnecessary confusion and interrupting the contract setup workflow.

**Who this affects**

All Cloud 9 users who create new contracts.

**What to expect**

New contracts open cleanly without validation errors.

**Action required:** No action required.

## Defects resolved

- **Appointment Reminders**: Pre-appointment reminders now send for later-day appointments in Pacific time zones.
- **Chat**: Blank chat notifications no longer appear as if they were sent from the receiving user to themselves.
- **Financial Arrangements**: Enabling Auto Pay on an Internal Payment Plan financial arrangement no longer fails with a responsible party information error.
- **Imaging**: Image comparisons in Present mode now display patient images instead of blank grid lines.
- **Insurance Claims**: Insurance claims now refresh Box 18 correctly after rebuilding a claim when the subscriber relationship changes.
- **Patient Portal**: Patient portal payment failures now clearly indicate when only the receipt email failed to send, instead of implying the payment confirmation failed.
- **Payments**: Failed partial payment returns now show an error message instead of failing silently.
- **Payments**: ACH payments processed through FIS now post even when the follow-up account information lookup fails.
- **Print Management**: Cloud 9 Print Management no longer throws an unexpected error for printers with multiple status flags.
- **Questionnaires**: Printed questionnaires now keep multi-select answers in the same order shown on the questionnaire.
- **Scheduled Contract Payment**: Scheduled Contract Payment text receipts now go to the correct responsible party.
- **Scheduler**: Changing the location in Schedule View now keeps the side timeslot highlight working after cells are selected.
- **Scheduler**: Dragging a future appointment no longer makes it briefly appear in today's scheduled list in the patient locator.
- **Treatment Card**: Patient Tray Covers now show the correct next appointment time when printed from the Treatment Card.