Release Notes

Version
September 3, 2026

Feature enhancements

Medical Claims Submission via Stedi

What's new

Denticon now supports submitting medical claims directly through Stedi, a modern clearinghouse, enabling billing coordinators to manage the full professional claims workflow (837P) without leaving the practice management system. Practices can now submit professional medical claims to payers directly from the Batch Claims tab in Denticon. When Stedi is enabled, Denticon automatically seeds standard claim statuses and updates the Claim Status field on Medical Claims Details as acknowledgement responses (277) arrive from Stedi. When a claim submission fails, the Medical Claims tab now displays the specific reason returned by Stedi instead of a generic error.

Why this matters

Dental practices that bill medical insurance can now manage the full professional claims submission workflow directly within Denticon, eliminating the need to use separate systems.

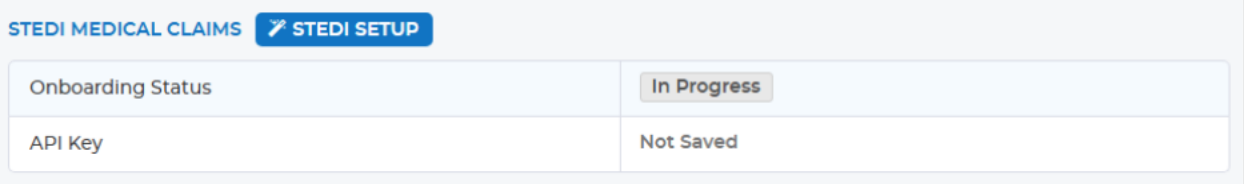
Who this affects

Dental practices that bill medical insurance and want to manage professional claims submission directly within Denticon.

What to expect

The Batch Claims tab includes a Medical Claims section for submitting 837P claims via Stedi. Claim statuses update automatically as acknowledgements arrive. Submission errors display specific payer messages instead of generic errors.

Action required: Interested customers can complete the required setup by following the new Stedi Setup wizard added to Account Info, Advanced tab in Denticon.



New Batch Claims Processing Screen

What's new

A new Batch Claims Processing screen is now available in Denticon under Utilities - Batch Claims Processing (New). It brings E-Claims and Paper Claims into a single tabbed interface, with real payer-specific validation and asynchronous background processing. The existing batch claims screens remain active - practices can continue using them until ready to switch.

Why this matters

The legacy batch workflow required managing all claim types in one congested interface and processed claims synchronously, blocking staff during large batch runs. The new screen delivers a unified interface with background processing so large batches do not slow you down.

Who this affects

Denticon practices using DentalXChange for claims who submit a mix of electronic and paper claims. Especially high-volume or multi-location DSOs running large daily batch submissions.

What to expect

The new screen offers a tabbed E-Claims / Paper Claims view with sortable and filterable grids and color-coded status notifications (green = success, red = error) that update as claims process in the background. Every column and action from the legacy screen has been preserved.

Action required: No action required. Your current screen remains active if you are not ready to switch. Navigate to Utilities - Batch Claims Processing (New) to try the new experience.

Medicare Insurance Plan Type

What's new

Denticon now includes a dedicated 'Medicare' plan type in Insurance Plan Setup, alongside Medicaid, Managed Care, and Indemnity, purpose-built for Medicare Advantage dental plans.

Why this matters

Practices had no accurate way to track Medicare Advantage patients in Denticon, leading to workarounds like using the 'Hybrid' plan type. This broke reporting accuracy and made it difficult to isolate Medicare revenue or volume across locations. Medicare now gets its own category with clean reporting.

Who this affects

Denticon practices and DSOs, particularly those serving senior-focused patient populations, that see Medicare Advantage dental patients and need accurate plan tracking, claims submission, and reporting.

What to expect

Medicare plans use the same fee/estimation and claims logic as Indemnity plans, and are automatically included in real-time eligibility (RTE) and Auto Eligibility checks with no additional configuration. Existing reports will automatically reflect Medicare plans once created.

Action required: Go to Setup - Ins Plan Setup and select 'Medicare' as the plan type when adding or editing a plan. Contact your Planet DDS Account Manager or Support to have the feature enabled for your practice.

Patient Overview: Day of Week Now Shown on Appointment Detail

What's new

The appointment detail section on Patient Overview now includes the day of the week alongside the appointment date.

Why this matters

Staff frequently needed to answer 'what day is that appointment?' and had to open a separate calendar. The day now appears directly on Patient Overview.

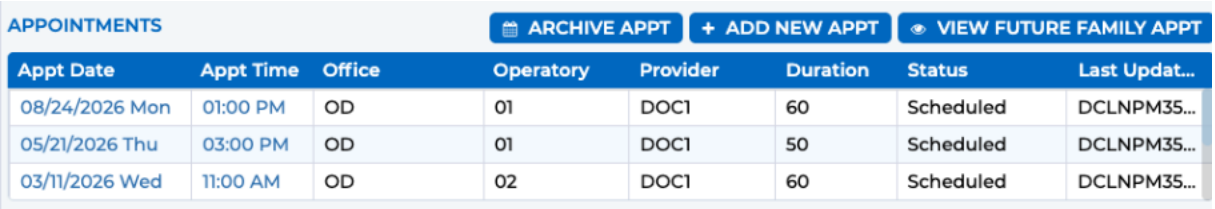
Who this affects

All Denticon users who review appointment details from Patient Overview.

What to expect

Appointment dates on Patient Overview now display with the day of the week (e.g., Wednesday, September 3, 2026).

Action required: No action required.



QuickFill: Slots Can No Longer Be Created for Past Times Today

What's new

QuickFill slots cannot be created or opened for a time that has already passed today.

Why this matters

Staff were creating QuickFill slots for past times, resulting in confirmation texts referencing past appointment times.

Who this affects

All Denticon users who use QuickFill.

What to expect

Attempting to create a QuickFill slot for a past time on today's date is blocked. Future dates and times are unaffected.

Action required: No action required.

ICD-10 Codes Now Retained Across Treatment Plan and Ledger Workflows

What's new

Fixed: ICD-10 diagnosis codes selected for services are now retained when creating a Treatment Plan, entering a Completed Service in Ledger Transaction Entry, and editing existing entries.

Why this matters

Lost ICD-10 codes caused claims to submit without required diagnosis information, leading to rejections and manual rework.

Who this affects

Denticon practices that use ICD-10 codes on claims.

What to expect

ICD-10 codes persist through all Treatment Plan and Ledger entry workflows and appear on claims as expected.

Action required: No action required.

Watermark Editor Bug Fixed

What's new

Fixed: Production Type watermarks created at end of day no longer save a negative duration value, which was inverting reserved-time enforcement, blocking valid times and allowing appointments in reserved times.

Why this matters

Practices relying on watermark templates saw enforcement completely reversed for affected providers.

Who this affects

Denticon practices using Watermark templates for their providers.

What to expect

Watermark enforcement behaves correctly for all slots, including those created at end of day.

Action required: No action required.

Backslash in Patient Middle Initial No Longer Crashes Denticon

What's new

Fixed: Accessing a patient whose middle initial contains a backslash no longer causes Denticon to stop responding with a gray screen and permissions error for all users in the practice group.

Why this matters

A single patient record locked all users out of Denticon until a DBA SQL fix was applied.

Who this affects

Any Denticon practice with a patient who has a backslash as a middle initial.

What to expect

Denticon loads normally when accessing patients with special characters in the middle initial field.

Action required: No action required.

Help Menu: Medical Carrier PayerID Link Updated to Stedi

What's new

For customers configured for the medical claims feature with Stedi, the Help menu's Medical Carrier PayerID List link now points to the Stedi payer list at stedi.com/healthcare/network.

Why this matters

The old link was outdated. Users need the Stedi payer list to look up valid medical carrier PayerIDs for claims submission.

Who this affects

Denticon practices using the medical claims feature via Stedi integration.

What to expect

Clicking 'Medical Carrier PayerID List' in the Help menu opens the Stedi payer list directly.

Action required: No action required.

Ortho Contracts: Billing Details Access Restored for Affected Records

What's new

Fixed: Active ortho contracts with missing billing-detail records no longer show 'An error occurred' when billing details are viewed or edited.

Why this matters

Practices could not access or update billing information on impacted contracts, blocking normal billing workflows.

Who this affects

Denticon customers utilizing Ortho Contracts.

What to expect

Billing details load and save correctly for all active ortho contracts, including those that previously returned an error.

Action required: No action required.

XVWeb: Spacebar Now Toggles All AI Overlays in a Series

What's new

When focus is within the XVWeb iframe and a series is open, pressing the spacebar toggles all AI overlays on or off.

Why this matters

The keyboard shortcut speeds up review workflows for users who frequently compare AI and non-AI views.

Who this affects

All Apteryx XVWeb users who use AI overlays.

What to expect

Pressing spacebar while viewing a series toggles all AI overlays on or off instantly.

Action required: No action required.

XVWeb: Click-and-Drag on Image Adjusts Brightness & Contrast

What's new

When the brightness/contrast tool is open, clicking and dragging directly within the image adjusts brightness (vertical) and contrast (horizontal). Adjustments are continuous and constrained to defined min/max values.

Why this matters

Direct image interaction is faster and more intuitive than dragging within the brightness/contrast control box.

Who this affects

All Apteryx XVWeb users who adjust image brightness and contrast.

What to expect

With the brightness/contrast tool active, drag up/down or left/right anywhere on the image to adjust values in real time.

Action required: No action required.

XVWeb: Esc Key and Canvas Click Now Close Active Tools

What's new

Pressing Esc or clicking an empty canvas area closes the active tool (Spot, Brightness/Contrast, etc.).

Why this matters

A faster, more natural way to dismiss tools than clicking the tool button again.

Who this affects

All Apteryx XVWeb users.

What to expect

Press Esc or click empty canvas to dismiss any active tool.

Action required: No action required.

XVWeb: Most Recent Series Opens Automatically on Patient Load

What's new

XVWeb now opens the most recent series automatically when a patient study is loaded. 3D series and those requiring external viewers are excluded.

Why this matters

Previously nothing loaded by default. Auto-opening the latest series saves a click and gets staff to images faster.

Who this affects

All Apteryx XVWeb users.

What to expect

The most recent non-3D series loads automatically when a patient study is opened.

Action required: No action required.

XVWeb: Image Loading Now Shows Separate Download and Processing Progress

What's new

Image loading now shows two separate progress indicators: one for download progress and one for file processing progress.

Why this matters

Staff can now see exactly where in the loading pipeline an image is, making it easier to identify slow steps.

Who this affects

All Apteryx XVWeb users.

What to expect

Two progress bars appear when loading images — one for download, one for processing.

Action required: No action required.

XVWeb: Spot Tool Default Size Now Matches Colorize Tool

What's new

Fixed: The Spot Enhancement tool's default circle size now matches the Colorize tool's default size.

Why this matters

The previous size mismatch was inconsistent when switching between tools.

Who this affects

Apteryx XVWeb users who use the Spot and Colorize enhancement tools.

What to expect

Spot and Colorize tools draw the same size circle when first activated.

Action required: No action required.

XVWeb: Spot and Colorize Tools No Longer Persist Unexpectedly on Images

What's new

Fixed: The Spot and Colorize tools no longer remain visually active on an image after the tool has been deactivated. Switching tiles or pressing Esc resets the tool state cleanly.

Why this matters

Lingering tool overlays caused visual confusion about whether the tool was still active.

Who this affects

Apteryx XVWeb users with AI overlays enabled.

What to expect

Deactivating a tool or switching tiles clears the tool overlay immediately.

Action required: No action required.

XVWeb: Mouse Cursor Hidden While Spot Tool Is Active Over Image

What's new

While the Spot tool is active and hovering over an image, the system cursor is hidden. It reappears when moving outside the image bounds.

Why this matters

The visible cursor on top of the spot tool circle was visually distracting.

Who this affects

Apteryx XVWeb users who use the Spot tool.

What to expect

Mouse pointer disappears while Spot tool is active over an image and reappears outside the image.

Action required: No action required.

Defects resolved

No standalone defect entries for Version .