



Office Practicum

Maintenance Release Notes


Version 20.17 Build .21 (OP 20.17.21)

Release Availability

 **On-Premise:** October 14, 2022, following the standard availability announcement

Important Note to On-Premise Practices

This documentation is the same as that which was distributed for OP 20.17.20 and made available on 10/13/2022 except for the first [Issue Resolution](#) listed below.

 **Cloud:** Cloud Practices will receive email communication regarding the availability of this release. To see which version of OP your Practice is currently running, navigate to **Help tab > About**, and refer to the **Build number** field.

Upcoming Feature

Coming Soon: New Financial Analytics Dashboards *(Contracted feature)*

> *Tools Tab > Financial Analytics button*

Development is underway for new Financial Analytics Dashboards. The following options are available in the Dashboard drop-down and when selected display a '**Coming Soon!**' message. Until completely developed, these dashboards will not load any data. Here is a breakdown of what the new dashboards will provide:

- **Key Performance Indicators:** A high-level overview of data for the Current Month to Date and Prior Year to Date
- **Key Metrics:** A high-level overview of your monthly visits, number of patients seen, billed amount, adjustments, paid amounts, and time it took for a superbill to be converted to a claim
- **Contractual Analysis:** A high-level overview of how your payer payments are performing against the payer contract
- **Appointment Analysis:** A high-level overview of total visits per month, how many were completed, no show, have a status of ready to bill, superbill exists along with the charges and payments

Issue Resolutions

- **Practices, Locations, Departments, and Teams** can no longer be deleted from their respective tables.
- **Secondary Insurance payments** are now correctly identified as "Secondary Payments" and are associated with the insurance ID for the listed secondary insurance when the Primary and Secondary insurance names are the same.

Before submitting a case highlighting release issues, we recommend reviewing the [Support Trends](#) to see if your issue has already been reported. If it has, there is no need to create another case.

All content is subject to change.