

## Release Notes:

### PracticeWorks Version 10.1 Practice Management Software

The following is a list of enhancements included and issues addressed in PracticeWorks, a Sensei product, v10.1 and subsequent maintenance releases (PracticeWorks v10.1.x). Maintenance releases are typically issued to include bug fixes and incorporate relevant changes to regulations. All fixes are cumulative (each new release contains all new fixes as well as all fixes from the previous release) and are in addition to the new features detailed in the DPMS What's New section of the Online Help.

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## PracticeWorks v10.1

### Enhancements

The following is a list of enhancements included in PracticeWorks v10.1.

#### User Interface Improvements

PracticeWorks v10.1 introduces several enhancements that will make finding person records much easier.

- Search by First Name or Phone Number on Person Pick List
- Additional Sorting Options (First Name, Last Name, Address, City, Phone Number, Email)
- Easily view stickies for selected person

#### 2019 ADA Dental Claim Form Added

PracticeWorks v10.1 has added the latest ADA Dental Claim form released in 2019. The 2019 form allows "Unspecified" as a gender option.

#### ePayments Updated to Support Purchase Return Authorization

For ePayments Version 1 users, PracticeWorks v10.1 has updated software to support Purchase Return Authorization (PRA) for the US and Canada markets.

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1

The following is a list of issues addressed in PracticeWorks v10.1.

#### Time Tracker Preventing Idle PW Session from Timing Out

A defect which prevented PracticeWorks from automatically logging off if the Time Tracker was enabled and the Appointment book was opened has been fixed in PracticeWorks v10.1.

#### Removing Entry Cause Ledger to Jump to Top

A defect which caused an unwanted jump to the top when certain actions were performed on the ledger has been fixed in PracticeWorks v10.1.

#### Insurance – Claims: Claim Cleared with No Clearing Entry After User Canceled Payment

A defect which sometimes caused a ledger entry where payment was Cancelled to appear as Cleared on the ledger but without an entry that cleared it has been fixed in PracticeWorks v10.1.

#### Text Fields Not Using Full Width

A defect which prevented text fields from using all the available width has been fixed in PracticeWorks v10.1.

#### PracticeWorks Can't Add Insurance Contact through Clipboard > History

A defect which prevented Insurance Contract entry though Clipboard > History has been corrected in PracticeWorks v10.1.

#### Insurance Plan Does Not Save When HIPAA Acknowledgement Added Immediately After Adding Insurance

A defect which prevented insurance plans from saving properly on the clipboard if the HIPAA Acknowledgement was added immediately after adding the insurance has been corrected in PracticeWorks v10.1.

#### Add a Chart Graphic for Tx Code 7250

A defect which prevented showing the tooth was missing or extracted on the hard tissue chart when code 7250 (surgical removal of residual tooth roots (cutting procedure) was added to a Patient's Ledger has been corrected in PracticeWorks v10.1.

### Speech Training Error in Windows 10

A defect which produced an error when attempting to train the PracticeWorks Voice Module using Windows 10 has been corrected in PracticeWorks v10.1.

## PracticeWorks v10.1.1

### Enhancements

#### Add Additional Place of Treatment Option - Teledentistry - For Claims

PracticeWorks v10.1.1 adds additional selections for the Place of Service option for submitting claims to telehealth and other out of office scenarios.

## Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.1

None.

## PracticeWorks v10.1.2

### Enhancements

None.

## Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.2

### Benefit YTD Incorrect After Manually Clearing a Claim

A defect which sometimes caused the Benefits YTD column to incorrectly show the estimated amount after the claim was manually cleared has been fixed in PracticeWorks v10.1.2.

### Benefits Recalculation Utility Results in Incorrect Benefit YTD When Insurance Changed During a Plan Year

[https://csd-phx.visualstudio.com/Practiceworks/\\_workitems/edit/15073](https://csd-phx.visualstudio.com/Practiceworks/_workitems/edit/15073)In certain circumstances, PracticeWorks would fail to recognize that a patient was now covered by a different insurance plan than the one they had used earlier in the Plan Year, which caused the remaining insurance benefit remaining to the patient to incorrectly display the amount remaining in the old plan instead of full benefit allowance offered by the new plan. This has been corrected in PracticeWorks v10.1.2

### Benefit YTD Value is Decreased When Removing an Insurance Payment Regardless of Benefit Year Date

A defect that reduced the Benefit Year to Date (YTD) value in the current Benefit Year when an Insurance Payment (IP) is removed even if that IP is from a previous Benefit Year has been fixed in PracticeWorks v10.1.2.

### The Monthly Plan Tracking Report Pulls Previous Year When Run for Current Year

A defect which would sometimes incorrectly include data from a previous year when running the Monthly Plan Tracking Report for the current year has been fixed in PracticeWorks v10.1.2.

### Insurance - Claims are Being Rejected for Primary Paid Date

A defect which caused secondary insurance claims to be rejected by the PWES Clearing House because the primary insurance paid date is missing has been fixed in PracticeWorks v10.1.2.

### Insurance - Estimating - Frequency Limit Broken

### Program Error when Adding or Editing a Referral Source

A defect which sometimes caused an abnormal program termination in PracticeWorks when adding or editing a referral source has been fixed in PracticeWorks v10.1.2.

#### Declined Insurance Credit Card Payment Still Posts to the Patient Ledger

A defect a payment would be posted to the Patient Ledger despite the rejection of the credit card at the time of payment has been fixed in PracticeWorks v10.1.2.

#### Experts - Lab Tracking - Lab cases on appointments 10k or more production do not show on the Lab Tracking contact expert

A defect where the Lab Tracking Contact Expert would not show an appointment with 10,000.00 or more of production if it was marked as a Lab Case and Pending has been fixed in PracticeWorks v10.1.2.

#### Full-Screen Schedule Minimized when Closing Chart

A defect which occurred when the schedule is set to full screen, a chart is opened at the top of the schedule then closed, the schedule will be taken out of full screen mode has been fixed in PracticeWorks v10.1.2.

#### Ten Character Limit on License Number Field

The License Number field has been expanded to allow up to 15 characters in PracticeWorks v10.1.2.

#### Treatment Codes Incorrectly Marked as Complete if Codes Match Different Visit

A defect where Treatment Codes that were associated with multiple visits were marked Complete for all visits if they were marked Complete on the first visit has been corrected in PracticeWorks v10.1.2.

#### Clipboard Tab Order Fixed

Navigating the Clipboard using the Tab key has been improved in PracticeWorks v10.1.2; keyboard navigation now behaves in a predictable and orderly fashion.

#### Outstanding Insurance Claim Re-Estimation Affects the Remaining Benefits Value for Current Year

A defect where an outstanding insurance claim would reduce the value of the Remaining Benefits balance for the current year if the Benefits Recalculator is used has been fixed in PracticeWorks v10.1.2.

#### Clipboard History Information Does Not Display Full Entry

A defect where some of the information displayed in the Clipboard is truncated (cut-off) in the Entry display has been fixed in PracticeWorks v10.1.2.

#### Attempting to Remove Primary Insurance Removes Secondary Insurance Instead

While working in the Clipboard and trying to remove a patient's Primary Insurance, the Secondary Insurance would sometimes be removed instead. This has been fixed in PracticeWorks v10.1.2.

#### Estimate After Adding the Tx Plan Approval is Incorrect

A defect where the printed version of a patient proposal displayed the amount of a refused procedure as part of the total proposed amount has been fixed in PracticeWorks v10.1.2.

#### Statements Being Sent when Insurance is Still Outstanding Despite Settings

A defect where statements were being transmitted even though "Delay until all insurance clears" and "Reset when ins pmt received" are selected in their Statement Setup Preferences has been fixed in PracticeWorks v10.1.2.

#### Predefined Appts Will Only Ever Use First Fee Schedule

A defect where a patient with multiple fee schedules and has an appointment based on a predefined appointment, the checkout ledger would list the correct procedures and producer, but uses the first fee schedule even if a different producer performed the procedures. This has been fixed in PracticeWorks v10.1.2.

#### Last Visit Date Does Not Change After the Appointment is Removed

PracticeWorks would sometimes retain the Last Visit Date even if the appointment checked-in, checked-out, and removed and no procedures were performed. This has been fixed in PracticeWorks v10.1.2.

#### Btrieve Error 5 on Index.ddf

A defect which produced a Btrieve Error 5 for some customers has been fixed in PracticeWorks v10.1.2.

#### Patient ID or SSN Missing from Box 23 on ADA 2012 and ADA 2019 Forms

PracticeWorks v10.1.2 now ensures that the Patient ID or Social Security Number (SSN) is added to Box 23 of ADA Form 2012 and ADA Form 2019.

#### NPI of Treating Doctor Missing from Box 54 on ADA 2019 Form

PracticeWorks v10.1.2 now ensures that the NPI of the Treating Doctor is added to Box 54 of ADA Form 2019.

#### Provider Specialty Code Missing from Box 56a on ADA 2019 Form

PracticeWorks v10.1.2 now ensures that the Provider Specialty Code of the Treating Doctor is added to Box 56a of ADA Form 2019.

#### Images Do Not Display Correctly in CSI History

A defect which prevented duplicate images from displaying correctly in CSI History has been corrected with PracticeWorks v10.1.2.

### PracticeWorks v10.1.3

#### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.3

The following is a list of issues addressed in PracticeWorks v10.1.3.

##### Daily Report Displays Positive Percentage for Goals Met when Actual Percentage is Negative

A Daily Report defect where Goals Met (expressed as a percentage) displays a positive value even when the net production percentage (net production/goals\*100) is a negative value. For example, if a provider had a production goal of \$3000 and provided \$1843 of services but provided a Family Discount of \$5878 ( $1843/5878*100$ ) the percentage is - 134% (with rounding) but is displayed as 134%. This has been corrected in PracticeWorks v10.1.3.

##### Error When Launching Imaging from PracticeWorks

A defect which caused an error (Err\_S\_CSDM\_-1: Failed to create patient!) when launching an image from PracticeWorks v10.1.2 with CSI 8 v3.2.1 has been fixed in PracticeWorks v10.1.3.

##### No Graphic Displays for Code 07994

A defect which prevented graphic display for CDT2021 code 07994 has been fixed in PracticeWorks v10.1.3. The appropriate implant graphic has been associated with the code.

##### Slowness Rescheduling/Deleting Appointment

Some customers reported slowness when rescheduling or deleting an appointment in PracticeWorks v10.1.2. The code has been optimized to prevent this problem in PracticeWorks v10.1.3.

##### Slowness When Removing a Ledger Entry in 10.1.2

Some customers reported slowness when removing a ledger entry in PracticeWorks v10.1.2. The code has been optimized to prevent this problem in PracticeWorks v10.1.3.

##### Treatment Completed in a Scheduled Appointment Are Not Being Marked as Complete in the Treatment Plan

A defect which failed to mark procedures as 'Complete' in the Treatment Plan although they were completed and checked-out in the Appointment has been fixed in PracticeWorks v10.1.3. The procedures are now properly marked as 'Complete.'

## PracticeWorks v10.1.4

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.4

The following defects were fixed in PracticeWorks v10.1.4.

#### Hard Seek Error on 'Show Transaction for' and 'Correct Entry' on Patient Ledger

A defect where the user would receive a Hard Seek Error if they selected 'Show transaction for' and then clicked 'Correct entry' on the Patient Ledger has been fixed in PracticeWorks v10.1.4.

#### Implant Graphic Displays Incorrectly when Code 06010 is Completed and Code 06057 is Proposed in a Treatment Plan

A defect where the implant graphic displays the incorrect color when Code 06010 is completed and Code 06057 is proposed for the same tooth has been fixed in PracticeWorks v10.1.4.

#### Patient Proposal does not Correct the Estimate After a Pre-Authorization is Entered

A defect where the Estimate is not corrected after a pre-authorization amount from the insurance company is entered on the Patient Proposal has been fixed in PracticeWorks v10.1.4. The Estimate now displays the correct amount.

#### Procedures from Checked Out Appointments are Disappearing when Treatment Plan is Deleted

A defect where procedures from a previously completed and checked out appointment were disappearing from the appointment record if the treatment plan originally associated with the appointment is deleted has been fixed in PracticeWorks v10.1.4.

## PracticeWorks v10.1.5

### Enhancements

#### ADA Codes updated for Australia

Australian Dental Association (ADA) have been updated. 33 New codes have been added, 43 Codes have been amended, and nine codes have been deleted.

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.5

#### Credit Card Refund Takes a Long Time to Complete

A defect which caused credit card refunds to take a long process to complete has been fixed in PracticeWorks 10.1.5.

## PracticeWorks v10.1.6

### Enhancements

#### Configuration Setting to Load All Images

A change where all images can be loaded in the thumbnail viewer when a patient's chart is opened if this feature is turned on by the office.

#### New Taxonomy Codes for Multi-Specialty and Single-Specialty Groups

Two new Taxonomy Codes (193200000X - Multi-Specialty Group and 193400000X - Single-Specialty Group) added to PracticeWorks' set of options for offices in Texas.

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## Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.6

### Unable to Submit Pre-Determination (Pre-D) for Patients with Multiple Tx Plans

A defect that occurs when a patient has multiple Tx plans and a Pre-D is submitted and any subsequent pre-authorizations submitted are not transmitted with procedures from PW. If a Pre-Authorization is created for both plans, the procedures on the second plan were not sent electronically. This has been fixed in PracticeWorks v10.1.6.

### Error 3: The File is Not Open

A defect where the user received an Error 3: The File is Not Open message when they open a future appointment for a patient and close out the clipboard has been fixed in PracticeWorks v10.1.6. The clipboard now closes without error.

### Tooth Numbers are Not Transferring into PW from CSI8

A defect where RVG images taken with 1500 sensors and saved in the CSI software were displaying without a tooth number has been fixed in PracticeWorks v10.1.6.

### Information Displayed on the Insurance Submittal Screen for Treatment Plan Proposal is Incorrect

A defect where the insurance submittal screen displayed all items in a TX plan and not just the codes being submitted has been fixed in PracticeWorks v10.1.6.

### Record Locks Followed by Error 43

A defect where multiple users opening the software causes a Record Lock on TX code definitions and clicking Cancel caused the machine to freeze has been fixed in PracticeWorks v10.1.6.

### Slowness Using PracticeWorks

A defect where PracticeWorks was moving slowly for some practices has been fixed in PracticeWorks v10.1.6.

### Notes Randomly Changing Position

A defect where a note randomly changed position in the Progress Notes tab has been fixed in PracticeWorks v10.1.6.

### CDT Codes Not Updated in Tutorial

A defect where the CDT codes were not updated in the Tutorial data has been fixed in PracticeWorks v10.1.6.

### PracticeWorks Kiosk Freezes After Clicking the Check In Button for First Patient

A defect where the PracticeWorks Kiosk froze up after clicking the Check In button for the first patient of the day, and PracticeWorks Task Manager also froze, which required a server reboot, has been fixed in PracticeWorks v10.1.6.

### Update Installer to Remove Installation of Eclipse.exe

The installation of EclipseDB.exe has been removed from the PW installer to prevent dark image has been fixed in PracticeWorks v10.1.6.

### Unable to Print Documents for Multiple Referrals

A defect which only allowed the user to print the first of multiple referrals has been fixed in PracticeWorks v10.1.6.

### Codes with \$0 are not Transmitted Electronically on Claims

A defect where certain risk assessment codes for \$0 show on the claim when it is printed but not when the claim is sent electronically has been fixed in PracticeWorks v10.1.6.



## PracticeWorks v10.1.7

### Enhancements

**Cassidy, PracticeWorks' Virtual Agent, Can Now Be Accessed from Inside the Software**  
You can now access Cassidy, PracticeWorks' virtual agent, from the Help menu for answers to your Support questions. Previously, Cassidy was available only from our company website.

### Bulk Payments Option Added to Lists Menu

A Bulk Payments option has been added to the Lists menu that enables you to view the Main Bulk Payments List or the Archived Bulk Payments List.

### Ability to Archive Completed Bulk Payments That Are More Than Two Years Old

An Archive Old Entries button has been added to the Bulk Payment Pick List window. Clicking this button will archive all bulk payment entries older than two years from the current date and place them on the Archived Bulk Payments List.

### Additional Characters Added to City Fields

Additional character space has been added to the City fields on several windows, enabling you to enter the complete names of cities with long names.

### Insurance Company Report Changes

The size of the list box has been increased for the Insured Parties by Employer/Plan, Insured Parties by Insurance Company, and Insurance Company Details reports, enabling you to see more options at once. In addition, inactive options will no longer display in the list box.

## Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.7

### Insurance Benefit YTD Value Not Updated When an Insurance Payment Is Added and Not Attached to a Claim

A defect in which the insurance benefit amounts listed on the clipboard are not updated when an insurance payment is added but not attached to a claim has been fixed in PracticeWorks v10.1.7.

### Unable to View All Images in CSI

A defect in which images cannot be viewed on certain machines after updating to CS Imaging 8 has been fixed in PracticeWorks v10.1.7.

### Quick Search Not Allowing Search for Names with Lowercase Letters in Lab Pick List

A defect in which the Quick Search was not finding names with lowercase letters in the Lab pick list has been fixed in PracticeWorks v10.1.7.

### Record Locks Followed by Error 43 on CHTTEXT

A defect in which an office receives an "Error 43" message after upgrading PracticeWorks has been fixed in PracticeWorks v10.1.7.

## PracticeWorks v10.1.8

### Enhancements

#### 2024 CDT Code Update

PracticeWorks v10.1.8 contains the updated CDT code set for 2024. The 2024 codes include 14 new codes, two code revisions, and eight new categories. After installing v10.1.8, follow the on-screen prompts to install the code set.

#### 2024 ADA Dental Claim Form Added

PracticeWorks v10.1.8 now contains the 2024 ADA Dental Claim form. The 2024 form includes the following new fields: 3a Payer ID, 11a Other Payer ID, 39a Date Last SRP, and 53a Locum Tenens Treating Dentist.

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.8

#### Error 12 After Running Recover & Load Utility

A defect in which offices receive an “Error 12” message after running the Recover & Load Utility has been fixed in PracticeWorks v10.1.8.

#### Incorrect Initial Placement of Prosthesis Dates Being Sent Electronically

A defect in which Box 44 on the insurance form was populated with a date for codes NOT related to a prosthetic has been fixed in PracticeWorks v10.1.8.

## PracticeWorks v10.1.9

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.9

#### Images from CS Imaging v8 Are Not Displaying in PEARL.

A defect which prevented DICOM images from displaying in the PEARL app has been fixed in PracticeWorks v10.1.9.

#### Can the Number of Employees Added to the Software Be Increased?

The number of employees that can be added to the software has been increased from 1,024 to 2,048 in PracticeWorks v10.1.9.

#### Issue with the Alignment of Box 53 on the ADA 2024 Form

An issue with the alignment of Box 53 on the ADA 2024 form has been fixed in PracticeWorks v10.1.9.

#### Fatal Exception Abnormal Program Termination When Adding Chk or Mchk to a NON-Patient

The issue preventing an office from posting a check to a non-patient and terminating the program has been fixed in PracticeWorks v10.1.9.

#### Abnormal Program Termination When Posting ChK Payments from the Delinquent Accounts Contact Expert

A defect causing a fatal exception and terminating the program when a check payment is posted from the Delinquent Accounts contact expert has been fixed in PracticeWorks v10.1.9.

#### Issue with the Tutorial in the Australia Version

Since updating the software to 10.1.8, a defect causes the tutorial to open to May 1 and no data is found. This issue has been resolved in PracticeWorks v10.1.9.

#### Insurance Variable Prints Incorrectly

Since updating the software to 10.1.8, a defect causes the variables for Primary Employer City and Primary Insurance City to print incorrectly. This issue has been resolved in PracticeWorks v10.1.9.

## PracticeWorks v10.1.10

### Enhancements

#### CDT Code Update Utility for 2025

The CDT 2025 Code Utility is now available. For more information, see CDT Code Support and the PracticeWorks Installing 2025 CDT Codes handout.

#### 2024 ADA Dental Claim Form

A minor update to the footer has been made in the ADA Dental Claim form. You can select the 2024 ADA Claim Form from the Insurance Company Definition window's Form Type drop-down list.

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.10

#### Incorrect Graphic Displays in the Chart

Office created two bridges on a patient for tooth 3 to 5 and the other for 13 to 15. When looking at the chart, the graphic and the progress notes in the chart display a bridge from #3 to #15. This issue has been resolved in PracticeWorks v10.1.10.

#### Statements Are Not Being Automatically Removed from the Queue

Office is unable to generate new statements in PracticeWorks. When they attempt to generate statements, they are getting a message that there are unprinted entries in the statement queue. This issue has been resolved in PracticeWorks v10.1.10.

#### Invalid Employee ID

Since updating to 10.1.9, office is receiving a message about invalid employee IDs when running the daily and periodic reports. This issue has been resolved in PracticeWorks v10.1.10.

#### Estimating No Longer Works on the Checkout Ledger in v10.1.4

Since updating to v10.1.4, if there is estimating present and an appointment is suspended, when it is resumed, estimating no longer works. This issue has been resolved in PracticeWorks v10.1.10.

#### Unable to Print More Than Nine Items on an Insurance Form

When a patient has more than 9 procedures to submit on a claim, only 9 items print on the claim form even though they have a slot for 10. This issue has been resolved in PracticeWorks v10.1.10.

#### Credit Card Processing Window Appears Twice When Adding Insurance Payments

This issue has been resolved in PracticeWorks v10.1.10.

#### Information in the City Field for NPA Is Not Correct

Since updating to 10.1.7, when the Make Appointment New Patient button is selected, the City field is filled in with erroneous characters. This issue has been resolved in PracticeWorks v10.1.10.

#### Issue with the Order of Charted Items Being Checked Out

Since updating the software, a defect was found in the way charted items are being checked out. This issue has been resolved in PracticeWorks v10.1.10.

#### Incorrect SRP Date in Box 39 A on the ADA 2024 Form

Starting in PracticeWorks v10.1.8, a new ADA 2024 form was added. Box 39a allows for the last SRP date (SRP Codes 04341 and 04342) to be printed on the form. Patients who are not listed as self RP might have the incorrect SRP date print on their claims form. This issue has been resolved in PracticeWorks v10.1.10.

#### Incorrect Information Listed in Prescription History

When a prescription is printed on the new prescription form, the information written back to the software is not correct. This issue has been resolved in PracticeWorks v10.1.10.

## PracticeWorks v10.1.11

### Enhancements

#### Extraction Button Has Been Updated for Practices in Australia

For practices in Australia, the Extraction button now shows the following types of extractions:

- Basic
- Sectional
- Surgical - no bone or tooth division
- Surgical - including bone and tooth division

### Customer-Reported Defects Fixed or Not Observed in PracticeWorks v10.1.11

#### Incorrect Initial Placement of Prosthesis Dates Being Sent Electronically

The information in Box 44 on the insurance form is being sent incorrectly on electronic claims. The date is populated for codes NOT related to prosthetic, example 01110 (prophy). This issue has been resolved in PracticeWorks v10.1.11.

#### Insurance Claims - Reason for Replacement of Prosthesis Not Printing on Insurance Claim Forms

When a prosthesis is replaced, the reason for the replacement does not print on the claim form. This issue has been resolved in PracticeWorks v10.1.11.

#### No Graphic Displays for Code 07994

When the CDT code 07994 - Implant Non Facial Bones is used, no associated graphic is displayed. This issue has been resolved in PracticeWorks v10.1.11.

#### Duplicate Entries Appear in the Patient's Progress Notes

When a patient's progress notes are displayed, entries are duplicated from the ledger. This issue has been resolved in PracticeWorks v10.1.11.

#### Claims Rejected Because of Missing Placement of Date in the eServices File

Claims are being rejected by the clearinghouse because the information on the prior placement date is not being submitted. This issue has been resolved in PracticeWorks v10.1.11.

#### Unable to change the Treating Entity on the Employee Insurance Tab

The treating entity stays on Facility and cannot be changed. This issue has been resolved in PracticeWorks v10.1.11.