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Moderator



03-20-2022 03:58 PM

Sensei Cloud Release 0.1.7525

Sensei Cloud

Weekly Release

Build 0.1.7525 | March 20th, 2022

This week's Sensei Cloud updates continue to expand core application functionality and deliver on recent customer requests.

Help Us Prioritize Sensei Cloud

Enhancements

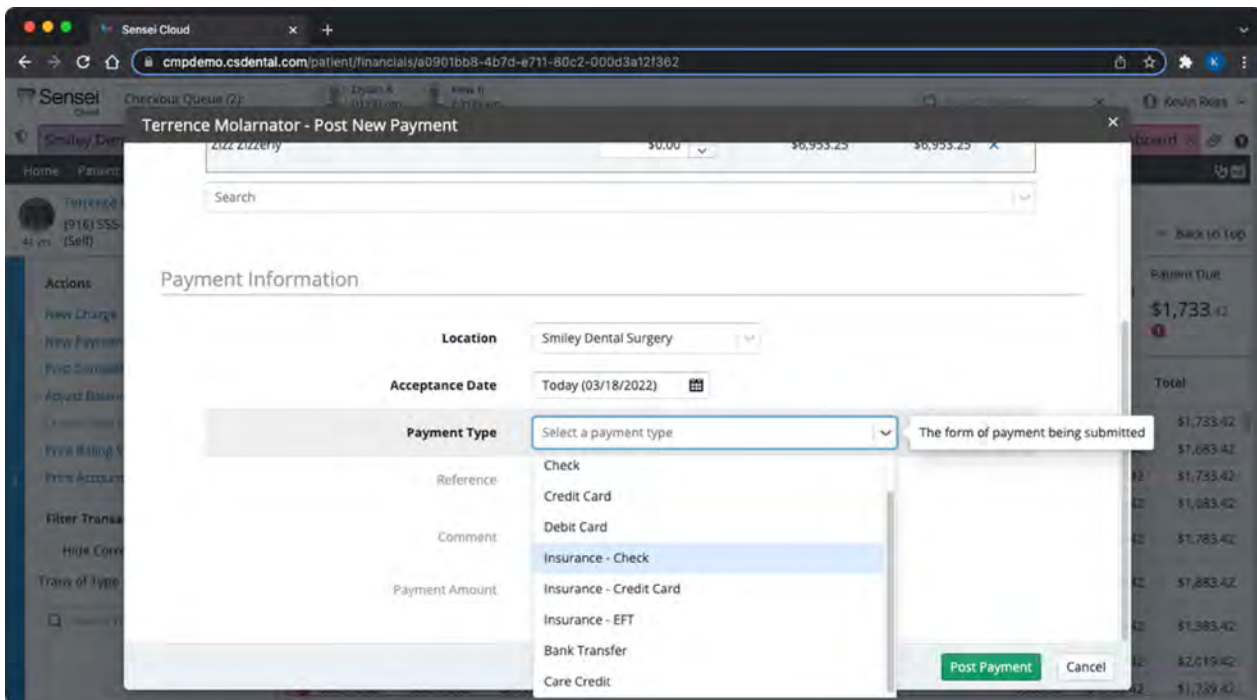
We are working hard to continually deliver exciting improvements to Sensei Cloud. User ideas and requests logged through [UserVoice](#) have been collated and the support for each of those requests calculated. We have constructed a

survey that presents those items deemed to be the highest priority by our users. Please help us understand which enhancements are most important to you and your office by taking [this survey](#).

[US Only] New Insurance Payment Types

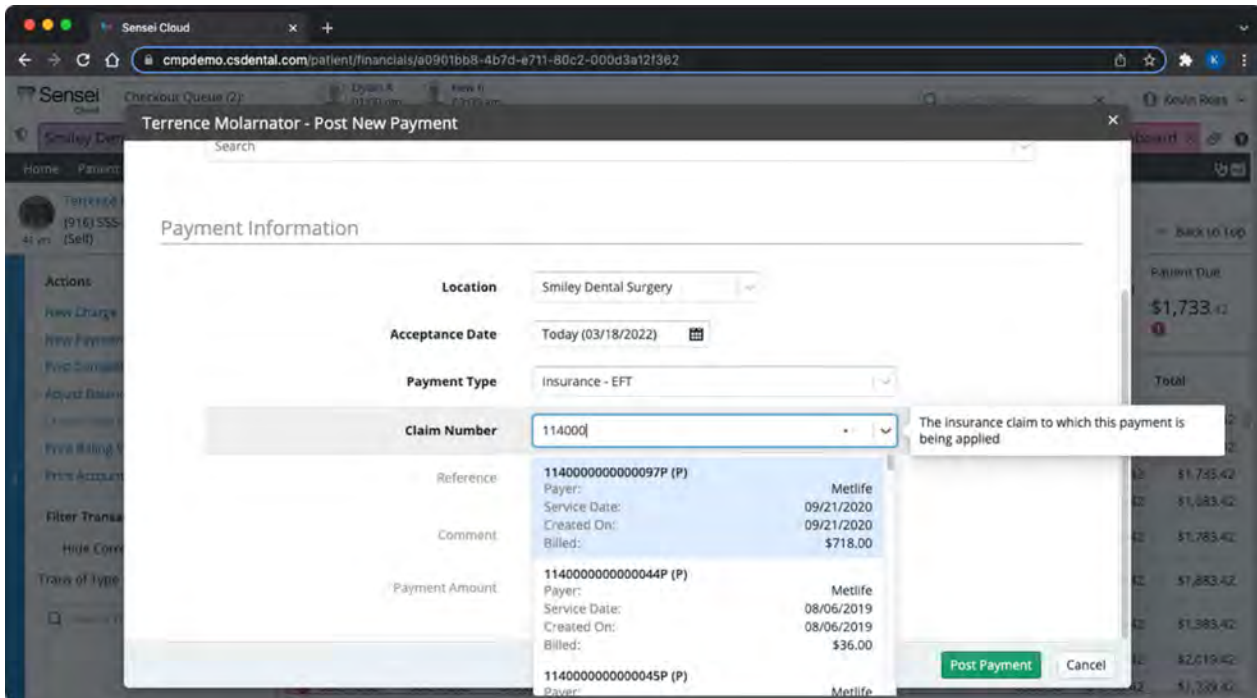
In response to customer feedback, Sensei Cloud now provides expanded flexibility when posting insurance payments. While the basic workflow remains the same, there are now options to document the receipt of card-based ('Insurance - Credit Card') or electronic funds transfer-based ('Insurance - EFT') insurance payments. Simply select the appropriate payment type when posting an insurance payment [Patient Tab > Financials > Ledger > 'New Payment'].

NOTE: The existing check-based insurance payment option has been updated from 'Insurance' to 'Insurance - Check'.



As a reminder, the basic workflow when posting an insurance payment includes entering the payment amount, confirming the associated service location, defining the payment date, selecting the payment type, searching for and selecting the associated claim being paid, adding any optional comments, and finally posting the transaction. For practices that utilize Carestream Dental's ePayments service, whenever 'Insurance - Credit Card' is selected as the payment type, Sensei Cloud prompts for the further processing of the card using the connected payment terminal (or manually entering the card

information on screen). NOTE: The general ePayments processing workflow was previously covered in the release notes for 4365 (from 01.06.2020). Please refer to those release notes or the available knowledge articles for more information.



We hope these enhancements better support your claim processing and collections workflow needs. Please let us know what works well and what additional enhancements can be made to improve your payment processing efficiency.

[UK Only] NHS Claims Management Updates

To better assist our NHS customers, this release includes some enhancements to the handling of NHS claims. This includes improved control over the definition and application of associated NHS Mailboxes, a new worklist that gives you the ability to resend interchange files (that transmit batches of NHS claims), and expanded support for manually marking claims as settled. These updates should help our multi-location UK customers avoid NHS claims transmission issues and clean up any issues if they do occur.

The 'NHS Details' section of the Location record has been updated to provide more control over the definition of the NHS mailbox associated with your practice's location(s) [Administration Tab > Locations > {Select Location}]. When creating or editing a location, the 'Practice Site #' field is now a search box that can be used to select from existing NHS mailboxes that have been created for your practice. NOTE: Practice site numbers are the NHS mailboxes associated with your practice and should rarely, if ever, be created or updated after your initial location configuration. You are reminded of the implications of changing the NHS mailbox whenever editing or removing the NHS mailbox from a location. If an NHS mailbox has already been associated with the location, then click on 'Edit' to modify its details or 'Remove' to select another NHS mailbox to use for the location. NOTE: As explained in the 'Mailbox Details' dialog, any changes made to the NHS mailbox record will be applied to all locations associated with it. If the site number (NHS Mailbox) has not yet been created, then it can be created to define the NHS mailbox to use for transmitting NHS claims for your practice. Define the practice site number (a unique 5-digit number), provide an optional description (e.g., the location's name), and enter the associated mailbox username and password. The NHS mailbox created (or updated) is saved when the location is saved.

The screenshot displays the 'Sensei Cloud' web application interface. The browser address bar shows the URL: `phx4-dpms-app-qa-usa-6.azurewebsites.net/administration/locations`. The navigation menu includes 'Myoffice', 'All Locations', 'Patient AA', 'Patient BB', 'Patient CC', and 'Administration'. The 'Administration' tab is active, and the 'Locations' sub-tab is selected. The main content area is titled 'Location Settings for Myoffice' and features a 'Back to Top' button. The 'NHS Details' section is the primary focus, containing the following fields and controls:

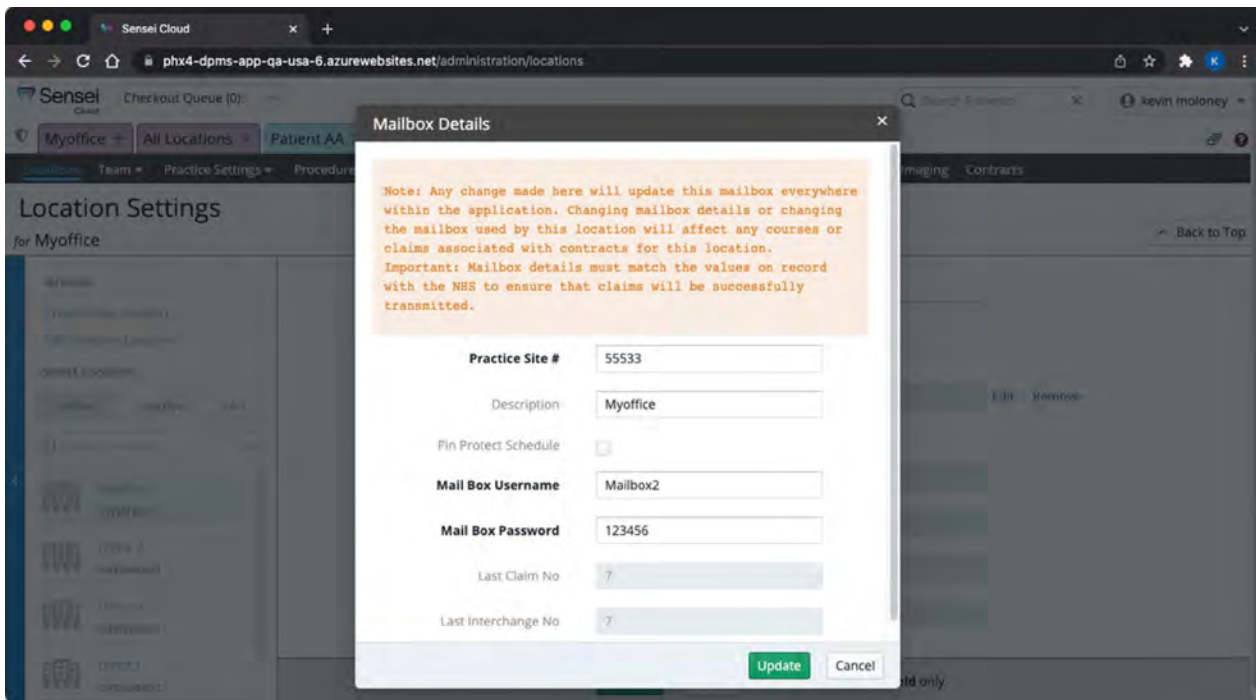
- Performs NHS Treatment:** A checked checkbox.
- NHS Location #:** A text input field containing the value '123456'.
- TEST Indicator:** A checked checkbox.
- Practice Site #:** A search box with the placeholder text 'Search'.
- Pin Protect Schedule:** An unchecked checkbox.
- Mail Box Username:** A text input field.
- Mail Box Password:** A text input field.
- Last Claim No:** A text input field containing the value '0'.

At the bottom of the form, there are three buttons: a green 'Save' button, a grey 'Cancel' button, and a checkbox labeled 'Display required field only'.

NHS Details

Performs NHS Treatment	<input checked="" type="checkbox"/>
NHS Location #	<input type="text" value="123456"/>
Test Indicator	<input checked="" type="checkbox"/>
Practice Site #	<input type="text" value="555"/>
Pin Protect Schedule	55534 (Office 2)
Mail Box Username	55533 (Myoffice)
Mail Box Password	55535 (Office3)
Last Claim No	0

Performs NHS Treatment	<input checked="" type="checkbox"/>	
NHS Location #	<input type="text" value="123456"/>	
Test Indicator	<input checked="" type="checkbox"/>	
Practice Site #	<input type="text" value="55533"/>	Edit Remove
Pin Protect Schedule	<input type="text" value=""/>	
Mail Box Username	<input type="text" value="Mailbox2"/>	
Mail Box Password	<input type="text" value="123456"/>	
Last Claim No	<input type="text" value="7"/>	
Last Interchange No	<input type="text" value="7"/>	



As previously mentioned, there is a new 'Interchanges' worklist that enables you to monitor the interchange files that are used to transmit batches of NHS claims that are sent out from each NHS mailbox associated with your practice [Location Tab > NHS Claims > Interchanges]. This worklist provides information on the status and associated NHS mailbox information for each interchange that has been created. For interchanges that experience issues during transmission, error information is provided (as available). In these cases, you can now 'Resend Interchange' which will resubmit any included claims to the NHSBSA (updating all associated claim statuses to 'Sent'). NOTE: When resending an interchange, you will need to log in (e.g., enter the PIN) for any provider (performer) associated with the claims.

Sensei Cloud
 Checkout Queue (0):
 Search Patients
 kevin moloney

Myoffice All Locations Patient AA Patient BB Patient CC Administration

Home Schedule Financial NHS Claims To Do

All Locations

Interchanges

Filtered by All Mailboxes

Back to Top

Inter...	# Claims	Status	Sent	Site #	Location #	Mailbox	Error
7	1	Awaiting Response	18/03/2022	55533	123456	Myoffice	
6	2	Awaiting Response	17/03/2022	55533	123456	Myoffice	
5	1	Awaiting Response	17/03/2022	55533	123456	Myoffice	
4	1	Awaiting Response	17/03/2022	55533	123456	Myoffice	
3	1	Awaiting Response	17/03/2022	55533	123456	Myoffice	
2	1	Awaiting Response	16/03/2022	55535	887675	Office3	
2	1	Awaiting Response	16/03/2022	55534	332233	Office 2	
2	1	Awaiting Response	16/03/2022	55533	123456	Myoffice	
1	1	Awaiting Response	16/03/2022	55533	123456	Myoffice	
1	1	Awaiting Response	16/03/2022	55535	887675	Office3	
1	1	Awaiting Response	16/03/2022	55534	332233	Office 2	

Sensei Cloud
 Checkout Queue (0):
 Search Patients
 kevin moloney

Myoffice All Locations Patient AA Patient BB Patient CC Administration

Home Schedule Financial NHS Claims To Do

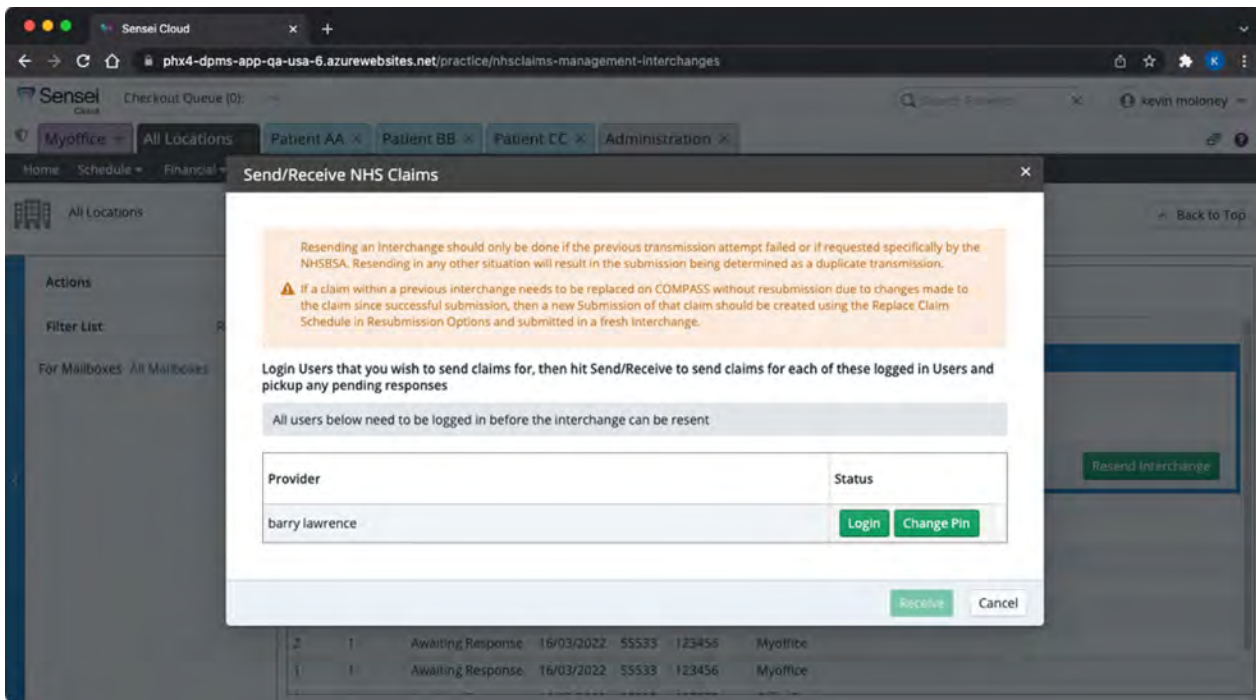
All Locations

Interchanges

Filtered by All Mailboxes

Back to Top

Inter...	# Claims	Status	Sent	Site #	Location #	Mailbox	Error
7	1	Awaiting Response	18/03/2022	55533	123456	Myoffice	
6	2	Awaiting Response	17/03/2022	55533	123456	Myoffice	
<p>Interchange Summary</p> <p>Claims for Providers: barry lawrence</p> <p style="text-align: right;">Resend Interchange</p>							
5	1	Awaiting Response	17/03/2022	55533	123456	Myoffice	
4	1	Awaiting Response	17/03/2022	55533	123456	Myoffice	
3	1	Awaiting Response	17/03/2022	55533	123456	Myoffice	
2	1	Awaiting Response	16/03/2022	55535	887675	Office3	
2	1	Awaiting Response	16/03/2022	55534	332233	Office 2	
2	1	Awaiting Response	16/03/2022	55533	123456	Myoffice	
1	1	Awaiting Response	16/03/2022	55533	123456	Myoffice	



You can now manually settle an NHS claim, in the event that a response has not been received by the NHS in Sensei Cloud (but you can confirm that the claim has been processed in COMPASS). Once an NHS claim has been transmitted (e.g., has a status of at least "Sent"), you can click on the 'Make Settled' option in the 'Update NHS Claim' dialog [Patient Tab > NHS Claims > {Select Claim}] or Location Tab > NHS Claims > Claims Management > {Select Claim}]. In these cases, you are prompted that taking this action is a non-standard workflow and you may need to file a manual adjustment to the claim's associated contract [Administration Tab > Contracts > {Select Contract} > {Manage Performer Targets} > {Manage Adjustments}]. This may be required if the records in COMPASS for the claim vary from the original claim submission (e.g., in terms of the approved UDAs credited for the claim).

Sensei Cloud

phx4-dpms-app-qa-usa-6.azurewebsites.net/patient/nhsclaims/e204dcb8-3ba4-ec11-a22a-0050f271ca11

Checkout Queue (0): Search Patients kevin moloney

Myoffice All Locations Patient AA Patient BB Patient CC Administration

Home Patient Record Medical History Clinical Financials Treatment Plan Correspondence Questionnaires Patient Files NHS Claims Notes

Patient CC 07704 578887 (Self) 41 yrs NHS

Claims Management

For Patient CC Back to Top

Actions

Send/Receive Claims

Create Triage Claim

Filter List Reset

Claims that are All Statuses

For Contracts All Contracts

Claims for All Providers

Claim #	Status	Acceptance	Completion	Charge	UDA	Claiming Dentist
000001	Rejected	16/03/2022	16/03/2022	£65.20	3	Dentist Doc3
000002	Adjusted	16/03/2022	16/03/2022	£0.00	3	Dentist Doc3

Sensei Cloud

phx4-dpms-app-qa-usa-6.azurewebsites.net/patient/nhsclaims/e204dcb8-3ba4-ec11-a22a-0050f271ca11

Checkout Queue (0): Search Patients kevin moloney

Myoffice All Locations Patient AA Patient BB Patient CC Administration

Home **Update NHS Claim** Back to Top

Patient CC 07704 578887 (Self) 41 yrs NHS

Submission 1 Resubmission Options

Status Rejected

Charge Band Band 2 Override Activity Band Band 2 Override

Performer Dentist Doc3

Contract Office 3 contract

NHS £65.20 (3 UDAs) Pt Charged £0.00

Procedure **Tooth/Quad** **Surfaces**

1011 Perio		
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View History Make Settled

Patient Demographics

Title Mr

Forename Patient

Surname CC

Ethnicity White British

> Incomplete Treatment and Treatment Dates

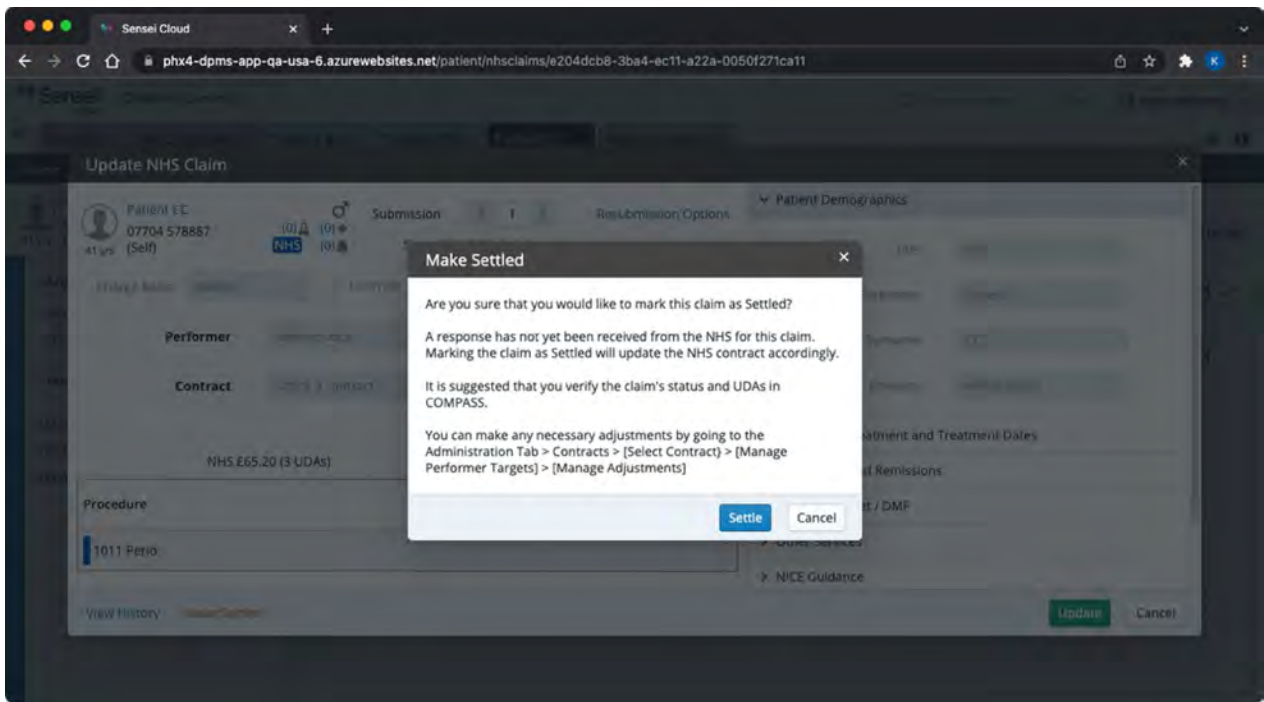
> Exemptions and Remissions

> Clinical Data Set / DMF

> Other Services

> NICE Guidance

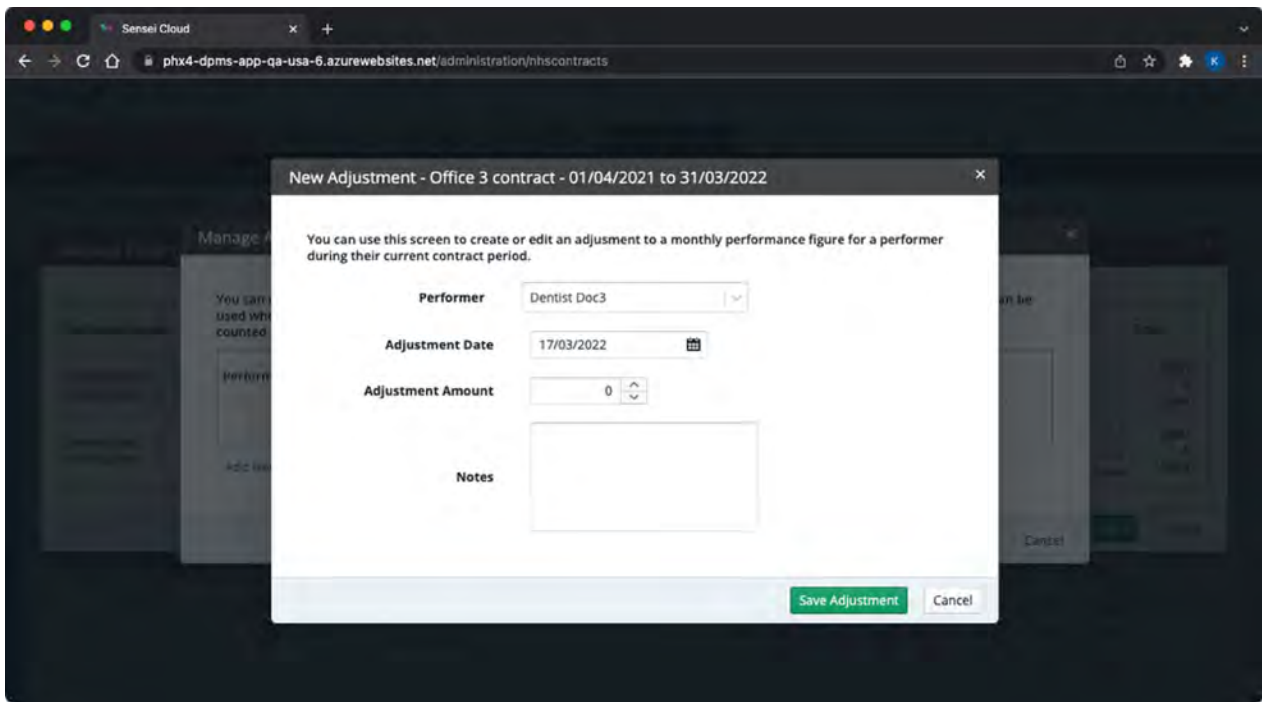
Update Cancel



Claims Settled Within The Last 2 Months

Filtered by All Locations, All Contracts, All Providers

Claim #	Settled	Acceptance	Completion	Charge	UDA	Claiming Dentist	Location	Patient For...	Patient Sur...	
000005	17/03/2022	17/03/2022	17/03/2022	£0.00	1	barry lawrence	Site 3	Patient	AA	↻
000001	16/03/2022	16/03/2022	16/03/2022	£23.80	1	barry lawrence	Site 3	Patient	AA	
000001	18/03/2022	16/03/2022	16/03/2022	£65.20	3	Dentist Doc3	office 3	Patient	CC	
000002	16/03/2022	16/03/2022	16/03/2022	£65.20	7	barry lawrence	Site 3	Patient	AA	
000002	16/03/2022	16/03/2022	16/03/2022	£0.00	1	Carestream Support	Office 2	Patient	BB	↻
000003	17/03/2022	17/03/2022	17/03/2022	£23.80	6	barry lawrence	Site 3	Patient	AA	



We hope that these enhancements provide support to our NHS customers, making it easier to manage any issues that arise during NHS claim processing. We look forward to your feedback on what additional updates can be made to further improve your NHS claim workflows.

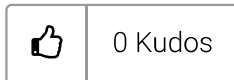
Optimizations and Fixes

The following fixes and optimizations have been added to Sensei Cloud this week.

1. Removed the ability to select “online” payment type when posting a payment, as this option is only associated with an upcoming 3rd party integration.
2. Added a graphical indicator (icon) to the Patient Minicard to indicate when a patient is a responsible party (RP) for other patients.
3. [US Only] Resolved a defect in which manual adjustments to office fees, made after the initial charge posting, were not being reflected in the generated insurance claim.
4. Addressed a UI defect in which the scrollbar was not accessible to navigate the Referral Activity worklist.
5. Fixed a bug in which the Referral Activity worklist was sometimes not populating correctly when filters were applied.
6. [US Only] Addressed a UI defect in which the Service Date and Fee were sometimes not displayed in the claims summary (on screen) for newly generated insurance claims.

7. Fixed a UI bug in which the labels were misrepresenting the displayed data of the Treatment Plan widget of the Springboard dashboard (e.g., treatment plans vs. planned procedures).
8. [UK Only] Resolved an issue in which the procedure completion data was not correctly displaying within the Treatment Ranking widget of the Springboard dashboard.
9. Addressed a bug in which the latest version of an edited clinical note would not be displayed when printing the patient's clinical history from the Hard Tissue Chart or Treatment Chart UIs.

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