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**MOD kevin\_moloney**

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04-10-2022 01:15 PM

Sensei Cloud Release 0.1.7577

# Sensei Cloud

Weekly Release

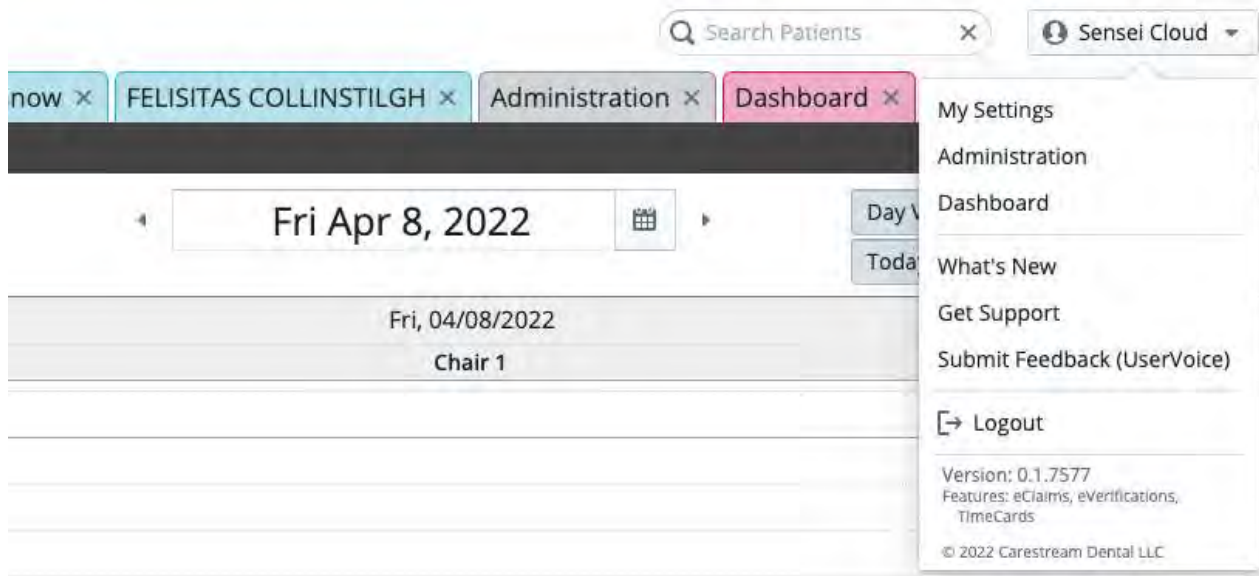
Build 0.1.7577 | April 10th, 2022

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

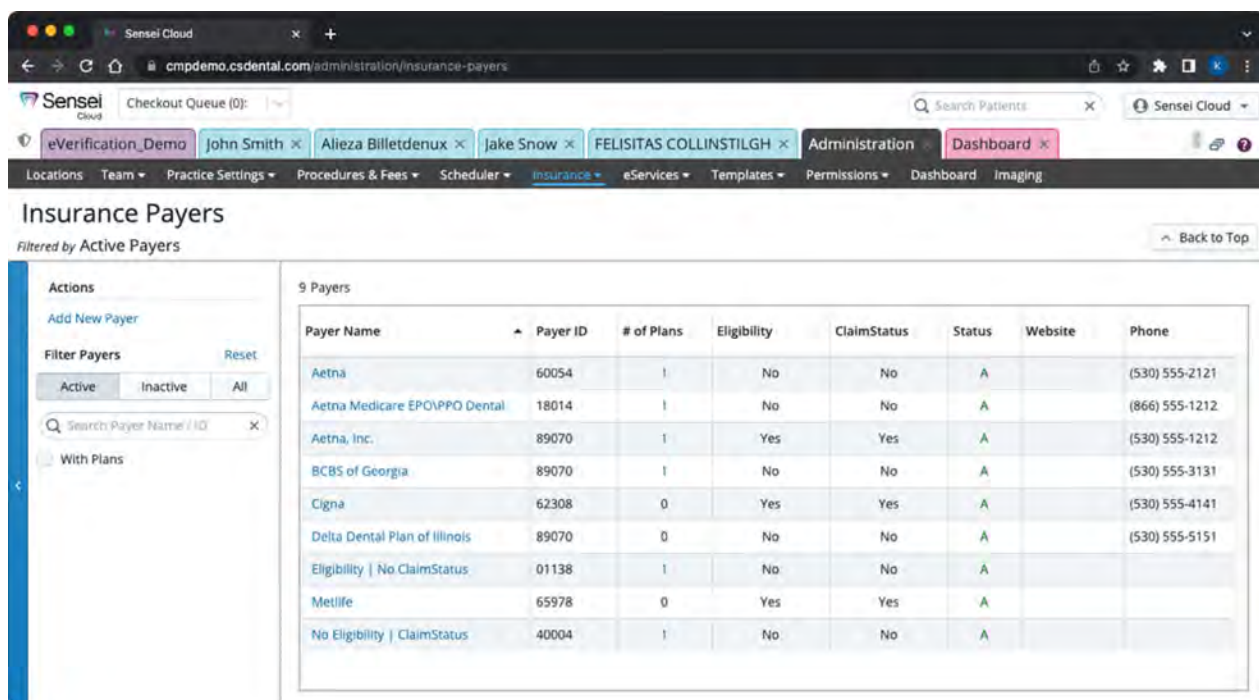
## [US Only] eVerifications Integration

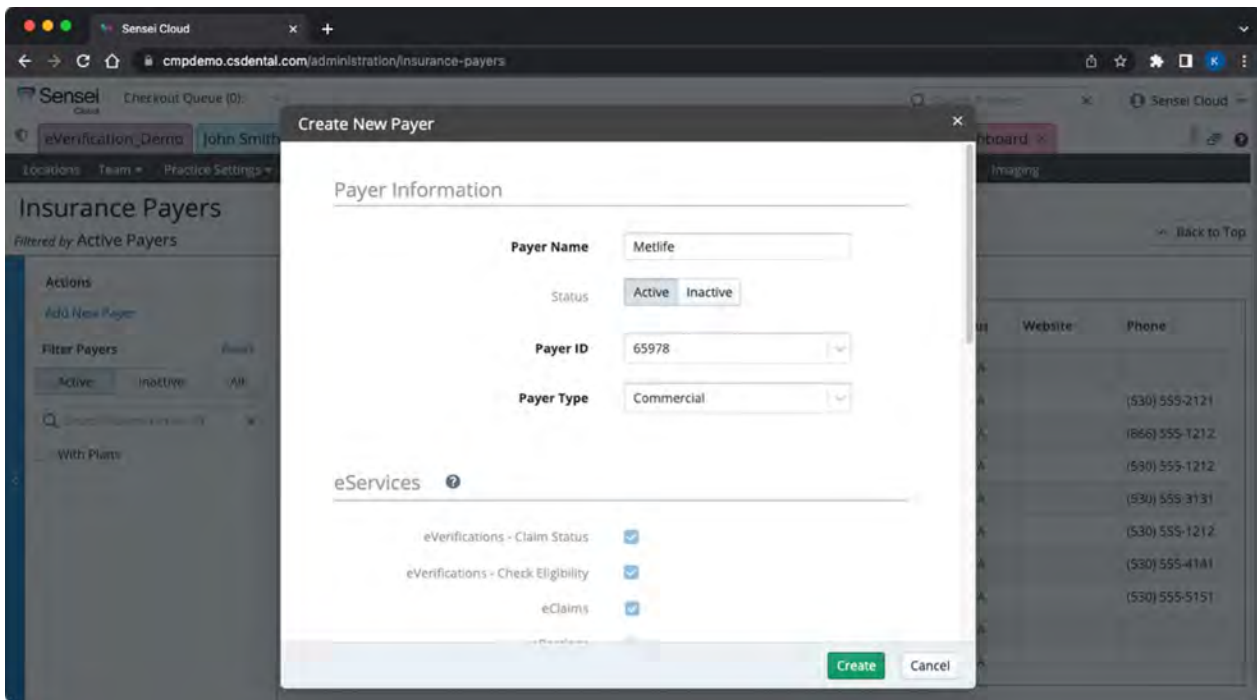
Sensei Cloud now integrates with Carestream Dental's eVerifications services, enabling you to check patient insurance eligibility in real-time and claim status requests. Once enrolled in the service, you can quickly and easily receive detailed responses from insurance payers on the status of a submitted claim or a patient's current coverage. Please reach out to your Carestream Dental representative if you are interested in enabling the eVerifications service for your

practice. Note: You can verify that eVerifications has been turned on by opening the user menu and reviewing the list of enabled features for your practice (displayed below the current version number).

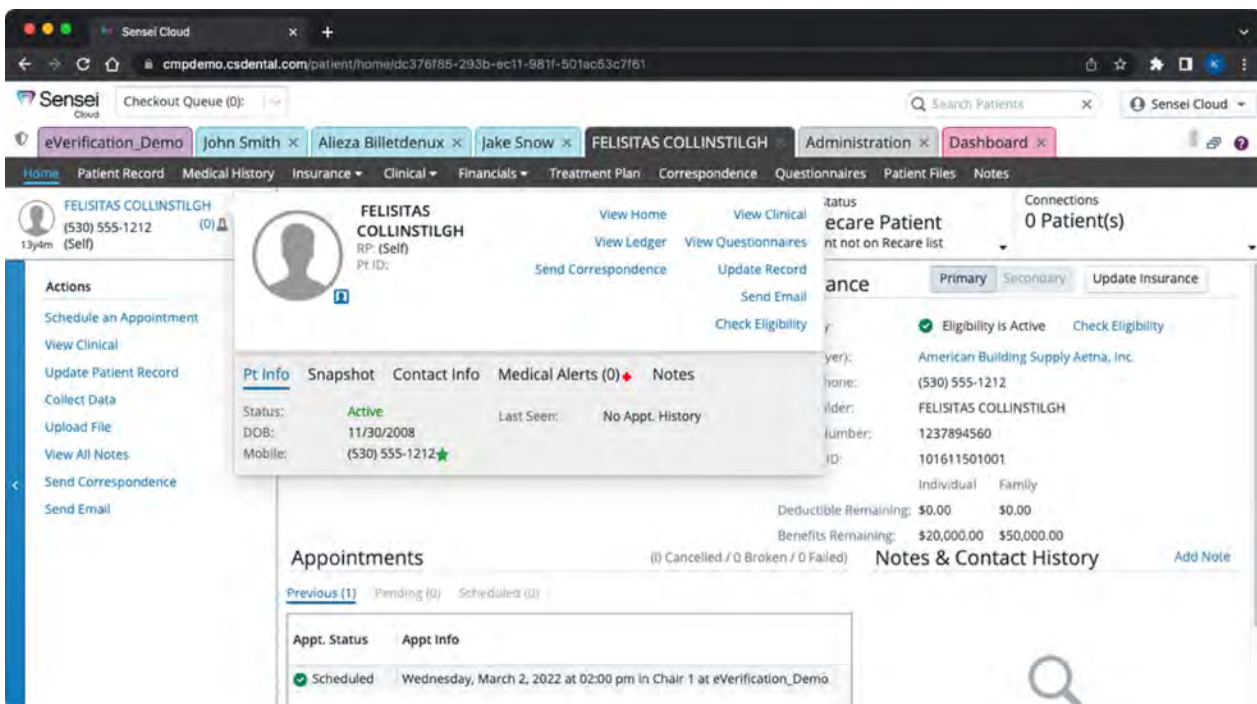


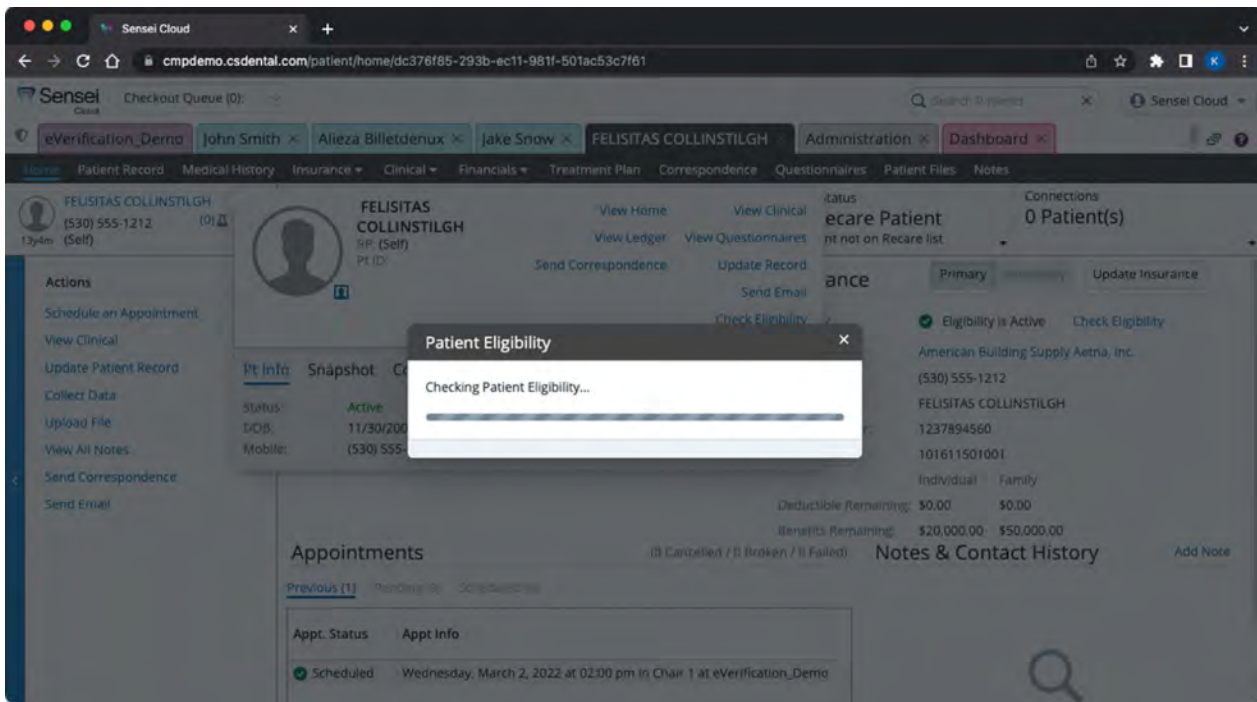
Support for the eVerifications primary functions (e.g., eligibility checks and claim status) are payer-dependent. Payer support for these functions is displayed in the Insurance Payers list [Administration Tab > Insurance > Payers], with indicators for 'Eligibility' and 'ClaimStatus' displayed for each payer defined for your practice. When creating a new insurance payer, support for each eVerification function is displayed once the associated 'Payer ID' has been defined. Note: These settings are not user-definable.





You can submit an eligibility check (of active patient coverage) by using one of the 'Check Eligibility' links available throughout Sensei Cloud. This includes the Patient Homepage, Patient Record, the Patient Snapshot (displayed when clicking on the Patient Minicard), or when editing the patient's insurance policy. Click on 'Check Eligibility' to send the request. Once processed, the payer response is automatically opened as a new browser tab, including all coverage details provided by the payer. Note: Patient eligibility / status needs to be updated manually, if applicable. Copies of all eligibility check responses are stored in the patient's Files repository [Patient Tab > Patient Files].



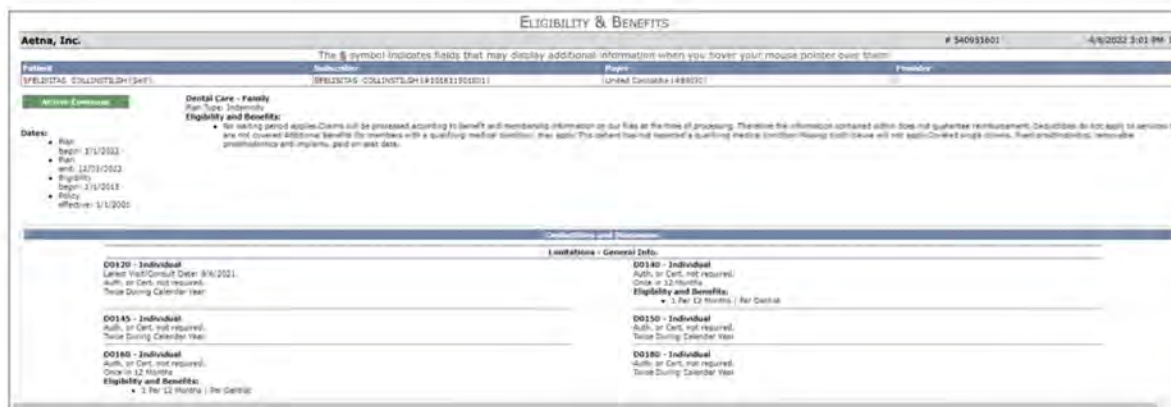


Insurance Eligibility Request - 4/7/2022

Patient Name: FELISITAS COLLINSTILGH Payer: Aetna, Inc.

Group Number: 1237894560

Policyholder: FELISITAS COLLINSTILGH Plan Name: American Building Supply Subscriber / Member ID: 101611501001

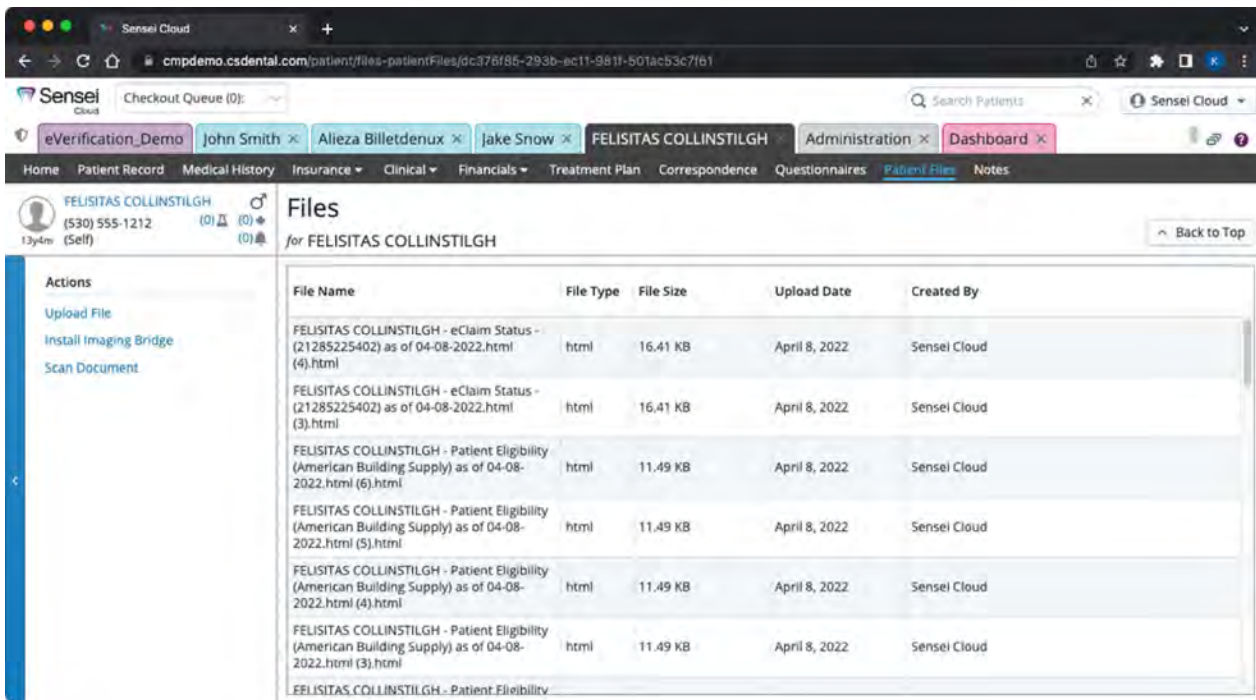


Real-time claim status requests can be made via any submitted claim record by clicking on the 'Check eClaims Status' link available via the Claims Management worklist [Location Tab > Insurance > Claims Management or Patient Tab > Insurance > Claims Management]. Simply click on a claim record to expand its summary and then click on 'Check eClaims Status'. As with the eligibility check, the claim status response is automatically opened as a new browser tab, including the latest claim information from the payer. Note: Claim status needs



to be updated manually, as appropriate. Copies of all real-time claim status responses are stored in the patient's Files for future use [Patient Tab > Patient Files].

CLAIM STATUS						
Aetna, Inc. # 563490207 4/6/2022 3:39 PM CT						
The & symbol indicates fields that may display additional information when you hover your mouse pointer over them						
Patient:	Subscriber:	Service:	Provider:			
FELISITAS COLLINSTILGH (#2281150304)	FELISITAS COLLINSTILGH (#13161151002)	United Concordia Companies Incorpr (#69070)	eVerification Setting (#131666042)			
Claim # 21285225402						
Date of Service:	Claim Total:	Total Paid:	Payment:	Payer Claim #		
10/11/2021 - 10/11/2021	\$392.00			11212125701		
2/24/2022: Finalized-The claim/resourcer has completed the adjudication cycle and no more action will be taken. Pre-determination is on file, awaiting completion of services.						
Service Line Details						
Service Date:	Code:	Units:	Total:	Paid/Status		
10/10/2021 - 10/10/2021	D7140	1	\$178.00	\$88.00	2/24/2022: Finalized-The claim/resourcer has completed the adjudication cycle and no more action will be taken. Pre-determination is on file, awaiting completion of services.	
10/10/2021 - 10/10/2021	D7140	1	\$178.00	\$135.00	2/24/2022: Finalized-The claim/resourcer has completed the adjudication cycle and no more action will be taken. Pre-determination is on file, awaiting completion of services.	
Claim # 21285225402						
Date of Service:	Claim Total:	Total Paid:	Payment:	Payer Claim #		
10/11/2021 - 10/11/2021	\$392.00	\$220.00 on 10/26/2021	10/26/2021   # 0000000064033771	21285225402		
2/24/2022: Finalize-Payment-the claimline has been paid. For more detailed information, see remittance advice.						
Claim # 21285225402						
Service Line Details						
Service Date:	Code:	Units:	Total:	Paid/Status		
10/11/2021 - 10/11/2021	D7140	1	\$178.00	\$88.00	2/24/2022: Finalized-Payment-the claimline has been paid. For more detailed information, see remittance advice.	
10/11/2021 - 10/11/2021	D7140	1	\$178.00	\$135.00	2/24/2022: Finalized-Payment-the claimline has been paid. For more detailed information, see remittance advice.	



IMPORTANT: As the real-time eligibility checks and claim status updates for the eVerifications service rely on browser 'pop ups', you need to ensure that your Chrome browser settings permit the resulting responses. Please update Chrome's 'Pop-Ups and Redirects' settings [Chrome Menu > Settings > Privacy and Security > Site Settings > Pop-ups and redirects] or add Sensei Cloud to the exception list (e.g., "<https://gosensei.us>").

We hope that this integration with the eVerifications service supports your insurance coverage and claims processing workflows, providing your practice with the ability to get real-time information from (supported) insurance payers. We look forward to your feedback on how to make these features in Sensei Cloud even better.

## Financial Daysheet Enhancements

Based on customer feedback, the Financial Daysheet reporting functionality has been enhanced to improve the user experience. This includes the default sorting of posted transactions by customer last name (as opposed to first name), the addition of supporting information to posted charges (e.g., procedure codes and associated anatomy), and the inclusion of insurance checks on the Deposit Slip report. These UI enhancements should make it faster and easier for you to find and verify transactions within the Financial Daysheet posting period, both on-screen and in the printed reports.

While some UI improvements have been made to the Financial Daysheet with this release (with several more on the way in upcoming releases), it is important to note that the existing functionality for posting transactions (e.g., charges, adjustments, and payments) via the Patient Ledger or Checkout Queue, having these transactions appear in the open daysheet period, or closing the Financial Daysheet period, have not changed. All transactions that have been posted during the current (open) Financial Daysheet period are still available and displayed in transaction type-based tables [Location Tab > Financial > Daysheet]. With this release, posted transactions (within each bucket of procedure charges, credit card payments, write-off adjustments, etc.) are now sorted in ascending alphabetical order by patient last name. Note: This is true in both the on-screen reporting and within the associated printed reports, such as the 'Transaction Details' report.

The screenshot displays the 'Financial Daysheet' interface for Smiley Dental Surgery. The page is filtered by provider and shows a summary of transactions for the current day (Friday, 04/08/2022). The summary table includes columns for transaction type, count (#), and total amount. Below the summary, a detailed table lists individual charges, including patient names, responsible parties, locations, descriptions, and amounts.

Summary	#	Total	By Provider	By Staff	#	All	#	Total
Previous A/R		\$107,563.61	All		14	Charge	9	\$2,656.00
Charge	9	\$2,656.00				Payments	5	\$912.90
Payments	5	-\$912.90				Adjustments	0	\$0.00
Adjustments	0	-\$0.00						
Current A/R	14	\$1,743.10						
Deposits	2	-\$327.00						

Patient Name	Responsible Pa...	Location	Description	Amount
Jason Daniels	(Self)	Smiley Dental Surgery	[D0150] comprehensive oral evaluation - new or established patient	\$100.00
Jason Daniels	(Self)	Smiley Dental Surgery	[D1110] prophylaxis - adult	\$129.00

Total: \$2,656.00

Close the day for Smiley Dental Surgery



**Financial Daysheet**  
 Filtered by Provider  
 Last Closed - Friday, 04/08/2022  
 Back to Top

**Charge - Procedure (9)** Total: \$2,656.00

Patient Name	Responsible Pa...	Location	Description	Amount
Jason Daniels	(Self)	Smiley Dental Surgery	[D0150] comprehensive oral evaluation - new or established patient	\$100.00
Jason Daniels	(Self)	Smiley Dental Surgery	[D1110] prophylaxis - adult	\$129.00
Jason Daniels	(Self)	Smiley Dental Surgery	[D0274] bitewings - four radiographic images	\$98.00
Bobbi English	(Self)	Smiley Dental Surgery	[D4245] (UR) apically positioned flap	\$165.00
Roy Kent	(Self)	Smiley Dental Surgery	[D2740] (#10) crown - porcelain/ceramic	\$1,100.00
Terrence Molarnator	(Self)	Smiley Dental Surgery	[D2530] (#19 MOL) inlay - metallic - three or more surfaces	\$661.00
Christopher (Chris) Rhea	(Self)	Smiley Dental Surgery	[D9912] pre-visit patient screening	\$25.00
Christopher		Smiley Dental		

Close the day for Smiley Dental Surgery

Transaction Details Report 08\_04\_2022.pdf

Smiley Dental Surgery  
 Patrick Rees  
 4/8/2022 6:05 PM

**Financial Daysheet - Transaction Details**  
 Trial Balance  
 As of 4/8/2022 6:05 PM

Charges (9) Total \$2,656.00

Trans. Date	Patient	RP/Guarantor	Description	Doctor	Posted By	Amount
4/8/2022	Jason Daniels	(Self)	[D0150] comprehensive oral evaluation - new or established patient	Jon Barnes	Danielle Thompson	\$100.00
4/8/2022	Jason Daniels	(Self)	[D1110] prophylaxis - adult	Jon Barnes	Danielle Thompson	\$129.00
4/8/2022	Jason Daniels	(Self)	[D0274] bitewings - four radiographic images	Jon Barnes	Danielle Thompson	\$98.00
4/8/2022	Bobbi English	(Self)	[D4245] (UR) apically positioned flap	Jason Parker	Danielle Thompson	\$165.00
4/8/2022	Roy Kent	(Self)	[D2740] (#10) crown - porcelain/ceramic	Jon Barnes	Danielle Thompson	\$1,100.00
4/8/2022	Terrence Molarnator	(Self)	[D2530] (#19 MOL) inlay - metallic - three or more surfaces	Kevin Rees	Danielle Thompson	\$661.00
4/8/2022	Christopher (Chris) Rhea	(Self)	[D9912] pre-visit patient screening	Jon Barnes	Danielle Thompson	\$25.00
4/8/2022	Christopher (Chris) Rhea	(Self)	[D9910] (#5 F) application of desensitizing medicament	Jon Barnes	Danielle Thompson	\$165.00
4/8/2022	Christopher (Chris) Rhea	(Self)	[D2330] (#5 F) resin-based composite - one surface, anterior	Jon Barnes	Danielle Thompson	\$213.00
Total						\$2,656.00

As mentioned, additional supporting information has been added to the transaction detail for each procedure-based charge. The associated Procedure Code has been prepended to the existing transaction description, to ease the process for recognizing and verifying the completed and posted work. Additionally, any associated anatomy details (e.g., arch, quadrant, or tooth number and surfaces) has also been included in the description, further improving the ability to recognize the day's (posted) treatment and the quality, accuracy, and usefulness of the archived records produced once you 'close the day'.



✓	Jason Daniels	(Self)	Smiley Dental Surgery	[D0274] bitewings - four radiographic images	\$98.00
⚠	Bobbi English	(Self)	Smiley Dental Surgery	[D4245] (UR) apically positioned flap	\$165.00
❗	Roy Kent	(Self)	Smiley Dental Surgery	[D2740] (#10) crown - porcelain/ceramic	\$1,100.00
⚠	Terrence Molarnator	(Self)	Smiley Dental Surgery	[D2530] (#19 MOL) inlay - metallic - three or more surfaces	\$661.00
❗	Christopher (Chris) Rhea	(Self)	Smiley Dental Surgery	[D9912] pre-visit patient screening	\$25.00
⚠	Christopher (Chris) Rhea	(Self)	Smiley Dental Surgery	[D9910] (#5 F) application of desensitizing medicament	\$165.00

Lastly, it was brought to our attention that while (physical) insurance checks have always been included in the on-screen Financial Daysheet preview, and included in the itemized 'Transaction Details' printed report, they were not previously included and accounted for in the 'Deposit Slip' report. Insurance checks are now included on the 'Deposit Slip' to assist in the balancing and reconciliation of bank deposits. Note: Personal checks and collected cash payments continue to be included on the printed 'Deposit Slip'.

Smiley Dental Surgery				Trial Balance
Patrick Rees				4/8/2022 6:23 PM
Financial Daysheet - Deposit Slip				As of 4/8/2022 6:23 PM
Smiley Dental Surgery				
<b>Cash</b>				
Cash Total				\$100.00
<b>Checks</b>				
Type Description	Checks	Reference	Amount	
Check	Jason Daniels	2744	\$227.00	
			\$227.00	
Insurance - Check	Terrence Molarnator	Claim #: 114000000000364P	\$320.00	
	Christopher (Chris) Rhea	Claim #: 114000000000365P	\$222.40	
			\$542.40	
Total				\$769.40
Total				\$869.40

**IMPORTANT:** Following the on-screen review of the posted transactions, validating all posted items, and making any necessary corrections, it is still each office's responsibility to actually 'Close the Day'. Simply click on the green button at the bottom of the Financial Daysheet for each of your practice locations at the end of the day (or week or month, based on your practice's workflows). Closing the day will generate printable .PDF reports including all of the period's

posted financial transactions. Copies of these reports are automatically saved and are available for future access via the Archived Daysheets screen [Location Tab > Financial > Archived Daysheets].

We hope that these enhancements improve the usability of the Financial Daysheet and make it faster and easier to reconcile the posted transactions when closing your books for the day (or preferred period). We look forward to your feedback on what else can be done to improve your financial reporting workflows. Please watch out for several additional improvements coming to the Patient Ledger and Financial Daysheet in the next releases.

## UserVoice Integration

Dental practices, like yours, are the pulse of Sensei Cloud and your feedback directly impacts the trajectory it takes. Continuous client assessment and input is the best way for us to know what features and enhancements you need, as well as the timeline on which you need them. Your requests help us respond to and keep up with the rapidly changing dynamics that are part of your day-to-day in-office processes. In July 2021, we implemented a new product feedback management web portal called UserVoice, where Sensei Cloud users were able to share and vote on ideas.

While we have already received useful feedback through UserVoice, the overall response rate has been low and only representative of a small number of users. When researching the low engagement rate, you told us that ease of access was generally difficult. With this release, we now provide quick and easy access to UserVoice directly within Sensei Cloud. You can access UserVoice directly using the new 'Submit Feedback (UserVoice)' option within the user menu (in the upper right corner, next to the patient search).

Search Patients × Patrick Rees ▾

Zazz Zazzerly × Zizz Zizzerly ×

t

; All Statuses, All Providers, All Payers, All Dates

M	Type	Cov	Provider	Last ... ▾	Payer	Plan	Patient
nt	Svc	P	Dr. Jon Barnes	04/08/2...	Metlife	CSD Enhanced	Christo Rhea
nt	Svc	P	Dr. Kevin Rees	04/08/2...	Metlife	CSD Enhanced	Terren Molarr
nt	Svc	P	Dr. Jason Parker	04/08/2...	Blue Cross Blue Shield of	ZPlan	Bobbi English

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Administration

Dashboard

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What's New

Get Support

Submit Feedback (UserVoice)

Logout

Version: 0.1.7577  
 Features: Ortho, Teledentistry, eClaims, AutoStrms, eRx, PatientForms, TimeCards, Medical Billing

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The Sensei Cloud user feedback site (UserVoice) is opened as a new browser tab and you are automatically logged in, providing you with immediate access to review existing user feedback or enabling you to submit your own idea. You can refer to the previous release notes for build 0.1.6596 (from July 28, 2021) for some additional details on the Sensei Cloud UserVoice site. Additionally, you can review the associated help article ([Sensei Cloud Help Article: How to Submit Feedback and Suggestions](#)) for some basics on how to vote on existing ideas from other customers and how to submit your own.

Sensei Cloud

PATRICK REES  
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## Sensei Cloud User Feedback Site

Submit Your Idea

Vote on an Existing Idea

Thank you for visiting the Sensei Cloud user feedback site!

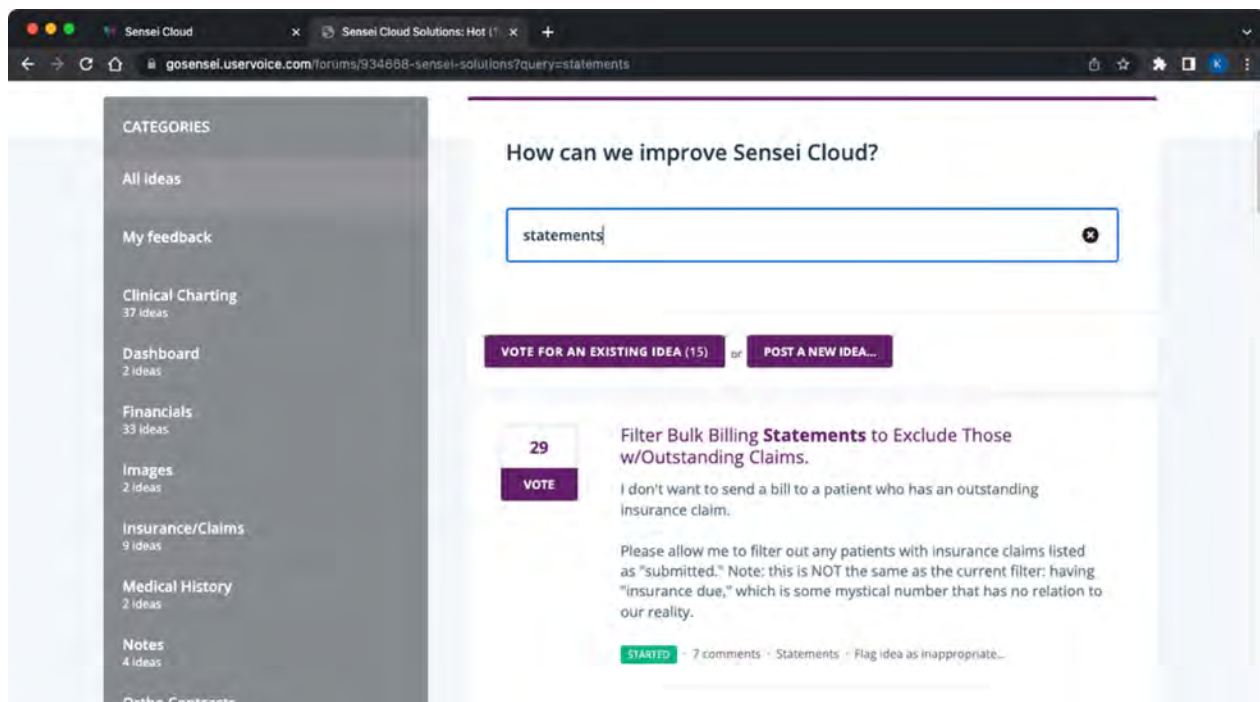
Sensei Cloud was designed by dental practices, for dental practices—that's why our development team has partnered with UserVoice to capture user feedback that can be used to ensure everything in the interface is relevant and intentionally designed.

We invite you to submit new ideas and/or vote on existing ideas so we can continue to deliver innovations to your software.

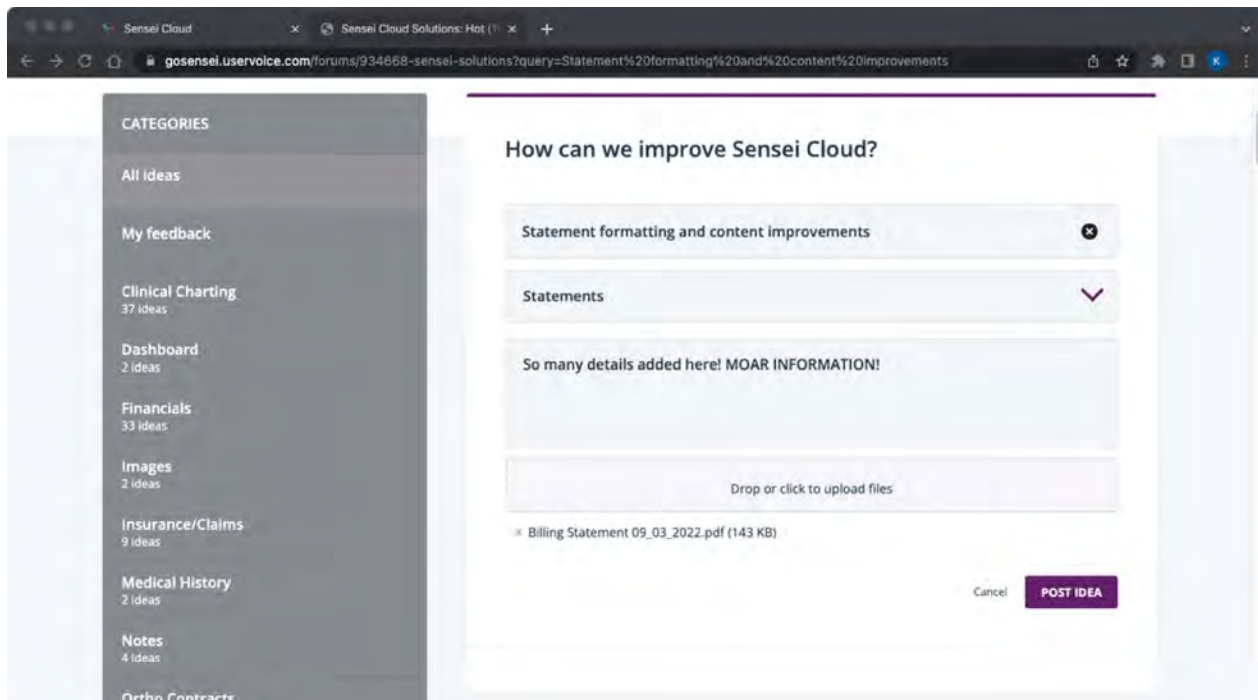
**WE WANT YOUR FEEDBACK!**  
 Thank you for choosing Sensei Cloud for your practice management needs! Carestream Dental is committed to listening to you, and we appreciate your feedback.



Once logged into UserVoice, begin by clicking the “Submit Your Idea” button. Start typing your idea in the search box under ‘How can we improve Sensei Cloud?’. UserVoice will start searching for and suggesting any similar, existing ideas as you enter your suggestion, enabling you to review, vote for, or comment on those ideas. An existing idea can be reviewed in greater detail, including any existing discussion, by clicking on its title. Alternatively, you can quickly vote to support the prioritization of this idea by clicking on the purple ‘Vote’ button. NOTE: You can only vote once for any given idea, but you can vote for an unlimited number of different ideas.



If no similar ideas already exist, then you can create your own by clicking on the purple ‘Post a New Idea’ button. Additional fields will be displayed, providing you with the opportunity to further define your idea. This includes the ability to revise your idea title (from your original search), a category selection (required), a textbox to describe the context and specifics of your idea in greater detail (optional, but highly recommended), and the ability to upload any supporting photos or documentation. These additional details are key to ensuring that your requirements are accurately understood, help other users understand and support your idea, and make it easier for us to more quickly prioritize and implement a solution. Note: Keep in mind that commenting on existing ideas with additional supporting details for your practice’s needs can be just as valuable as adding a new idea.



We hope that this enhancement will encourage you to leverage UserVoice for communicating with the Sensei Cloud user community and submitting your enhancement and feature requests. Please let us know what other improvements can be made to our user feedback mechanism and anything else that we can do to make it easier for you to be heard. Note: You can go to <https://gosensei.uservoice.com> and log in using your Sensei Cloud user credentials to review and submit feedback at any time.

## Optimizations and Fixes

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

1. Addressed a defect that prevented failed automatic payments from being resubmitted.
2. Resolved a bug which would generate an application error when clicking on the associated appointment link for a scheduled or completed procedure within a treatment plan.
3. [UK Only] Fixed a UI defect in which insurance-based payment types were accidentally displayed and available for selection when posting a payment.
4. Addressed a UI bug in which the lab case indicator (e.g., the 'beaker') on the Patient Minicard was not updating accurately with changes to the list of a patient's open lab cases.

 Add tags

	0 Kudos
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