NDoc Update - Release Notes

NDoc Version Number: **17.56.01**

INSTALLATION:

- Please note that users logged in while installing an update will lose access and any unsaved work.
- There are a number of ways that the update can be applied to your NDoc server:
  - Download and execute the update from the Thornberry Knowledgebase (https://www.thornberryltd.com/ndoc-updates/updates)
  - Schedule the update for installation in System Updates using instructions found within the Operations Manual: https://www.thornberryltd.com/documentation/operations-manual-tech

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Summary: This update contains the following enhancements and corrections (applies to all customers)

SIGNIFICANT NEW FEATURES/ENHANCEMENTS/REGULATORY CHANGES:

- **FY 2027 Hospice Wage Index Correction:** As shared in a customer email, CMS released a correction related to the wage index file included in the FY 27 Payment Rule. Integrated Billing Customers already received this change via a patch, while HBS customers received the update via an updated version of the HBS Update. This update includes the code from that patch. [THOR-1183]

ADMINISTRATION:

- **Interoperability>EVV Management – Erroneous Messages:** An issue was identified where the EVV export could report missing billing codes incorrectly. This occurred after monthly maintenance updates, caused by a billing utility class that needed manual recompilation whenever the linked HBS billing database configurations changed. This has been resolved. [THOR-1184]

OPERATIONS:

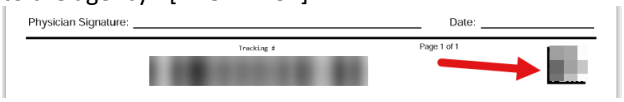
- **Volunteer>Volunteer Cost Savings – Inactive Company Display Issues:** Volunteer activities previously linked to a now Inactive Company have not been easily managed or available within the summary filters. With this update, customers will see entries for inactive companies, but the entries will not be included in the Company Summary unless the specific company is selected within the filter. [THOR-710]

INTEGRATED BILLING:

- **Operations>Billing>Accounts Receivable>ERA**
  - **Additional Adjustments Message**: The "Automatically write-off balances of $X or less" ERA import option now also applies to small credit balances, not just small balances owed. The option label has been updated to "Automatically write-off balances (or credits) within $X of zero" to reflect the change. [THOR-290]
  - **Remittance Details:** When a remittance (835) includes both a claim-level adjustment (e.g., Medicare sequestration) and line-item payment detail, NDoc now posts the payer's actual net claim payment instead of adding the adjustment on top, so posted payments and account balances match the remittance. [THOR-572]
  - **ERA Correction:** The update includes a fix to an issue where an ERA containing both a payment reversal and a new payment for the same per-diem claim could leave a small incorrect credit balance on the account. [THOR-587]

INTERFACES:

- **CellTrak – Signature Imports:** Previously, for customers utilizing this option, visits signed using CellTrak's voice signature option appeared in NDoc without a signature because CellTrak sent an audio reference rather than an image. Going forward, this update includes a change that automatically adds a standard signature image labeled with "Audio signature stored in CellTrak" for both skilled and non-skilled (aide) visits. The original audio recording remains stored in CellTrak, not NDoc. Customers with questions can contact the help desk for further clarification. [THOR-1163]
- **Sfax – Barcode Placement Changes:** The Data Matrix/2D barcode applied to outbound documents in the lower right side of the page has been moved slightly to the left. This should minimize issues with fax machines degrading the edges of pages when offices are sending documents back to the agency. [THOR-1187]



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⚠ *For Hosted Customers, all NDoc monthly updates are installed by the Thornberry support team per the terms of the Memorandum of Understanding: Server Maintenance and Updates.*

⚠ *These Release Notes detail significant changes in user side functionality. Coding changes for program maintenance are not reflected.*