Release Notes for DrChrono Web 2025-02-07

Last modified on 06/16/2025 3:10 pm EDT

What's new

Clinical and Regulatory

Summary	Description	Knowledge Base Article
OnPatient activation code	We added **(If invited via email, no activation code is required)** next to the **Activation Code** label on the OnPatient sign-up page to clarify that the activation code is only required for users who received an OnPatient invitation letter (not email).	OnPatient Basics
2025 Promoting Interoperability measure specifications	We added 2025 Promoting Interoperability measure specifications to the **MIPS Dashboard**.	Promoting Interoperability (PI) 2025 MIPS Dashboard Reporting
MIPS Dashboard for 2025 reporting	The **MIPS Dashboard** for 2025 reporting is now available.	Navigating the MIPS Dashboard (2025)

Payments and RCM

Summary	Description	Knowledge Base Article
Place of service (POS) code updates	We added the new place of service (POS) code 66 to the DrChrono system. You can add this code to your office location and is transmitted on claims scheduled in that office. We updated the description of POS code 54 to match the CMS guidelines.	
Viewing data transmitted on a specific claim	The **Billing Log** captures the information transmitted to the clearinghouse for both professional and institutional claims.	Viewing billed claim details
Charge Lag Report	The **Charge Lag Report** was developed to give you insights into the time from the time of the appointment until the time charges are added, when charges are billed, and when they are paid. You can see the information by provider, office, payer, and date of service among other parameters.	Charge Lag Report

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Adjustment Master enhancements	Providers can use the adjustment master screen to set up their own rules for the action to be taken for the adjustment reason codes, which takes priority over the current rule of payment posting in DrChrono. Several new fields have been added so you can further customize actions.	How to use the Adjustment Master screen

Practice Management

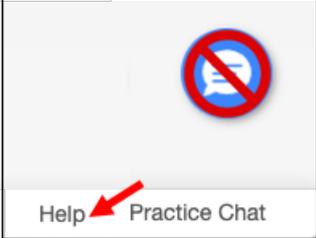| Summary	Description	Knowledge Base Article
Open Updox from DrChrono	All Updox customer account types are now supported in the existing Updox integration with DrChrono. All DrChrono customers who are also Updox customers can now automatically open Updox when they select the Updox icon. This feature started gradually rolling out on February 7 and will be turned on for all users by February 12. If some users in the practice group are Updox customers, all practice group users see the Updox icon. Contact your account manager if you are interested in becoming an Updox customer.	Sign in to Updox from DrChrono
Live support chat form improvements	The username, email address, first name, and last name are now prefilled in the form. You only have to select the department and fill in the subject.	Access DrChrono Support
Removed daily live demos	We removed **Daily Live Demos** from the **Help** menu.	
Login page improvements	After you enter your username and select **Continue** on the login page, the cursor now focuses on the **Password** box.	

Resolutions

Product Area	Summary	Description

Product Area	Summary	Description
Payment and RCM	Custom procedure exported files	We fixed an issue where archived codes were included when custom procedure codes were exported.
Payment and RCM	Superbill includes the patient's middle name	We fixed an issue where the patient's middle name, if entered on their chart, did not appear on the superbill.
Platform	Font improvements in clinical notes faxed from the EHR app	We fixed an issue where clinical notes had tiny, unreadable fonts when faxed using the EHR app. The fonts on the faxes are now readable, and similar fonts are on all pages. This fix started gradually rolling out on February 6 and will be globally turned on by February 12.
Platform	Login improvements for single sign-on users after session timeout	We fixed an issue where single sign-on (SSO) users were directed to the Calendar instead of their last viewed page when they logged in using SSO after their session timed out. SSO users are now directed to their last viewed page when they log in after a session timeout.
Practice Management	iPhone 15 push notifications	We fixed an issue where push notifications were not received for iPhone 15 models. Push notifications now appear.
Practice Management	Bulk email improvements	We fixed an issue where providers and patients did not receive the email from DrChrono when you sent a bulk email. Bulk emails now send successfully.

Coming soon

Summary	Description	Knowledge Base Article

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New way to open the live support chat form - Coming on February 13	We are excited to announce that we will remove the live support chat icon from the workable screen based on client feedback. Starting on February 13, you will select **Help** in the footer to open the live chat form. 	Access DrChrono Support