


We are currently updating the OP Help Center content for the release of OP 19, which is a member of the certified OP 14 family of products. OP 19's official version is 14.19.1, which you may see in your software (such as in Help > About) and in the  Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

Why are there badges displayed under the billing group on the main navigation panel?

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On the main navigation panel, visual indicators in the form of badges display to alert the billing team of outstanding items that need attention.

- **Claims:** Claims that have been created but not queued.
- **Superbills:** Unprocessed Charges older than 30 days.
- **Rejections:** Claims that have been rejected and not fixed aged 90 days.
- **Queue:** Claims that have been queued but not sent.
- **Remits:** Checks that have been received but not fully posted.
- **Not Ack (Acknowledged):** Claims that have been sent but not acknowledged for 90 days.