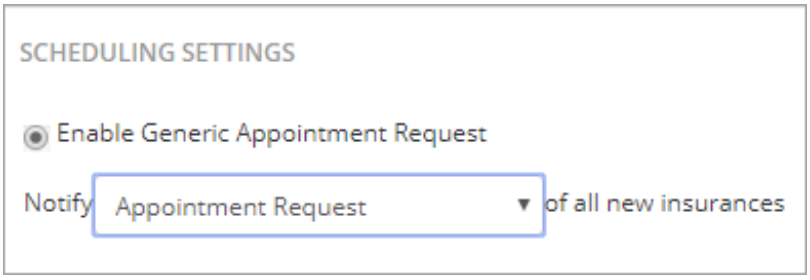
We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice 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.

How do I choose the Message Group that should receive insurance updates?

Last Modified on 10/10/2019 8:50 am EDT

In some cases, the staff that receives a new appointment request from the OP Patient Portal may differ from the staff that should be notified of a patient's new insurance. To choose the Message Group that should receive the insurance update, navigate to **OP Practice Portal > Portal Management > Patient Interface > Scheduling**. In the Scheduling Settings section of the window, select the appropriate Message group from the drop-down menu.