# BUSINESS MATTERS

## DAISY 5.3: What's new

The latest version of DAISY is here! DAISY 5.3 has been released and sent to your office automatically. To confirm which version of DAISY your office is on, go to the Help menu at the top of the screen and click "About."

Here is what's new in DAISY 5.3

- Refile a clinical note. If you have ever mistakenly added a clinical note to the wrong patient, only to have to delete it and start over on the correct patient, you understand how frustrating it is. We feel you. You can now refile the original note to the correct patient. Just open the note, click on the tools menu and choose "refile." A search window will appear allowing you to select the correct patient.
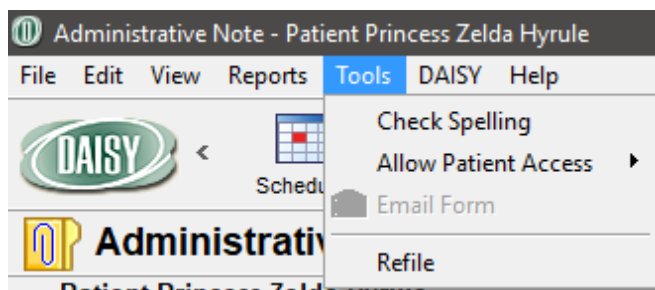


- Expanded description field when printing out the ledger. Have you ever noticed that some information is cut off when you print out the account ledger? It has been updated to now include more information making it more clear and helpful when printing the ledger for patients or insurance.
- Perio charting now allows you to add notes to an exam that will also print out on the Perio Graphic Chart report (R2701)
- Patient DOB's and insurance company phone numbers have now been added to the claim screen, thus making insurance follow up much easier and more efficient. You now have everything you need to follow up on a claim in one screen.
- You can now cancel part-paid claims in bulk from the claim history window. Just use your CTRL key to select the items you want, then right click to change the part-paid claims to cancelled.
- DAISY now integrates with Moda Health's program Health Through Oral Wellness. To learn more and register as a provider, click here.

For more information or If you are not on DAISY 5.3, please contact our staff at support@astrapracticepartners.com

## Current events

**Office Closure**
Wednesday, July 4
All Moda offices will be closed in observance of Independence Day.

**Staff Meeting**
Tuesday, July 10
10:30 a.m. - 11:30 a.m.
Please leave a voicemail during this time and we will return your call as soon as possible.

**Staff Meeting**
Thursday, July 12
3:00 p.m. - 3:30 p.m.
Please leave a voicemail during this time and we will return your call as soon as possible.

**Staff Meeting**
Thursday, July 26
3:00 p.m. - 3:30 p.m.
Please leave a voicemail during this time and we will return your call as soon as possible.

### Billing questions?

Please update your records to reflect the current contact information.

For all billing inquiries, please contact Oksana Ilinich at **800-368-6401, option 3**.

For all sales inquiries, please email sales@astrapracticepartners.com

## News and services

### Astra Human Resources
Want to focus on dentistry instead of managing the HR responsibilities of your practice?  We can help with that! Astra HR allows you to focus on what you really love about being a dentist. Click here to email Karen Wilson and find out more about HR Services.

### DAISY InCharge
If you are a current DAISY InCharge user but have not yet upgraded to the new chip reader terminal, contact sales@astrapracticepartners.com to find out how you can save $100 on each terminal.

### Need training? We can help!
If you are new to DAISY software, want to expand your knowledge of DAISY, or maybe want to learn about a new feature, training is key. To schedule your DAISY training session, contact DAISY support at 800-368-6401 or email Lisa Horton.

### NEA FastAttach

Sign up for NEA FastAttach today and receive FREE registration (a $200 value) , plus one month free. Click here. Promo code: DAISYRZ1M

**Benefits of digital attachments:**
Faster delivery, unlimited use
No more "lost" attachments
Use any digital imaging system

## Attention ERx users
If your office uses electronic prescribing, it is important to know that this can be accessed outside the office. If you have had recent turnover, it is imperative that your office reaches out to our DAISY support team to remove user access.

For more information, please feel free to contact our support team by clicking here or calling 800-368-6401.

## ERA: Approving vs. posting.
Electronic Remittance Advice is a feature in the DAISY software designed to make posting claim payments easy, efficient and accurate. It is a two step process; first, approve and second, post. This allows a user the opportunity to check data before it is posted to the account ledger.

When reviewing your ERA's you will find that you have to approve' the remit after confirming accuracy and, in rare cases, attaching the claim. This is not the same as posting. Once a remit has been approved, it is then a pending transaction that must still be posted in order to reflect on the patient's ledger. Always remember to post your remit after you have approved it.

For more information, please feel free to contact our support team by clicking here or calling 800-368-6401.

## Treating provider vs. billing provider
If your office bills out claims with a billing entity, then it's important to set the treating provider correctly. We have a tool to enable this and will help you set it up so that your claims are billed accurately. If it is not configured properly, for instance, a hygienist is set as the treating provider, then your claims will be rejected and it will take longer to get your payments.

For more information, please feel free to contact our support team by clicking here or calling 800-368-6401.

## User Defined Codes vs Claims

User defined codes are codes in the DAISY system that are not ADA procedures codes. These codes are created by DAISY users for tracking purposes. As they are not ADA codes, they are withheld from claims as a default. They do not go on original claims and are not an option to select if creating a new ledger claim.

However, users do have the ability to uncheck the "withhold from claims" checkbox on procedure configuration. We strongly advise *against* doing this on user defined codes as it will cause the entire claim file to crash or possibly be rejected. If you would like more information on user defined codes and how to maintain them, please reach out to our support team at 800-368-6401 or support@astrapracticepartners.com

## Meet the Staff: Sora



Sora is a four month old German Shepherd/Yellow Lab mix who belongs to our system support specialist, Veniese. Sora comes to our Astra family all the way from Eugene, Oregon. It took no time at all for our team to quickly fall in love with her.

She loves to lounge in the sun and enjoys sharing her new toys with any of her four legged friends. However she is not so fond of the car ride to visit friends and would prefer to stay dirty after play time and not take a bath. She loves ice cubes and will loyally protect her humans from lawn mowers or rakes.

Some cool facts about her breed(s) are: German Shepherds are the second most registered dog in the USA at 3.5 million, second only to the Golden Retriever. Labs are built for swimming with a waterproof coat, webbed feet and an otter-like tail.



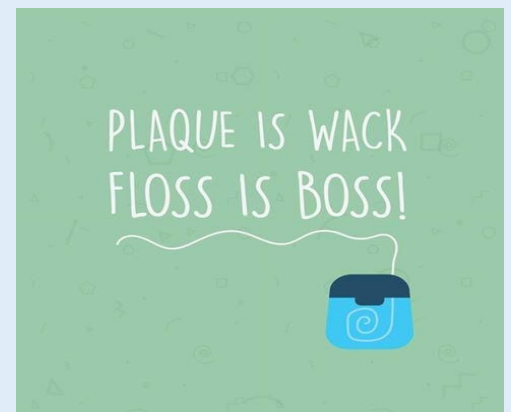## In the area? Stop by to say hello and get a tour!

We would love to meet you and show you around. If you happen to be in the Milwaukie area, please stop by and say hello!

## Not enough time to sit on hold?

We have great news! Our phone system offers you the option to request a call back instead of leaving a voicemail or waiting on hold. Once a support representative is available to take your call, it will automatically dial your phone number and you will receive the same great customer service you have come to expect without waiting on hold. To select this option, press option 3 while waiting on hold.

## Volunteer opportunity!

Do you enjoy working with children or getting to know the people in your home town? The Tooth Taxi is an excellent way to get to know patients in your community, help the less fortunate and demonstrate a commitment to service in the community where you live and work. Click here to learn more!



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