



# BUSINESS MATTERS

## DAISY 5.3 early adopters wanted!

DAISY 5.3 is going to be released soon and we are looking for clients who are interested in trying it out and providing feedback on its new features. We have made several changes that we think our users will like! Would you like to learn more? Are you already asking yourself - "Where do I sign up?" please contact Jessica Hansen on our DAISY support team by clicking [here](#). We greatly appreciate all our users who sign up to be a beta testers! Some of the new and improved features are:

- The ability to copy and paste clinical notes from one patient to another. Did you save a clinical note and then realize it was under the wrong patient? We've all been there before. Now instead of deleting and redoing all the work you just did, you can simply copy the clinical note to the correct patient.
- Periodontal charting now allows you to enter comments in the perio exam screen. Comments also print on the Perio Graphic Chart report.
- There is a new quick access icon on the appointment details screen that allows the you to quickly launch a patient's insurance plan. Thus making scheduling and insurance plan managing more efficient.
- A new report has been added to the schedule allowing you to view and print a list of all the upcoming appointments for that patient or account.
- A field for cell phone has been added to the Treatment Plan Procedures Not Done report, allowing you to contact patients quickly and easily from one report.
- The appointment route slip will now include the last recall type and date.

For more information on what's new to DAISY 5.3, please click [here](#).

## Current events

### Staff Meeting

Thursday, March 8  
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

Tuesday, March 13  
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, March 22  
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, April 5  
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 us at [sales@dmcdental.com](mailto:sales@dmcdental.com).





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## News and services

### DMC Human Resources

Want to focus on dentistry instead of managing the HR responsibilities of your practice? We can help with that! DMC HR allows you to focus on what you really love about being a dentist. Click here to email [Karen Wilson](mailto:karen.wilson@dmcdental.com) and find out more about DMC HR.

### DMC can now accept ACH payments

We are happy to announce that we can now accept payments for your DMC bill directly from your bank account. Please call or [email](mailto:oksana@dmcdental.com) Oksana Ilinich for more information.

### DAISY InCharge

If you are a current DAISY InCharge user but have not yet upgraded to the new chip reader terminal, contact [sales@dmcdental.com](mailto:sales@dmcdental.com) to find out how you can save \$100 on each terminal.

### 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

## Don't let ransomware, malware, and viruses wreak havoc on your practice

Ransomware, malware, and viruses are on the rise. Fortunately, you can detect and prevent a variety of malware attacks. DMC now provides the tools you need to strengthen your defenses with the Meraki MX64 detection and prevention service. The Meraki MX64, a vast array of online threats are blocked from entering and infecting the hardware and software your practice relies on. This new service protects you from your internet connections entry point to each computer and server in your practice. Reducing the risk of infection in today's dental practice requires more than a single product. DMC's malware defense uses a combination of hardware and software working to safeguard your practice from unwanted attacks.

For more information, contact [sales@dmcdental.com](mailto:sales@dmcdental.com)

## Ensure the safety of your practice data

Get peace of mind with Redundant Backup Solution. Losing your critical patient information can bring your practice to a standstill. With DMC's Redundant Backup Solution (RBS), you can safeguard your vital patient data, on-site and off-site. With two backups in two locations, RBS keeps your most valuable information safe and secure. Your DAISY patient data is encrypted, keeping thieves out of private patient information. Why risk losing your most valuable data with a single backup solution? Let DMC's hassle-free Redundant Backup Solution protect your practice.

For more information, contact [sales@dmcdental.com](mailto:sales@dmcdental.com).

## Having trouble getting your claims paid?

If you have ever called an insurance company and found that they didn't receive your claims or you've received a rejection; run the HIPAA exceptions report. This report shows you errors in your system that might cause a claim to drop to paper or be rejected. Here are some reasons why this might happen.

- Claim has no procedures or more than 50 procedures
- Invalid provider NPI or other ID
- Invalid subscriber address, DOB or gender
- Invalid procedures (user defined codes)
- Invalid dates
- Zero dollar amounts
- Invalid patient gender
- Invalid provider zip code
- Procedure has surface, but no tooth





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## Meet the Staff: Paul Angers

Paul Angers is the newest member of our DMC family. He is an Account Executive located in Washington. He grew up in Chelmsford, Massachusetts and started his working career in retail at the age of 16. He has an associate's degree in Culinary Arts from Johnson and Whales College. Paul then joined the United States Air Force where he became a dental lab technician and a dental assistant.



Paul's favorite travel destination is Palm Springs, CA, his favorite music artist right now is P!nk and his favorite movie is Sweet November. He is a big fan of the Seattle Seahawks and his meal of choice would include a really great steak and lobster.

Please help us welcome Paul to the team!

## Have you changed any ID information for your practice?

When you update your practice identification information this can affect certain processing features of your DAISY program. It is important to call DMC to update your information to ensure there is no delay in processing your claims. Some things that could hinder this process would be:

- Tax ID number
- NPI (type one or type two)
- Changing from a SSN to a TIN would require that your office sends the insurance company a W9 form in order to update the necessary paperwork.

## Need training? We can help!

If you are new to DAISY software, or you want to expand your knowledge of DAISY, training is the key. Even if you are relatively familiar with DAISY software, maybe you are going to start using additional features and performing tasks that are not as familiar.

Need to schedule some DAISY training? Contact DAISY support at 800-368-6401 or [email](mailto:lisa.horton@dmcdental.com) Lisa Horton

## 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!



**Monday – Friday 8 a.m. – 5 p.m.**

Contact us at 503-243-3966 or 800-368-6401

[daisysupport@dmcdental.com](mailto:daisysupport@dmcdental.com)

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