



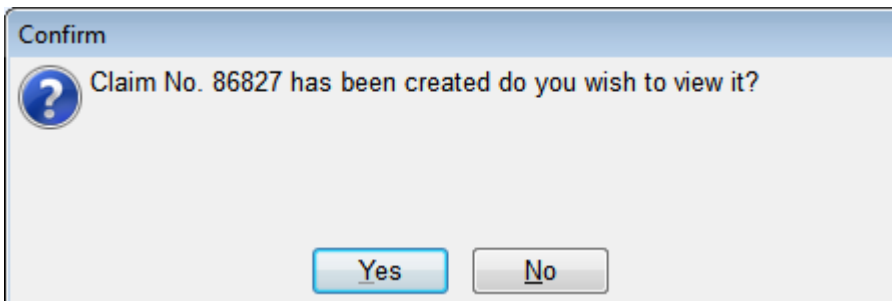
BUSINESS MATTERS

Rebill or Ledger Claim?

Claims are created in DAISY each time Charges are posted. Unless you manually intervene, those claims are sent electronically to DMC during Data Exchange for routing to the insurance carrier either electronically or on paper. That's the easy part. But what if you need to generate a claim after the initial charges were posted. It's important to understand the two ways you can accomplish this in DAISY and the rules to determine which method to use.

- A rebill goes to the same insurance company as the original claim. Changes to the subscriber, patient, or plan information are reflected on a rebill claim. A rebill can be for all or some of the services on the original claim. This is the recommended method for sending an additional claim. The rebill automatically cancels the original claim and helps keep your Claim History window clean.
- A ledger claim goes to a different insurance company than the original claim. Use this method in cases when the patient forgot to tell you of updated insurance information or when no original claim was generated.

Always answer "Yes" to the following prompt to apply the correct Treating Provider information to the claim.



Ledger claims do not cancel any original claims so be sure to do this if you are replacing a claim that was sent to an incorrect insurance company.

Current Events

Oregon Dental Conference 2016

Thursday, April 7: 11:30 a.m. - 6:30 p.m.
 Friday, April 8: 10:00 a.m. - 6:00 p.m.
 Saturday, April 9: 9:30 a.m. - 1:00 p.m.

Mark your calendar and plan to join us at the 2016 Oregon Dental Conference. DMC will be in booth 525.

Staff Meeting

Thursday, April 14
 2:00 p.m. - 3:00 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, May 20
 2:00 p.m. - 3:00 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.





BUSINESS MATTERS

What's new at DMC

You asked. We delivered.
DAISY 4.6 is now available!

DAISY

- Goal Tracking enhancements
- Diagnostic codes on claims allow ICD-10 codes
- Check spelling on Clinical Notes

Reports

- Treatment Plan Status report enhancements
- Prescription Types report includes additional details
- Demographic report
- Patient Contact List mail merge
- Inactive filter added to Patient List and Acct/Patient reports
- FSA billing receipt

Perio Charting

- A warning prompt will display when editing an existing exam

To view videos of the new features, [click here](#).

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

How to rebill and create new claims

Do a rebill when all insurance information is exactly the same and an exact duplicate of the original claim needs to be sent to the insurance company. Not all procedures need to be included on the rebill. A rebill cancels the original claim. Create a new ledger claim when an original claim wasn't generated or when the original claim was sent to the incorrect insurance company. A new ledger claim does not cancel the original claim.

To generate a rebill claim

1. Select the **Account** that needs to have the rebill.
2. Click the Quick Access **Claim History** button.
3. Right-click on the claim you wish to rebill
4. Select **Rebill Claim**
5. Highlight the services to be included on the rebill claim (CTRL+click) or right-click to select all procedures.
6. Click **OK**. Select the View Claim option for claim printing, remarks, etc. and make any changes before running closing.

To generate a new ledger claim

1. Go to the **Ledger** for the account to be billed.
2. Right-click on the ledger.
3. Select **New Ledger Claim**.
4. From the drop down list, choose the correct patient.
5. Highlight the services to be included on the New Claim (CTRL+click) or right-click to select all procedures.
6. Click **OK**. Select the View Claim option for claim printing, *verifying treating provider*, remarks, etc. and make any changes before running closing.

It is advised to create an individual claim for each date of service for tracking of insurance payments. Remember, if an original claim was generated prior to a new ledger claim, go to the claims screen and change the status of the original claim to cancelled. This will aid your office in tracking outstanding insurance claims.





BUSINESS MATTERS

Come see us at the Oregon Dental Conference!

We look forward to seeing you at this year's Oregon Dental Conference. As always, we have lots of cool new DAISY features to showcase. Come and preview what's new in DAISY located in booth 525. We appreciate your feedback and valuable insight on current dental technology. We are interested in hearing about what your thoughts are with the direction the dental industry is going and how we can better meet your needs.

Download the ODC mobile app and have the dental conference in the palm of your hands. Easily view the conference schedule, speaker and exhibitor information. Download the 2016 ODC app by scanning this QR code or



search for 'Oregon Dental Conference' in the app store on our Apple or Android device. We've uploaded helpful handouts and information under the DMC/DAISY exhibitor profile.



ODC mobile photo booth

DMC and our sister company, DBC are proud sponsors for the ODC mobile photo booth. Get your photo taken and stop by our booth to view your photo. The photo with the most likes will receive a \$100 VISA gift card. Be sure and share your photo for the most exposure!

To stay up-to-date on DMC, follow us on Facebook and Twitter.

➔ VISIT BOOTH #525 ➔
TO SEE YOUR PHOTO!



WEO Media - Free webinars!

Branding the successful dental practice

Wednesday, April 20
5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Is it time to build your dental practice brand? Or are you wanting to know the best way to brand your digital practice in the digital world?

How to leverage paid ads on Google and Facebook

Wednesday, May 18
5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Implementing a paid search campaign for your practice is relatively easy to setup, but can be difficult to properly optimize. We will review best practices for setting up and optimizing paid search campaigns to increase traffic, Likes, and generate new patients.

Online reviews & reputation management - How to get started

Wednesday, June 15
5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Studies show that your online reputation is just as important as your word of mouth reputation which means it is more important than ever to manage what you can.

Optimizing Your Website Conversion and ROI

Wednesday, July 20
5:00 p.m. - 6:00 p.m.

Click [here](#) to register

Your website is one of your most valuable tools. It is the one piece of real estate on the entire internet that you have full control of so take advantage of it.

Monday – Friday 8 a.m. – 5 p.m.

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

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