



BUSINESS MATTERS

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.

Change Healthcare claim status reports

New changes are coming! The claim status reports from Change Healthcare are getting a whole new look. You're likely familiar with the previous format called NEIC reports. Now they will be in HTML format and will clearly show you the status of your claims.

This new format is coming soon, more information to come.

Claim Status Report	
Payer	
Payer Name	
Submitter	
Submitter Name	
Provider	
Provider Name	
Subscriber	
Subscriber Name	Office and patient data is displayed here
Account Number	
Action	
Payor's Claim Number	
Service	

Current events

Staff Meeting

Thursday, May 31
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, June 12
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, June 14
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, June 28
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





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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](mailto:Karen.Wilson@astrapracticepartners.com) 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](mailto:lisa.horton@dmcdental.com) 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

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.

General Claim Information	Insurance	Procedures	Additional
Billing Provider: William Mayfield DDS			
Treating Provider	Mayfield DDS, William <input type="text"/>		
Location	Dental Office <input type="text"/>		
Location Type: Office			





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HIPAA exceptions report

Ever notice that your claims are being rejected because the patient's gender is missing? Or a birthdate is missing? The HIPAA exceptions report is a really easy and efficient way to check for missing or invalid information such as missing SSN or TIN numbers for the providers, invalid patient addresses, missing patient genders or birthdates.

It is a good idea to run this report on a monthly basis to ensure the accuracy of your data and claims information.

For more information, please feel free to reach out to our support team by clicking [here](#) or calling 800-368-6401.

Report: 1051		HIPAA EXCEPTIONS REPORT	
Provider Name		Message	
Green RDH, Tammi		SSN and TIN missing Billing license missing Dental license missing	
Harris RDH, Cynthia		Type 1 (personal) NPI missing SSN and TIN missing Billing license missing Dental license missing	
Pc, Dental Health Associates		Type 1 (personal) NPI missing SSN and TIN missing Billing license missing Dental license missing Type 1 (personal) NPI missing	
Patient Name		Message	
		No Errors	
Subscriber Name		Message	
Carpenter, Steve		Invalid Address	
Carper, Stephen		Invalid Address	
Gregory, Nicholas		Invalid Address	
Kamakeeaina, Emily		Invalid Address	
LaFara, John		Invalid subscriber ID	
Reardon, Ayden		Invalid Address	
Samson, Brennan		Invalid Address	
Smith, Christina L		Invalid Address	
Smith, Lindsay		Invalid Address	
Smith, Marcia		Invalid Address	
Smith, Ruben		Invalid Address	
Smith, Stephanie		Invalid Address	
Smith, Steven		Invalid Address	

Information on report is fictional. Not actual patient data.

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@astrapracticepartners.com

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