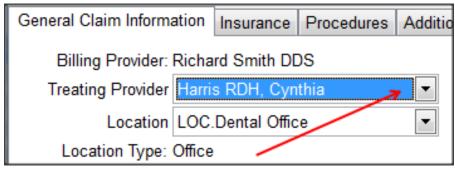## Claim rejections - "Invalid treating license"

This rejection can occur when the NPI or dental license on a claim does not match what an insurance company has on file for that provider. DMC discovered an issue regarding ledger claims where the hygienist or performing provider for procedures on a claim was added as the treating provider on the new ledger claims. This does *not* affect new claims or rebill claims, only ledger claims. The problem has since been resolved in DAISY 5.0

If you've received a claim rejection that states "Invalid treating license", your ledger claim may have been sent out with the hygienist as the treating provider. The current work around is that you must answer "Yes' to the prompt asking if you would like to view the new ledger claim to apply the correct Treating Provider information to the claim. Use the drop down menu under "treating provider" to change the treating provider back to the doctor's name.

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.

- 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 automatically cancels the original claim and helps keep your Claim History window clean.

- A ledger claim will apply changes made to the original claim. Use this method in cases when the patient forgot to tell you of updated insurance information, the wrong procedure was billed originally or when no original claim was generated.

Current Events

DMC office closure
All MODA offices will be closing at noon Friday, July 1 and will be closed Monday, July 4 and Tuesday, July 5 in observance of Independence day

Staff Meeting
Thursday, July 14
2:00 p.m. - 3:00 p.m.
Please leave us a voicemail during this time and we will return your call as soon as possible.

Staff Meeting
Thursday, August 11
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, September 8
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

Peace of mind with DMC's new hardware plans!
We understand the importance of having all your hardware working as expected on a daily basis. We also appreciate your valuable time.
That is why we are happy to announce our new hardware plans, specifically designed to serve your busy practice and keep it running efficiently.
Our technology experts understand your practice and are here to help with anything from your computer hardware and software to networking or digital equipment. Our services include, but are not limited to:

- On-site visits
- Free yearly equipment evaluations
- Virus detection and removal
- Discounts on hardware purchases

For more information, please call DMC or 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

Windows 10 - important information

Microsoft released their latest operating system last summer. DMC is ready for Windows 10 but **we cannot guarantee that the hardware devices or other business software programs that you currently rely on will perform as expected**. Each of your software/hardware vendors will need to be contacted to ensure Windows 10 compatibility. Software/hardware vendor examples would include, but are not limited to, software other than DAISY, wireless devices, intraoral cameras and sensors, scanners, printers and add-in video cards.

If you choose to purchase Windows 10, please be aware that it must be a professional or enterprise edition to ensure proper hardware and networking performance. Unplanned or rushed upgrades to Windows 10 should be a careful consideration as it could **severely impact** the front office and clinical operations of your office.

Microsoft recently changed how they are urging users to upgrade to Windows 10, by prescheduling the upgrade for you. Windows Updates also views this upgrade as "recommended" and will try to upgrade by default at the prescheduled time. You will likely see a pop up from Microsoft explaining that you have been scheduled. In that message, there will be a link allowing to you either reschedule or cancel all together. However, if that message is just closed without any action taken, it will proceed with the planned upgrade.

Currently, reverting back to Windows 7 or 8.1 from Windows 10 may be done within 30 days by following these instructions from Microsoft. If it has been longer than 30 days, please be advised that this will require an on-site technician if you require assistance and may result in additional charges.

As always, we are ready and available to answer any questions you may have. Feel free to contact us by phone at 800-368-6401 or by email at daisysupport@dmcdental.com.
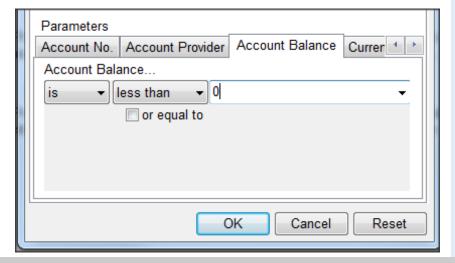
www.dmcdental.com

Statement Manager and credit balances

As many of you know, Statement Manager is a powerful, easy to use tool that allows you to audit your accounts quickly and efficiently, prior to running Monthly Closing. Statement Manager displays all accounts that are currently eligible to receive a statement. Not all accounts are eligible to receive a statement, including:

- Accounts with a zero balance

- Accounts with a balance that falls within your minimum balance write-off

- Accounts that received a quick statement in the current billing cycle

- Accounts with a credit balance that carried over from the previous cycle

The credit balance scenario deserves a little more clarification: If an account obtains a credit balance in any given billing cycle, the account will appear in Statement Manager. You have the option of sending a statement. After you run monthly closing, the account will be ineligible for another statement until the balance of the account changes. Therefore, the credit balance account in question would not appear in Statement Manager in the subsequent billing cycle. The account will remain ineligible to receive a statement until the balance changes, and it will not appear in Statement Manager. To get a list of all your credit balance accounts, you can run an Account Aging report. Filter this report by account balance and choose less than $0.

Parameters

| Account No. | Account Provider | Account Balance | Curren |

Account Balance...

is | less than | 0

☐ or equal to

[OK] [Cancel] [Reset]

WEO Media - Free webinars!

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.

Changing world of marketing
Wednesday, August 17
5:00 p.m. - 6:00 p.m.
Click here to register
How has the world of marketing changed and what should you be doing to get the most from your marketing dollar? In this webinar we will give you practical tips for developing a solid marketing plan in today's landscape.

Video marketing done right
Wednesday, September 14
5:00 p.m. - 6:00 p.m.
Click here to register
One of the most powerful trends in online marketing today is the rapid adoption of video into websites and social media platforms. In this webinar we will review best practices for producing, posting, and leveraging videos to improve your online marketing performance

Dental website design best practices
Wednesday, October 19, 2016
5:00 p.m. - 6:00 p.m.
Click here to register
In this webinar we will review the top 5 design practices for dental sites and discuss how you can implement them on your website as well.