



BUSINESS MATTERS

Is your version of Windows secure from web intruders?

As of July 2015, Microsoft has stopped support for all Windows XP and Windows Server 2003 operating systems. Accordingly, security or product updates are no longer available for these operating systems. To be clear, Microsoft will continue to support their own anti-virus and anti-malware products that run on Windows XP and Server 2003, but they will not support the XP or Server 2003 operating systems themselves. It is imperative that you have your systems evaluated and replace any XP or Server 2003 machines.

Furthermore, please be aware that neither Windows XP nor Windows Server 2003 are HIPAA compliant or can safely be secured from web predators. Continued use of any Windows XP or Server 2003 machines will expose your office to a high degree of vulnerability from malware and malicious attacks, that cannot be countered by anti-virus or anti-malware software. We have seen a spike in RansomWare attack that have targeted these machines and can render them inoperable and bring your practice to a screeching halt.

If you are unsure what operating system you are currently running, please call our experts as soon as possible, and we will help you evaluate your operating system free of charge.

Are you HIPAA compliant for e-prescribing?

As of September 1, 2016 the DEA will have enabled new web browser security requirements. What this means is that any office that uses electronic prescribing will be required to have an operating system and web browser that can support TLS 1.2 or higher. Again, if you are unsure whether or not your system can adhere to these new requirements, please do not hesitate to call our experts for more information.

Afraid you aren't compliant or safe from malware?

No need to worry, we are happy to help you and can do all the tough work for you. With our new hardware plans, it takes the fear and stress away for you to focus on more important things, like your patient's well-being and happiness.

Current Events

Staff Meeting

Friday, July 29

12:30 p.m. - 1:30 p.m.

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

Staff Meeting

Thursday, August 11

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

Friday, August 12

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.





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What's new at DMC

DMC HR Management Services

As your practice grows and employment law becomes more complicated, employee issues require more of your time. DMC HR Management Services helps you reduce the time you spend running the business side of your practice so you can get back to the revenue-generating side of your operations.

We take care of:

- Payroll and payroll tax compliance
- Health benefits
- Workers' compensation claims
- Unemployment insurance claims
- Retirement plans
- Recruitment, hiring, HIPAA/ OSHA training.

Sound appealing? Contact [Karen Wilson](#) to schedule a free consultation.

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

Peace of mind with DMC's new hardware plans!

How many times have you found yourself or your staff having to jump between multiple vendors to resolve a technology issue?

We get it. Not only is this frustrating and confusing but it is a huge waste of your time. We understand the importance of having all your hardware working as expected on a daily basis. We also appreciate your valuable time. Let us do the jumping around and get to the bottom of your issue for you so that you can get back to what's more important.

How often do you hear the terms "virus", "malware", and "spyware?" Or, have you personally experienced one of these problems?

Too often we have seen an office be down for a multiple days because of a hardware issue or a breach of their system. This can all be avoided with the simple solution DMC has created with the new hardware plans. Let us ease your concerns and lessen the burden of worry by ensuring that you no longer have to think about a threat.

Our technology experts understand your practice and are here to help with anything from your computer hardware and software to networking or digital equipment. You will get equipment maintenance that includes troubleshooting, diagnostics, issue resolution and warranty management for all your hardware. Our services also include, but are not limited to:

- On-site visits
- Free yearly equipment evaluations
- Virus detection and removal
- Discounts on hardware purchases
- Loaner computers
- Hardware removal and proper recycling
- Free yearly equipment health evaluation
- Installation and integration of multiple software; i.e. financial software, intra-office communication, patient education, etc.

For more information or to schedule a free no obligation consultation, please call DMC or click [here](#).





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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.

The screenshot shows a software interface with several tabs: 'General Claim Information', 'Insurance', 'Procedures', and 'Additional'. Under 'General Claim Information', the following fields are visible:

- Billing Provider: Richard Smith DDS
- Treating Provider: Harris RDH, Cynthia (highlighted in blue with a red arrow pointing to the dropdown arrow)
- Location: LOC.Dental Office (dropdown menu)
- Location Type: Office

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

WEO Media - Free webinars!

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

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.

Online Reviews & Reputation Management

Wednesday, November 9

5:00pm - 6:00pm

Click [here](#) to register

Online review are quickly becoming the new word of mouth. Does your practice have a strategy in place to gather reviews? In this webinar we’ll cover strategies to gather reviews as well as discuss how to respond and combat negative reviews.

Monday – Friday 8 a.m. – 5 p.m.

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

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