



BUSINESS MATTERS

DAISY User meetings are back for 2015!

We are pleased to announce that we will be presenting user meetings once again. We will be featuring new software updates, enhancements and addressing your questions and concerns. Stay tuned for details on a user meeting coming near you!



This photo of the Moda Health lobby in Bend, OR was taken at our last user meeting series.

We will visit different locations to give our offices a chance to attend a user meeting in your area.

Business associate agreement - reminder

If you have not already done so, please look in your DAISY inbox for the file “_DMC_Client_BAA_Omnibus_2013.pdf” and print it. As a reminder, files sent to your DAISY Inbox are prefaced with your DMC client number. Fill out the information on pages 1, 2 and 13, and fax it to 503-952-5215 or mail a signed copy of the agreement to the attention of Jessica Hansen. We will share a signed copy with you for your records.

DAISY User’s Guide

This is the first release of our combined user manual. You can use it by saving a copy to your computer, printing selected pages, and search for key words. To access the DAISY User’s Guide, [click here](#). We will be continually adding content. Stay tuned.

Reminder

Don’t forget to update your records to reflect our current contact numbers. Call toll-free **800-368-6401** and locally **503-243-3966**.

Current events

Portland DAISY User Meeting

Friday, February 13
9:00 a.m. - 1:30 p.m.
Moda Tower
Click [here](#) to register

Portland DAISY User Meeting

Friday, March 20
9:00 a.m. - 1:30 p.m.
Moda Tower
Click [here](#) to register

Eugene DAISY User Meeting

Friday, April 24
9:00 a.m. - 1:30 p.m.
TBD
Click [here](#) to register

Billing questions?

Please update your records to reflect the current contact information.

For all billing inquiries, please contact Oksana Ilinich at **503-952-5235**.

For all sales inquiries, please email us at sales@dmcdental.com.





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What's new at DMC

DAISY 4.4 is now available!

Medical History

Improved access to medical history
Online patient medical history
DAISY Forms Anywhere

Clinical Notes

Fully customizable
Tablet compatible system

Schedule

Better integration with treatment plans
Cancelled appointment alert
Appointment route slip improvements

...and much more!

DAISY updates are delivered through our AutoUpdate process. Contact DMC support if you have any questions about when you will receive your DAISY 4.4 update.

NEA FastAttach

Sign up for NEA FastAttach today and receive FREE registration (a \$200 value), plus one month free. Click [here](#). Promo code: **DMCRZ1M**

Benefits of digital attachments:

Faster delivery, unlimited use
No more "lost" attachments
Use any digital imaging system

DAISY 4.5 "You ask, we deliver" - Early adopters wanted!

DAISY 4.5 "You ask, we deliver" is being planned to be released soon and we are looking for DAISY clients who are interested in trying out and providing feedback. If you want to use the new reporting capabilities, better claims handling and try out our new users' most asked for enhancements, then participate in our 4.5 beta program. Does this sound like something you have been waiting for? Would you like to learn more? Are you already asking yourself - "Where do I sign up?" Contact Karyn Zerr via email at karyn.zerr@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.



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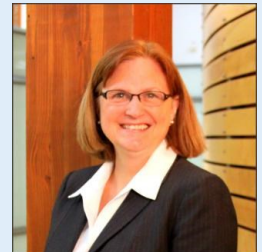
Farewell, Dr. William Ten Pas!

Dr. Ten Pas has been an integral part of Dentists Management Corporation. He came to us after 25 years as a practicing dentist in Corvallis, OR. During that time, he served as president of the Oregon Dental Association, president of the Oregon Academy of General Dentistry and president and trustee of the American Dental Association.

Dr. Bill, as so many of us call him, always encouraged us to be our best. He inspired us to laugh, work hard, innovate programs, increase access to care and improve our community. Thank you, Dr. Bill, for 13 wonderful years. You will be missed.



From the Managing Director



Customer service goes beyond responding to phone calls and providing answers to questions. At DMC we believe in a comprehensive approach to customer support and call escalation.

Our support team is fully trained to respond to inquiries about the DAISY system and associated features, functionality and technical configuration. The support team has access to our internal team of experts that can assist with troubleshooting and problem solving.

We also offer a variety of options for contacting DMC. Our customer support help desk is open from 8:00am - 5:00pm. We can be reached by phone at 800-368-6401, Live Chat and email at daisysupport@dmcdental.com.

Call us, we are always happy to assist you.

Nancy Avery, Managing Director

Monday – Friday 8 a.m. – 5 p.m. PST

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

daisysupport@dmcdental.com

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