



# 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.

## You asked. We delivered. - CVV code box on statements

Many of you have asked for this feature, so we are excited to announce that we have now added a CVV code box on your patients' statements. There are no updates required to see this change. We hope this feature creates additional efficiencies with your payment processing. Keep watching for more "You asked, we delivered!"

PLEASE COMPLETE THIS SECTION IF YOU CHOOSE TO PAY BY:	
<input type="checkbox"/> VISA	<input type="checkbox"/> MASTERCARD <input type="checkbox"/> DISCOVER
<input type="checkbox"/> AMERICAN EXPRESS	
CARD NO.	CVV
SIGNATURE	
AMOUNT TO BE CHARGED:	EXPIRATION DATE:

## 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.

## 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](mailto: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 Early adopters wanted!

DAISY 4.5 is going to be released soon and we are looking for clients who are interested in trying out and providing feedback on its new features. If you want to use the new reporting capabilities, better claims handling and try out our latest enhancements before they're widely released, we'd love for you to participate in our DAISY 4.5 beta program! 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](mailto:karyn.zerr@dmcdental.com).

## 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.

## Updating insurance plan benefits? Don't forget the treatment plans!

The beginning of the year brings new insurance plans and/or updated insurance benefits. After you update your insurance plans, don't forget to also update your patients' treatment plans. By taking this action, you are ensuring that the treatment plans have the most up-to-date benefit information. This confirms your treatment plans are calculating the most accurate estimations. To update a treatment plan, do the following:

1. Open the patient's **Treatment Plan**
2. From the Treatment Plan window, select **Tools > Get Coverage Information**. You can select from three options: *Get Primary and Secondary Insurance Coverages*, *Get Primary Ins. Coverage Only* or *Get Sec. Ins. Coverage Only*.
3. Save your changes



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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. We hope you enjoy retirement! 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](mailto: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](mailto:daisysupport@dmcdental.com)

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