



BUSINESS MATTERS

Oregon Dental Conference - April 9-11, 2015

It's hard to believe it's already been a year, but here we are. We look forward to seeing you at this year's ODC. As always, we have lots of cool, new DAISY features to showcase. Come visit with us in booth #525 and see a preview of what's new in DAISY.

- Patients can fill out medical history on a tablet device.
- DAISY Forms Anywhere allows your patient to fill out their medical history from the comfort of their home.
- Enhanced printing options for clinical notes/detail templates
- Much more!

To stay up to date, follow us on Twitter @DMCDental. Use hashtag #2015ODC for the latest DMC happenings.

ODC mobile photo booth

Look for the new ODC mobile photo booth, brought to you by DMC, DBC and the ODA. Two volunteers, equipped with iPads, will be combing the convention center ready to take photos of you with your colleagues. To view your photo, visit the DMC booth, #525!

Regence claim status reports have arrived!

DMC is now distributing Regence claim status reports to the DAISY Inbox. These reports provide helpful information about the status of your Regence claims. Here are a few tips to assist you in reading these reports:

- Insurer message "**Accepted for processing**" indicates the carrier accepted the claim and entered it in their system.
- Payor's claim number is the number assigned by the carrier's claim processing system. This number can be referenced if you call the carrier regarding this claim.
- Insurer message "**Missing or invalid information**" indicates the claim was missing patient or subscriber data or contained invalid information. This claim was not entered in the carrier's claim processing system and a claim number was not assigned. To troubleshoot this claim message confirm demographic data with your patient (name, date of birth, gender, subscriber address, ID number) and/or contact Regence to confirm eligibility. Update the patient's information in DAISY and resubmit the claim.

Current events

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

We will be updating the User Meeting location and dates as they come available. Stay tuned!

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: **DAISYRZ1M**

Benefits of digital attachments:

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

Managing cancelled appointments in DAISY 4.4

Keep your Cancellations folder clean by using the new cancelled appointments feature! In an Appointment Detail for a patient, the number of cancellations in the Organizer/Cancellations folder for the patient will be indicated below the patient name. Follow these steps to manage your cancelled appointments:

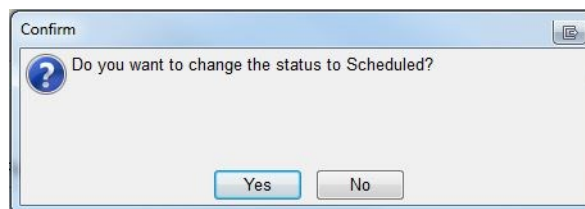
1. If you are scheduling an appointment for a patient and forget to check the Cancellations folder, you will see a red, clickable link in the Appointment Detail screen.

1 Cancellation

2. Click on the cancellation link. If the patient has only one cancelled appointment, clicking the link will open the Appointment Detail of the cancelled appointment. If the patient has multiple cancelled appointments in the Cancellations folder, when clicking the link a browser will display allowing you to choose which cancelled appointment detail to display.

3. To schedule the cancelled appointment, change the date and time on the appointment detail or use Best Fit and save your changes.

4. You will receive a confirmation window asking if you would like to change the status to scheduled:



5. Click 'Yes' and the cancelled appointment will now be scheduled.

6. Close out of the original appointment and do not save unless you want to schedule a different appointment for the patient.





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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.

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.

Managing CDT 2015 codes D9986 and D9987

To withhold CDT codes D9986 (missed appointment) and D9987 (cancelled appointment) from insurance claims follow the steps outlined below. This action will reduce claim denial messages. Please note that withholding these codes from insurance claims will not remove them from your patient billing statements.

1. From the DAISY drop down menu, select **Procedures**.
2. In the **Procedures** window, select the **Codes** tab. Right click and click **Select a Procedure**.
3. Select the **Dental** tab in the **Select a Procedure** screen and type in **D9986**. Select the procedure and press **OK**.
4. In the **Codes** tab, check the **Withhold from Claim** box.
5. Save your changes.

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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