



BUSINESS MATTERS

Come see us at the Oregon Dental Conference!

We look forward to seeing you at this year's Oregon Dental Conference. As always, we have lots of cool new DAISY features to showcase. Come and see a preview of what's new in DAISY. As always, we appreciate your feedback and valuable insight on current dental technology. We are interested in hearing about what your thoughts are with the direction the dental industry is going in and how we can better meet your needs.

Download the ODC mobile app and have the dental conference in the palm of your hands. Easily view the conference schedule, speaker, and exhibitor information. Download the 2015 ODC app by scanning this QR code



or search for 'Oregon Dental Conference' in the app store on your Apple or Android device. We've uploaded helpful handouts and information for you under the DMC/DAISY exhibitor profile.

DMC is in booth #525. See you there!

Create your account on dmcdental.com

Our website has much to offer, but to take full advantage, set up your own user account free of charge:

1. Go to www.dmcdental.com.
2. Click on the **Log in** link in the upper right area.
3. Click **Create an account** under the blue **Log in** button.
4. Complete the brief registration screen. We will send you an activation link to your email address. (Note: before logging in on our website, you must activate the account by clicking the activation link in the email.)

Your user account gives you access to areas available exclusively to DAISY users.

DAISY User Meetings - we still have room for you!

We will be featuring new software updates, enhancements and addressing your questions and concerns. Take advantage of this opportunity to gain more knowledge and enhance your DAISY experience. Remember, these meetings are **free of charge** to all DAISY users.

Current events

Eugene DAISY User Meeting

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

Bend DAISY User Meeting

Friday, May 15
9:00 a.m. - 1:30 p.m.
Moda Office - Boardroom
Click [here](#) to register

Coos Bay/North Bend DAISY User Meeting

Friday, June 3
4:30 p.m. - 8:30 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.





BUSINESS MATTERS

What's new at DMC

You asked. We delivered.
DAISY 4.5 is coming soon!

DAISY

Improved claim processing
Regence claim status reports
Updates to Referring Providers

Chart

Enhanced chart graphics
Better integration with treatment plans

Schedule

Premed icon always appears
More information on appointments

...and much more!

DAISY updates are delivered through our AutoUpdate process. Stay tuned for more information!

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

Achieving more accurate insurance estimates

When presenting a treatment plan to a patient, you want the insurance estimates to be as accurate as possible. Treatment plans calculate the insurance responsibility according to the configuration of the insurance plan associated with the patient's coverage. Put simply, the insurance estimate is based on a specific percentage of what is charged for the procedure(s), based on the *fee schedule* associated with the patient's account. However, insurance companies generally have their own "fee schedule" to dictate what is "appropriate" to charge for a given procedure. If that amount is less than what you charge for the procedure (it typically is), it affects the accuracy of your insurance estimates. This is where the UCR feature comes in. Think of the UCR as the "fee schedule" for the insurance plan, independent of the account fee schedule. When a patient's insurance plan has a UCR schedule, the treatment plan will produce insurance estimates that take the UCR fees into consideration. This results in more accurate insurance estimates, as they are based on the UCR amount instead of the fee schedule on the patient's account.

To add a UCR schedule to an insurance plan:

1. Open the *Insurance Plan*
2. Click the *UCR Schedule* checkbox on the left hand side of the window.
3. From the resulting search dialog, select the desired UCR schedule, or create a new one via the *New UCR Schedule* button (lower left).
4. Click the *Edit* button next to the UCR Schedule name.
5. Enter the UCR fees for the procedure codes.

Treatment Plans for patients with coverage under this insurance plan will now be able to give you more accurate estimates.





BUSINESS MATTERS

Using UCR in existing treatment plans

When you create a new treatment plan for a patient whose insurance coverage is under a UCR-based insurance plan, the insurance/patient estimates are already “refined.” But what if you already have patients with existing treatment plans, prior to adding a UCR schedule to the related insurance plan(s)? The answer may surprise you.

When you make changes to any insurance plan’s “numbers” (i.e. - change percentages on procedures/categories or add/update the UCR schedule for the insurance plan), it will *not* push those changes to existing patients’ treatment plans. In other words, if John Doe has an existing treatment plan and insurance coverage, I can make changes to the related insurance plan, but those changes will *not* be reflected in the existing treatment plan. Instead, the treatment plan will display a red text alert below the description field. Depending on what was actually changed in the insurance plan, you will see one (or both) of these messages in red:

1. **UCR differs from standard UCR**
2. **Procedure Coverage differs from insurance plan**

If you want to update the patient’s treatment plan to reflect those changes, click the **Tools** menu at the top of the patient’s **Treatment Plan** window, selecting **Get Coverage Information** or **Get UCR Values**. Both of these options have sub-menus that allow you to select primary or secondary insurance. After you do this, the red text alert will disappear from the patient’s treatment plan.

Visit us at the Oregon Dental Conference



The Oregon Dental Conference is rapidly approaching and all of us at DMC are looking forward to seeing you at the conference this year. We want to take this opportunity to thank you in person for your business and show you some of the new features in our software that we added just for you. We are excited to show you the new medical history feature including DAISY Forms Anywhere that allows your patients to complete their medical history form on their personal device prior to their appointment. We also can’t wait to show you some additional new features you asked for. Do you have some Windows XP machines in your office and are ready to upgrade? Come and talk to us. We can answer your questions about hardware upgrades, tablets, and digital imaging systems. We would love to show you the products and services we offer. Come and see us at booth #525. Grab a friend and have your picture taken at our virtual photo booth, sign up to win prizes, learn about new software features or just drop by to say hello. See you there!
Nancy Avery, Managing Director

Monday – Friday 8 a.m. – 5 p.m. PDT

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

daisysupport@dmcdental.com

601 S.W. Second Ave.

Portland, OR 97204



www.dmcdental.com