



# BUSINESS MATTERS

## Ensure the safety of your practice data

Get peace of mind with Redundant Backup Solution

Losing your critical patient information can bring your practice to a standstill. With DMC's Redundant Backup Solution (RBS), you can safeguard your vital patient data, on-site and off-site.

**Automated**—Hassel-free, automatic backups happen behind-the-scenes—No staff time required.

**Secure**—Data remains safe through secure online backup, exceeding HIPAA standards.

**Monitored**—Daily backup reports reviewed by a DMC customer service representative ensure consistent performance.

With two backups in two locations, RBS keeps your most valuable information safe and secure. Your DAISY patient data is encrypted, keeping thieves out of private patient information.

### On-site backup

- ◆ Fully automated backup
- ◆ 1 terabyte hard drive capacity
- ◆ Fireproof and waterproof
- ◆ Securable unit for theft resistance
- ◆ 3-year warranty

### Off-site backup

- ◆ Automatic backup with DAISY's daily closing
- ◆ Secure Internet-based

Why risk losing you most valuable data with a single backup solution? Let DMC's hassle-free Redundant Backup Solution protect your practice.

For more information, contact Rebecca Lanxon at 503-952-5237 or [rebecca.lanxon@dmcdental.com](mailto:rebecca.lanxon@dmcdental.com)

## 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](mailto: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



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. PDT

Contact us at 503-243-3966 or 800-368-6401  
[daisysupport@dmcdental.com](mailto:daisysupport@dmcdental.com)

601 S.W. Second Ave.  
 Portland, OR 97204



[www.dmcdental.com](http://www.dmcdental.com)