



BUSINESS MATTERS

Principal Financial Group - Notice from payer

We have received notification from Principal Financial Group that they are requiring dental offices to use the member ID, which typically begins with a "9" and is nine digits long located on the dental insurance card. Claims submitted with a social security number or incorrect member ID will be rejected. DMC sends claim receipt files to your DAISY inbox notifying you of the receipt of claim. If a claim is marked with ECS, that means it was an accepted electronic claims submission. If a claim is marked with REJ, that means the claim was rejected and it will tell you why in this receipt file. If you have any questions, please contact our support department at 800-368-6401, option 1.

Have you tried the new callback feature?

As a reminder, our new phone system offers you the option to request a call back instead of leaving a voicemail or waiting on hold. Once a support representative is available to take your call, it will automatically dial your phone number and you will receive the same great customer service you have come to expect without waiting on hold. To select this option, press option 3 while waiting on hold. As always, we appreciate your business and look forward to assisting you soon.

Calling with a hardware problem? Here's what you'll need.

When you call with a hardware problem, we will be asking you a series of questions to help expedite your call. Here are some questions you will need to be prepared to answer:

1. What computer or other hardware is having the issue?
2. What were you attempting to do when the issue occurred?
3. Did you receive an error message and what was it's *exact* wording?
4. When was the last time it worked?
5. Which computer or other hardware is involved?
 - a. Location? (i.e.—Operatory 2 or Front desk)
6. Was this hardware purchased from DMC? If so, please provide the service tag. This can be found on the top or back of the machine on a small sticker. It is generally a 7-digit alphanumeric combo.
7. Have you already taken any actions to resolve?

Thank you for taking the time to provide this information. We appreciate it!

Current Events

Staff Meeting

Thursday, May 25
3:00 p.m. - 4:00 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, May 5
3:00 p.m. - 3:30 p.m.

Please leave us a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Thursday, May 19
3:00 p.m. - 3:30 p.m.

Please leave us a voicemail during this time and we will return your call as soon as possible.

Staff Meeting

Friday, June 17
2:00 p.m. - 3:00 p.m.

Please leave a voicemail during this time and we will return your call as soon as possible.

Billing questions?

Please update your records to reflect the current contact information.

For all billing inquiries, please contact Oksana Ilinich at **800-368-6401, option 3.**

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

LIVE CHAT

GET SUPPORT NOW





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What's new at DMC

You asked. We delivered.
DAISY 4.6 is now available!

DAISY

- Goal Tracking enhancements
- Diagnostic codes on claims allow ICD-10 codes
- Check spelling on Clinical Notes

Reports

- Treatment Plan Status report enhancements
- Prescription Types report includes additional details
- Demographic report
- Patient Contact List mail merge
- Inactive filter added to Patient List and Acct/Patient reports
- FSA billing receipt

Perio Charting

- A warning prompt will display when editing an existing exam

To view videos of the new features, [click here](#).

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


Ledger claim rebill - "Invalid treating license"

Claims are created in DAISY each time Charges are posted. Unless you manually intervene, those claims are sent electronically to DMC during Data Exchange for routing to the insurance carrier either electronically or on paper. That's the easy part. But what if you need to generate a claim after the initial charges were posted. It's important to understand the two ways you can accomplish this in DAISY and the rules to determine which method to use.

- A rebill goes to the same insurance company as the original claim. Changes to the subscriber, patient, or plan information are reflected on a rebill claim. A rebill can be for all or some of the services on the original claim. This is the recommended method for sending an additional claim. The rebill automatically cancels the original claim and helps keep your Claim History window clean.
- A ledger claim goes to a different insurance company than the original claim. Use this method in cases when the patient forgot to tell you of updated insurance information or when no original claim was generated.

NOTE: If you've received a claim rejection that states "Invalid treating license", your ledger claim may have been sent out with the hygienist as the treating provider. **You must always answer "Yes" to the following prompt to apply the correct Treating Provider information to the claim.**

Confirm

 Claim No. 86827 has been created do you wish to view it?

Ledger claims do not cancel any original claims so be sure to do this if you are replacing a claim that was sent to an incorrect insurance company.





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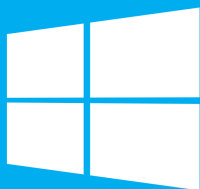
Windows 10 - what you need to know

Microsoft released their latest operating system last summer. DMC is ready for Windows 10 but **we cannot guarantee that the hardware devices or other business software programs that you currently rely on will perform as expected.** Each of your software/hardware vendors will need to be contacted to ensure Windows 10 compatibility. Software/hardware vendor examples would include, but are not limited to, software other than DAISY, wireless devices, intraoral cameras and sensors, scanners, printers and add-in video cards.

If you choose to purchase Windows 10, please be aware that it must be a professional or enterprise edition to ensure proper hardware and networking performance. Unplanned or rushed upgrades to Windows 10 should be a careful consideration as it could **severely impact** the front office and clinical operations of your office.

Currently, reverting back to Windows 7 or 8.1 from Windows 10 may be done within 30 days by following [these](#) instructions from Microsoft. If it has been longer than 30 days, please be advised that this will require an on-site technician if you require assistance and may result in additional charges.

As always, we are ready and available to answer any questions you may have. Feel free to contact us by phone at 800-368-6401 or by email at daisysupport@dmcdental.com.



Windows 10

WEO Media - Free webinars!

How to leverage paid ads on Google and Facebook

Wednesday, May 18
5:00 p.m. - 6:00 p.m.

Click [here](#) to register
Implementing a paid search campaign for your practice is relatively easy to setup, but can be difficult to properly optimize. We will review best practices for setting up and optimizing paid search campaigns to increase traffic, Likes, and generate new patients.

Online reviews & reputation management - How to get started

Wednesday, June 15
5:00 p.m. - 6:00 p.m.

Click [here](#) to register
Studies show that your online reputation is just as important as your word of mouth reputation which means it is more important than ever to manage what you can.

Optimizing Your Website Conversion and ROI

Wednesday, July 20
5:00 p.m. - 6:00 p.m.

Click [here](#) to register
Your website is one of your most valuable tools. It is the one piece of real estate on the entire internet that you have full control of so take advantage of it.

Changing world of marketing

Wednesday, August 17
5:00 p.m. - 6:00 p.m.

Click [here](#) to register
How has the world of marketing changed and what should you be doing to get the most from your marketing dollar? In this webinar we will give you practical tips for developing a solid marketing plan in today's landscape.

Monday – Friday 8 a.m. – 5 p.m.

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