



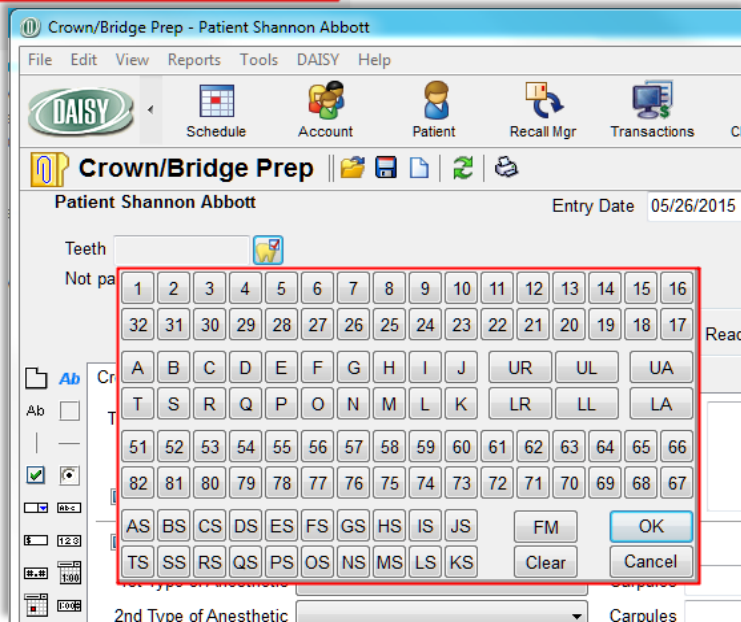
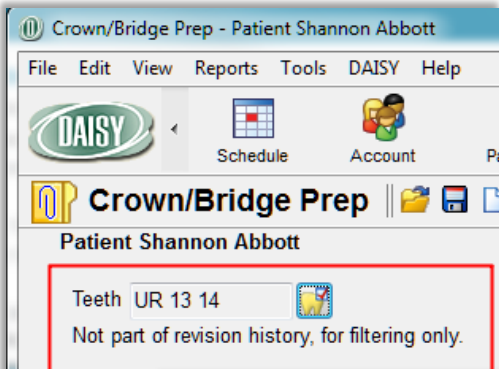
BUSINESS MATTERS

You asked. We delivered.

DAISY 4.5 is right around the corner. We are excited about this update because we know it's all about the *little things* that help you with your daily workflow. It's one of the ways that DMC delivers.

- A tooth or mouth area can be indicated on a clinical note and filtered for in Patient History.

If your office would like to be one of the first to receive DAISY 4.5, contact DAISY support and let us know.



Current events

Medford DAISY User Meeting

Friday, June 5
9:00 a.m. - 1:30 p.m.
Central Point Holiday Inn Express & Suites
Click [here](#) to register

Wenatchee DAISY User Meeting

Friday, July 17
9:00 a.m. - 1:30 p.m.
TBD
Click [here](#) to register

We will be updating the User Meeting locations 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

Regence claim status reports are in your DAISY Inbox

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 the 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.

Are you expecting a DAISY update? Leave your computers powered on!

As a reminder, the DMC auto update process will install the DAISY update at approximately midnight on your scheduled date. Below are some considerations regarding the auto update process:

- Do not power off your DAISY server and workstation(s) on your scheduled date.
- Save all work and exit all DAISY windows on your scheduled date.

If you power off overnight, your system will perform the update once it's powered on. This process could take up to **one hour, impacting your morning routine**. If you restart during the update process, this will start the update process over again. You will not be able to use DAISY during the server installation. As always, our customer service team is ready to answer any questions at 800-368-6401 or 503-243-3966 or via Live Chat.





BUSINESS MATTERS

“Warning: Receipts not found” - now what?

Have you ever tried to run Daily or Monthly Closing, only to receive a warning about missing receipts? What does this mean? What should you do next?

This warning appears when your DAISY system does not receive acknowledgement from us, regarding your recent claim, statement and/or recall card files. This message *does not* necessarily mean that we aren't receiving your files. It *does* mean that you haven't received receipts for those files.

When receiving this message at Daily/Monthly Closing, do the following:

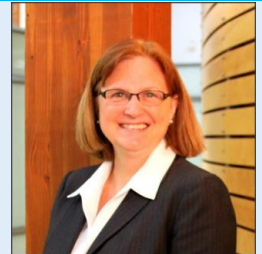
- Close the message (**do not clear it**), then cancel Daily/Monthly Closing.
- Click the DAISY menu, selecting Closing > Outbox. If the files from the warning are in the Outbox, the files have not been transmitted. Run Data Exchange to transmit the files. You will not receive receipts immediately, but they are generally available within about 20 minutes.
- If the files are not in your Outbox, simply run Data Exchange to retrieve the receipts. The receipts not found message will go away on its own the next time you run Daily/Monthly Closing. If the message still persists, please call DAISY support.

To avoid this issue, leave your computer on and allow Data Exchange to run automatically. (Contact us if you need to check the configuration) You can also manually run Data Exchange immediately after Daily/Monthly Closing. Run Data Exchange every morning as well. This habit keeps your DAISY Inbox up to date too.

Congratulations to the \$100 VISA gift card winner!

Thank you for taking the time to provide us with your valuable feedback. We would like to congratulate Rachel Smith from Dr. Tricia Ray's office on winning the \$100 VISA gift card. We are always looking at ways to enhance your experience with DMC. If you would like to provide us with feedback but did not get a chance to take the survey, you can always reach us at daisysupport@dmcdental.com or by phone at 800-368-6401.

From the Managing Director



You asked. We delivered.

I am excited to share the news! We read each and every one of your feature requests. The latest version of our DAISY software will be ready for general release next month. Our dedicated product management team and our talented software developers have been working diligently over the past several months to deliver the features to DAISY that you, our loyal customers, have requested. Watch for the What's New prompt and read about all of the new features coming your way. Until then, here are some of the new features:

- Categorize and filter clinical notes by tooth or mouth area
- Premed icon displays on appointments regardless of the length of the appointment
- A planned procedure can have the treatment plan visit and/or phase indicated to automatically organize the treatment plan from Chart

A special thanks to all of you who submitted feature requests.

Nancy Avery, Managing Director

Monday – Friday 8 a.m. – 5 p.m.

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

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