



BUSINESS MATTERS

Do you feel like it takes forever to get your claims paid?

If you have ever called an insurance company and found that they didn't receive your claims or you received a notification from the clearinghouse that the claim was rejected or dropped to paper; the HIPAA exceptions report is a good place to start. This report shows you errors in your system that might cause a claim to drop to paper or be rejected. Here are some reasons why this might happen.

- Claim has no procedures or more than 50 procedures
- Invalid provider NPI or other ID
- Invalid subscriber address, DOB or gender
- Invalid procedures (user defined codes)
- Invalid dates
- Zero dollar amounts
- Invalid patient gender
- Invalid provider zip code
- Procedure has surface, but no tooth
- Release of info must be Y

Report: 1051

HIPAA EXCEPTIONS REPORT

<u>Provider Name</u>	<u>Message</u>
Green RDH, Tammi	SSN and TIN missing Billing license missing Dental license missing
Harris RDH, Cynthia	Type 1 (personal) NPI missing SSN and TIN missing Billing license missing Dental license missing Type 1 (personal) NPI missing
<u>Patient Name</u>	<u>Message</u>
	No Errors
<u>Subscriber Name</u>	<u>Message</u>
Carpenter, Steve	Invalid Address
Carper, Stephen	Invalid Address
Gregory, Nicholas	Invalid Address
Kamakeeaina, Emily	Invalid Address
LaFara, John	Invalid subscriber ID
Reardon, Ayden	Invalid Address
Samson, Brennan	Invalid Address
Smith, Christina L.	Invalid Address
Smith, Lindsay	Invalid Address
Smith, Marcia	Invalid Address
Smith, Ruben	Invalid Address
Smith, Stephanie	Invalid Address
Smith, Steven	Invalid Address

Current events

Staff Meeting

Friday, July 7

9:00 a.m. - 10 a.m.

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

Staff Meeting

Thursday, July 13

3:00 p.m. - 3:30 p.m.

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

Staff Meeting

Thursday, July 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.

Staff Meeting

Thursday, July 20

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



DMC
Dentists Management Corporation



BUSINESS MATTERS

News and services

DMC Human Resources

Want to focus on dentistry instead of managing the HR responsibilities of your practice? We can help with that! DMC HR allows you to focus on what you really love about being a dentist. Click here to email [Karen Wilson](#) and find out more about DMC HR.

Selling your practice?

Let us help make this transition as smooth as possible. Click [here](#) to email Lisa Horton and find out how you can make this a stress free change.

ASPIDA - Encrypted Email

Protect your data and your workflows. Send secure, compliant messages, email and files from anywhere, to anywhere. Securing communications containing PHI and PII is not optional - it's a legal requirement. For more information, visit www.aspida.us.

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

Don't let ransomware, malware, and viruses wreak havoc on your practice



DMC's multi-layered defense protects your data (and your money)

Ransomware, malware, and viruses are on the rise. Fortunately you can detect and prevent a variety of malware attacks. DMC now provides the tools you need to strengthen your defenses with the Meraki MX64 detection and prevention service.

With the Meraki MX64, a vast array of online threats are blocked from entering and infecting the hardware and software your practice relies on. This new service protects you from your internet connections entry point, to each computer and server in your practice.

Reducing the risk of infection in today's dental practice requires more than a single product. DMC's malware defense uses a combination of hardware and software working to safeguard your practice from unwanted attacks.

For more information, contact Rebecca Lanxon at 800-368-6401 or sales@dmcdental.com



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Meet the staff: Karen Wilson

Karen is our Human Resources Account Executive. She joined our DMC family in 2017 with 16 years of experience in HR and IT staffing. Karen started her career at Moda in 2015 as the IT Talent Acquisition Specialist in the Human Resources department. She also has 4 years of dental office experience prior to working with Moda HR.

Karen grew up in Beaverton, Oregon and attended Aloha High School where she proceeded to Graduate with a Bachelor of Science, Kinesiology from Northwest Nazarene University in Nampa, Idaho.

Karen's favorite sport to watch is baseball and she is a big fan of the Seattle Mariners. Her favorite outdoor activities include golf, water skiing, snow skiing and fishing.

Karen's favorite travel destination is Mexico and she especially loves Mexican cuisine. Her favorite TV show is Shark Tank and believes that one important skill every person should have is organization.



In the area? Stop by to say hello and get a tour!

We would love to meet you and show you around. If you happen to be in the Milwaukie area, please stop by and say hello!

Volunteer opportunity!

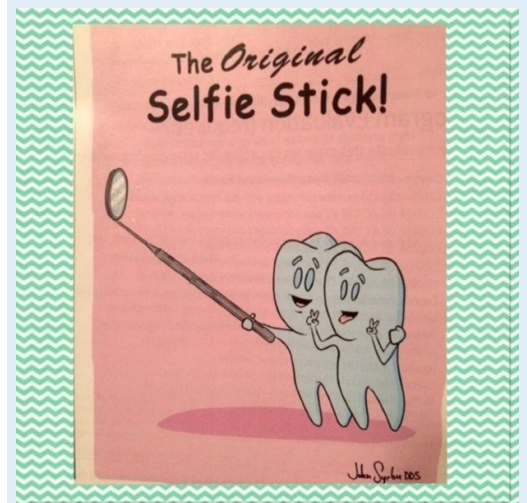
The Kemple Memorial Children's Dental Clinic in Bend, OR is seeking volunteers to help enter patients into their DAISY software for tracking their Screen & Seal Program. This is a great opportunity to provide service in the dental community. If you are interested contact Info@kempleclinic.com or call (541) 617-1653 for further information.

Hardware line reminder

In our continuing effort to better serve your practice needs, we now have a new phone menu option specific to hardware related calls.

When you call DMC you now have the option to speak directly with our hardware and network support team by selecting the hardware support option when prompted. If you have ever experienced a technical support issue, you will appreciate faster access to our most experienced hardware support specialists.

For hardware support, call 800-368-6401, then press option 1 for support and option 2 for hardware support.



Monday – Friday 8 a.m. – 5 p.m.

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

daisysupport@dmcdental.com

10505 SE 17th Ave.
Milwaukie, OR 97222



www.dmcdental.com