



BUSINESS MATTERS

DAISY InCharge - What you need to know about EMV

You may be hearing about the new EMV chip on newly issued credit cards. DMC will provide for you the necessary technology and DAISY updates to accommodate this new credit card transaction with your DAISY InCharge service. We have prepared some information FAQs to assist you in understanding this new technology and how it affects accepting credit card payments in your practice.

What is an EMV credit card?

EMV (Europay/Mastercard/Visa) credit cards are embedded with a chip that contains security features magnetic strips do not, including the ability to create a unique transaction number with each credit card transaction (when cardholder is present), making card duplication virtually impossible. Large retailers are adopting this chip card technology in an effort to reduce fraudulent credit card transactions.

Do I have to accept EMV credit cards in my practice?

There is no mandate that requires healthcare providers to upgrade to EMV-compliant card processing equipment, however, merchants that do not upgrade to EMV-compliant equipment may be held financially liable for fraudulent credit card transactions.

Can I continue to accept cards that do not contain an EMV chip?

Absolutely. Cards issued with an EMV chip will also contain the magnetic strip for use in a card-swiping device.

Should I be concerned about financial liability with the EMV card?

Your risk is so low it is barely measurable. TransFirst, the DAISY InCharge credit card processing vendor reported only \$20 out of every \$1 million in healthcare payments were preventable with EMV-compatible equipment. That puts your risk of fraudulent activity at two-thousands of 1 percent. In addition, fraudulent credit card payments are rarely received from patients due to personal relationships between provider and patient.

Continued on second page

DAISY User Meetings

Portland DAISY User Meeting

Friday, October 9

9:00 a.m. - 1:30 p.m.

Moda Tower—Downtown Portland

Click [here](#) to register

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.





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What's new at DMC

You asked. We delivered.

DAISY 4.6 is in beta!

DAISY

- Ledger claim enhancements
- Diagnostic codes on claims allow ICD-10 codes

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

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

DAISY InCharge – What you need to know about EMV (continued)

How can I introduce EMV technology in my practice?

DMC will distribute the EMV updates through AutoUpdates. A new credit card device and network capability is also necessary to accommodate the EMV credit card. Watch for an additional announcement from DMC regarding the EMV update and new equipment details.

What if I am not EMV compliant on October 1, 2015?

TransFirst has you covered. Beginning October 1, 2015, TransFirst will introduce an EMV Reimbursement Program. This program will cover any EMV-related chargeback losses incurred on your merchant account. This will remain in effect until their EMV processing is fully functional. Keep in mind your risk of fraudulent payment activity is extremely low.

We are excited about this new technology and look forward to providing this innovative, secure and integrated credit card service to our DAISY InCharge users. If you have any questions or need additional information, you may contact us by phone at 800-368-6401 or email at daisysupport@dmcdental.com.





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Need training? We can help!

DMC strives to deliver top notch hardware and software solutions, as well as top notch training and support. If you are new to DAISY software, or you have limited knowledge of DAISY, training is the key.

Training is not necessarily just for new people at your office. Sometimes brushing up on your existing skills is the goal. We've got you covered.

Need to schedule some DAISY training? Contact DAISY support at 800-368-6401 and ask for Lisa.

I forgot to run my daily reports yesterday...

1. Open **Reports**
2. Choose the **Daily Closing** folder
3. **Right-click** on the report (e.g. **Payments**) and select **Properties**
4. Click **Reset**

Note: When back-dating your reports, it's important to click the reset button to ensure accuracy.

5. Filter the **Posting Date** tab for *in the period* & then select *Yesterday*.

Each report has its own unique filter settings, so this must be done for each report individually. Don't forget to correct the posting date back to its original setting after running yesterday's reports. Generally, the posting date filter should be *"in the period, Today."*

Customer Service Week October 5-9, 2015

The first week of October marks National Customer Service Week. We'd like to acknowledge the hard work and dedication the support team brings to our clients on a daily basis.

Top notch customer service is rare and maintaining a high level of customer service and attention to detail are just a few of the strengths in our team members. We strive to make your experience a good one. The next time you speak to the support team, please join us in acknowledging a job well done.



Monday – Friday 8 a.m. – 5 p.m.

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

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