



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.

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DAISY User Meetings

DAISY User Meetings have concluded for 2015. We are working on our schedule for next year, 2016. If you would like to suggest your area, please send an email to usermeetings@dmcdental.com.

Thank you to those who attended this years DAISY User Meetings. We hope you found them helpful. We welcome any feedback and/or suggestions on the content you would like to see in the future.

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.

LIVE CHAT

GET SUPPORT NOW





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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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DAISY Document Manager - Signing documents

Document Manager enables you to store and manage electronic copies of documents associated with your practice—safely and securely. You can use Document Manager to ensure that confidential information is protected and reviewed appropriately. You can capture and use digital signatures to verify integrity of documents.

In this example, the office manager wants to archive a signed treatment plan.

1. From the DAISY toolbar, click  and search for the appropriate patient.
2. Click  to open Treatment Plan window for this patient.
3. From the Reports menu, select the appropriate Treatment Plan print option.
4. In the Print Options window, click Archive.
5. In the Description text box, type a description of the document. For example, type *Tx Plan Standard*.
6. Next to the Document Type text box, click  to open the Search—Document Type dialog box.
7. Select the Document Type, then click OK.
8. To obtain a digital signature for this form, click  By default, DAISY adds the patient name to the Print text box. Note: If someone else is signing the form, you can type a different name. The patient uses the digital signature pad to sign the document.
9. If the signature is okay, then click  to accept the signature. If the signature is not okay, then click  to erase the signature, then go to step 8.
10. To add another digital signature to the document, repeat steps 8 through 9.
11. Click OK. You see the Confirm dialog box confirming that the document was successfully archived and attached to the patient.

Customer Service Week

Customer Service Week was a success! Thank you for the kind words to our support team! We appreciate our customers!



Pictured from top to bottom: Jennifer, Christy, Jessica, Michelle and Travis

Not pictured: Julie and David

Monday – Friday 8 a.m. – 5 p.m.

Contact us at 503-243-3966 or 800-368-6401
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www.dmcdental.com