



BUSINESS MATTERS

Gearing up for the end of the year?

The Treatment Plan Procedures Not Done report is a great way to find patients who have not yet completed their treatment and have benefits remaining for the year. This gives you a great opportunity to further assist your patients and offer them a chance to be seen before the benefits expire. To run this report:

1. Open Reports
2. Choose the Treatment Plans folder
3. Right-click on the TX Plan Proc. Not Done and select Properties.
4. Click reset
5. Filter by the Pri. Benefits Remain tab for "great than" (*note* this filter requires a dollar amount, for example \$100.)
6. You may want to additionally use the Proc. Add Dt filter to further refine your results.

Report: 2003		Tx Plan Proc. Not Done					
Weiss, Justin	Age: 74	Acct: 11292	Bal: \$814.90				Pri. Ins.
568 NE Everett Lane	Home: (503) 486-6523	Last Svc: 05/18/09					Ben. Remaining: \$385.80
Portland, OR 97230	Work: 122-2305 x2185	Next Svc:					Deduct. Remaining: \$0.00
							Annual Max: \$1,500.00
Treatment Proposed: 10/16/07							
Procedure	Description	Tooth/Quad	Status	Fee	Pri. Est	Sec. Est	Est. Pat. Resp.
D2740	Crown, Porc/Ceram Substr	25	Proposed	979.00	385.80		593.20
D2740	Crown, Porc/Ceram Substr	26	Proposed	979.00	0.00		979.00
D5850	Tissue Conditioning Max	UA	Proposed	88.00	0.00		88.00
	Proposed		100%	\$2,046.00	\$385.80		\$1,660.20
	Total			\$2,046.00	\$385.80		\$1,660.20
Grand Totals:							
		139 Tx Plan(s)					
	Proposed		92%	\$274,310.00	\$87,302.10	\$6,559.30	\$180,448.60
	No Show		7%	\$21,752.00	\$9,495.70	\$0.00	\$12,256.30
	Cancelled		0%	\$506.00	\$364.80	\$0.00	\$141.20
	Appt Pending		0%	\$102.00	\$102.00	\$0.00	\$0.00
	Total			\$296,670.00	\$97,264.60	\$6,559.30	\$192,846.10
	Averages per TxPlan:			\$2,134.32	\$699.75	\$47.19	\$1,387.38
<i>Note: Percentages refer to the percent of fees pertaining to procedures</i>							

*Illustration does not contain actual patient data.

Current events

Staff Meeting

Wednesday, November 8
11:30 a.m.—12:00 p.m.

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

Staff Meeting

Thursday, November 16
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

Friday, November 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.

Office Closure

In observance of the Thanksgiving holiday our office will be closed Thursday, November 23 and Friday, November 24

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.





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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](mailto:karen.wilson@dmcdental.com) and find out more about DMC HR.

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.

DAISY InCharge

If you are a current DAISY InCharge user but have not yet upgraded to the new chip reader terminal, contact sales@dmcdental.com to find out how you can save \$100 on each terminal.

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

Need training? We can help!

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

Trying to learn as you go works for some users, but not for most. The last thing you want to do is spend half of your workday trying to learn as you go. Even if you are relatively familiar with DAISY software, maybe you are going to start using additional features and performing tasks that are not as familiar. DAISY modules like Statement Manager and Recall Manager, as well as the daily closing routine, are all areas that require more than just a few minutes of advice. Consider scheduling a one-on-one training for modules you would like more information on.

Need to schedule some DAISY training? Contact DAISY support at 800-368-6401 or [email](mailto:lisahorton@dmcdental.com) Lisa Horton

Have you changed any ID information for your practice?

When you update your practice identification information this can affect certain processing features of your DAISY program. It is important to call DMC to update your information with us to ensure there is no delay in processing your claims. Some things that could hinder this process would be:

- Tax ID number
- NPI (Type I or Type II)
- Changing from a social security number to a tax ID number would require that your office sends the insurance company a W9 form in order to update the necessary paperwork.

Section 1557

This is the nondiscrimination provision of the Affordable Care Act (ACA), in effect since 2010. The final rule, issued in May 2017, aims to educate consumers of their rights and helps covered entities understand their obligations. DAISY now allows offices bound by this ruling the ability to put a translation service notification on the front of recall cards printed by DMC. For more information, feel free to visit [this](#) website.



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Meet your software support team!

The DAISY support team is here to help you with all your DAISY needs and questions. We are a fun group and enjoy celebrating the holidays. This year we won the Halloween decorating contest by creating a Wizard of Oz Haunted Forest and dressing up as the characters!



From left to right:

- Jen as the Cowardly Lion
- Christy as Glenda the Good Witch
- David (Moda Health I.T. Team) as the Tin Man
- Veniese as Dorothy
- Rachèll as The Wicked Witch
- Jessica as the Scarecrow
- Lily as Toto, Cleo and Bentley as flying monkeys (not in costume)

Not enough time to sit on hold?

We have great news! Our 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.

Have an idea to make DAISY better?

We love to hear your feedback and ideas! Please feel free to contact the DAISY support team if you have any ideas or suggestions about our software. We always strive for excellence and truly value your thoughts regarding our program.

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.

Send support a chat!

If calling us on the phone is not an option, you can use the instant message chat feature to speak with our skilled DMC team. Just go to the Help menu from any DAISY screen and click on "Chat with a DAISY representative".



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