



BUSINESS MATTERS

CDT 2018 procedure codes

CDT 2018 codes will be distributed through DAISY Auto Updates on December 31, 2017 and no installation is necessary. In order to receive the CDT 2018 procedure codes, your server will need to be powered on. If you will be out of the office on December 31, the CDT 2018 procedure codes will update once you return to the office. There are some codes that no longer exist in the CDT 2018 code set, even though you may already have those codes attached to appointment templates, treatment plans and chart buttons. These codes will need to be manually removed and/or replaced with a valid code on a case by case basis. Please refer to the CDT 2018 book published by the ADA for code revisions.

Calendar year benefit renewal process

Insurance plans run on either a benefit or calendar year. For insurance plans that are scheduled for a calendar year benefit renewal, please note that the annual maximum benefit will update once you run a daily closing in 2018. For example, if your office takes holiday vacation at the end of 2017 and your first day back in the office is on Tuesday, January 2, 2018 you will need to run a daily closing on Tuesday, January 2, 2018 for the annual maximum benefits to renew. This is how DAISY will recognize it is now 2018 and time for the calendar year benefits to renew.

Thinking about end of year?

The end of the year is rapidly approaching so we are taking this opportunity to provide information about end of year tasks within your DAISY system. Closing out for the year simply means getting all appropriate transactions and other data entered/posted before the year has ended, then running some reports after the year has ended. DAISY offers the ability to run reports for the entire year's activity to meet your needs for closing out for the year. Individual reporting needs will vary from office to office, but they generally include transaction-based reports filtered for prior calendar year.

Claims and statement processing during the holiday

Please note: No claim or statement files will be processed on Monday, December 25, Tuesday, December 26, or Monday, January 1.

Current events

Office Closure

In observance of the Christmas holiday our office will be closed Monday, December, 25 and Tuesday, December 26

Staff Meeting

Thursday, December 28

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.

Office Closure

In observance of the New Year holiday our office will be closed Monday, January 1

Staff Meeting

Thursday, January 11

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.

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.

DMC can now accept ACH payments

We are happy to announce that we can now accept payments for your DMC bill directly from your bank account. Please call or [email](mailto:oksana@dmcdental.com) Oksana Ilinich for more information.

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

Viruses strike when you least expect it.

Many people think this will never happen to them, but virus attacks can come from unlikely sources and can infect when you least expect it.

We have had an increase in offices who have become vulnerable to these attacks and we wanted to share some tips with you:

1. Emails and ecards from unknown senders may contain malicious links or attachments.
2. Fake advertisements or shipping notifications may deliver attachments infected with malware.
3. Spoofed email messages and phony posts on social networking sites may request support for fraudulent causes.
4. Avoid following unsolicited links or downloading attachments from unknown sources.

It's important to remember that if you do not recognize the sender in an email, delete it and do not open it. This is an important topic to bring up in your staff meetings. If your staff must be on the internet, it is a good idea to have a staff computer that is not a part of your office network. We offer competitive pricing on computers and other security devices to safeguard and prevent malicious attacks on your network. Having a hardware plan that DMC offers will save you money and provide peace of mind when you need a technician fast. Feel free to reach out anytime. Our support team is ready and willing to help answer any questions you may have. To reach us by phone, dial 800-368-6401, option 1. You may also send us an email to daisysupport@dmcdental.com or reach out via Chat by clicking your Help menu in DAISY.

Click [here](#) to download our free antivirus eBook.





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Happy Holidays from DMC!

Wishing you happiness this holiday season and throughout the coming year.



First row (from left): Cleo, Paul Angers, Lisa Horton, Rebecca Lanxon, Greg Hansen, Bentley
Second row: Rachèll Couch, Jennifer Bell, Christy Jackson, Michelle Newell, Veniese Pearia, Oksana Ilinich, Jessica Hansen
Back row: Dennis Dailey, Karen Wilson, Daniil Mironichenko, Moss Drake, Daniel Seicianu, Paul Metteer **Not pictured:** Tom Wynkoop, Sam Dyer, Loyd Sutton

Need training? We can help!

If you are new to DAISY software, or you want to expand your knowledge of DAISY, training is the key. 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.

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

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

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

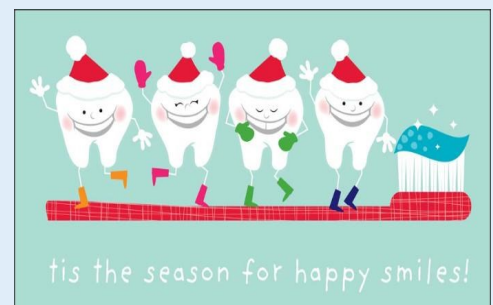
We would love to meet you and show you around. If you happen to be in the Milwaukie area, please stop by and say hello!

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.

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.



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