



Outsource for Best Results

Computers have made it possible for Dentists to expand their workforce on a national level. No longer is a dental business at the mercy of local talent. The expertise and experience is only remote access away. National workforce has been used in industries for years. Now, the same model is available in the Dental Industry. This article was inspired by my recent conversation with the best Henry Schein dental rep and dear friend, Geoff Snyder. Let's explore some non-traditional, remote services that are available for the Dental Industry.

- **Call Centers:** Answer your phones during operating and non-operating hours, schedule your appointments, answer patient's questions, forward patient registration paperwork
 - a. [Dental Support Specialties](#)
 - b. [Dental Phone Excellence](#) training
 - c. [UIC dental](#)
- **Patient Communication Systems:** run on an auto pilot reminding unscheduled patients to schedule an appointment, confirm existing appointments, send newsletters, text communication for last minute openings, marketing ability
 - a. [Weave](#): great price, easy to use, most features, saves money on monthly phone bill with a voice over internet (VOI) phone service
 - b. [Lighthouse](#) 360
 - c. [Solution Reach](#)
- **Ordering online**, auto re-ordering, and inventory programs: keeps the budget and inventory in stock. Henry Schein, Patterson, & Darby will match lowest prices if you ask your rep and help you setup your accounts and budgets online
- **Patient financing and patient payments:** financing to increase treatment plan acceptance and

make dentistry affordable, ease of paying dental bills with online access and credit card payment

- a. [Care Credit](#): new plans offer longer term for same or lower fees for the Doctors
- b. Patient Pay Center:[Electronic Lockbox Service](#)
- d. [Orthobanc](#): financing and payment plan solutions for orthodontic cases
- **E-forms** through dental practice management software: allows for patients to fill out paperwork and auto-populates the information in your dental software, patients fill out registration forms at home, saves time at the office and time for team to enter the information, improves accuracy of the information versus manual data entry, check with your practice managements software for this add-on service
- **Check-in kiosks**: allows for patients to check in via a computer upon arrival, HIPAA compliance of patient's privacy, saves money on number of front office personnel that is necessary to manage the patient check-in process, requires and ipad or computer in the waiting room, patients verify their information
- **Professional services specializing in dental industry**
 - a. Henry Schein Business Solutions
 - i. accounting
 - ii. legal
 - iii. budgets
 - iv. business management: lease negotiations, insurance management, OSHA/HIPAA compliance, employment compliance, coding, CPR, marketing
 - Patterson Dental Supply Inc. OnTrack, a business intelligence system. This **cloud-based** web tool provides dental practices the opportunity to track and define important behavioral and financial factors, automatically builds key indicators to measure performance and goals, and provides solutions to achieve individually set objectives. OnTrack's real-time analytics operate like a personal consultant for practices and allow for instant access to informational videos, educational tools, and progress results. Other services include: office design, equipment repair and support, financing, practice transitions, and CE
- **Outsourced remote Dental Billing Service:**
 - a. [Dental Claims Cleanup](#): complete dental billing & accounts receivable management, US employer/no outsourcing overseas/direct supervision
 - i. E-claims submission
 - ii. Claims follow-up
 - iii. Patient balances research
 - iv. Patient statements
 - v. EOB entry
 - vi. Benefits verification
- **Benefits Verification:**
 - a. Dental Claims Cleanup
 - i. Eligibility all patients in the schedule
 - ii. Full-benefits breakdown and setup in the dental software: emergency patients, new patients, existing patients with new insurance
 - b. Claims Connect
 - c. Lucy phone: helps with time on hold so another task can be performed while on hold with insurances, the phone rings back when the other party answers the call, saves time and allows for increased productivity
- **Electronic Claim Submission**: eliminates paper and lost claims, leaves a track record of claims submission process, speeds up payment, improves efficiecny in billing
 - a. ClaimX from Extradent: accurate, easy to use, works with most dental softwares
 - b. Renaissance-[Remote Light](#)
- **Hygiene reactivation**: remote access service through Dental Claims Cleanup, helps fill the

schedule for last minute openings, helps build schedule for new providers, and for growing expanding offices, runs in the background every day, personalized phone calls are made to unscheduled, overdue hygiene patients.

- **Medical billing for dental procedures:** remote access service billing medical insurance for dental procedures
 - a. Dental Claims Cleanup medical billing service: remote access medical billing service, flat rate monthly service fee, electronic claim submission to medical
 - b. medicalanddentalbilling.com: medical billing, service fee is a % of collections, also provides credentialing and fee negotiations
- **Remote training:** excellent for new team members and refresher/motivator for long time employees, teach current approaches to the front office and business management
 - a. [Dental Phone Excellence](#) (Jayne Bandy)
 - b. [Cambridge Dental Consultants](#) (Kevin Tighe)
 - c. [Classic Practice](#) (Sandy Pardue)
 - d. [Front office rocks](#) (Laura Hatch)
- **Clinical:** digital impressions, digital models, surgical guides, diagnosis from experts: digital pictures emailed to fabricate models, appliances, surgical guides, and establish diagnosis
 - a. Cerec's [OmnicaM](#)
 - b. [Itero](#): restorative dentistry models, Invisalign and ortho models
 - c. [DDX](#): surgical guides for implants, diagnosis and case planning, and integration with 3D cone beams
 - d. [Respire Medical](#): sleep apnea diagnosis and pulmonologist case evaluation and second opinions for sleep apnea treatment.

Dr. Dorothy Kassab
President
Dental Claims Cleanup
3649 Erie Blvd East, Unit 10
Dewitt, NY 13214
(800) 652-3431
contact@dentalclaimscleanup.com
www.dentalclaimscleanup.com