
**TALCOMP DENTAL NETWORK
2002 Network Operations
Reference Manual**

Talcomp Management Services, Inc.
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Houston, Texas 77057

Adam Richards
Vice President, CIO

Dear System Administrator,

Welcome to Talcomp. Currently you have installed in your office a very powerful tool that can help your practice be more productive and more fun. Whether you're new to the world of dental computing, or a veteran member of the Talcomp Dental Network this manual should assist you in getting the most out of the advanced technology you now have available.

Talcomp software and systems are designed to provide the most comprehensive computer product offered to date for dental practice management with functionality far exceeding that of smaller PC systems. Our staff of dedicated professionals understands the problems facing dentistry today, and is adept at finding computer solutions using the extensive software available with your Talcomp

practice management system.

We all truly look forward to working with you and your staff, and hope you will take advantage of the many benefits we can offer your practice.

Sincerely,

Adam Richards

TALCOMP DENTAL NETWORK

Network Operations
System Administrator's
Reference Manual

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1. INFORMATION ABOUT TALCOMP

How to contact us

Our mailing address is:
2323 South Voss Road, Suite 640
Houston, TX 77057-3812

Our telephone and electronic mail addresses are:

Administration	713-781-0000
Toll Free	800-593-0593
FAX	713-977-9743
Support (emergency)	713-952-9999 (state your clinic number and priority)
Support (emergency)	800-224-2ASK (state your clinic number and priority)
e-mail	mjt@talcomp.com

Our office hours

The Talcomp office is open Monday through Friday from 9:00 AM to 5:00 PM Central Time. Support is available 24 hours a day, 7 days a week. There is no charge for after-hours emergency support when requested through the support system. There is a charge for **any** support not requested through the ,ASK support system available as part of your practice management software. Please review the procedures for requesting support.

Talcomp Holidays

Talcomp offices are closed on the following days:

New Year's Day
Good Friday
Memorial (Decoration) Day
Independence Day (Fourth of July)
Labor Day
Thanksgiving Day
The Friday after Thanksgiving Day
Christmas Eve Day
Christmas Day
New Year's Eve Day

If the holiday falls on a Saturday, Talcomp will observe the holiday on Friday. If the holiday falls on a Sunday, it will be observed on the following Monday. Emergency support will be available on all holidays. Follow the normal procedure for logging emergency support.

Visits to Talcomp

As we frequently work with confidential data from many practices it is difficult for us to be as hospitable as we would like. Please call and make an appointment first.

2. THE NETWORK AGREEMENT

No written contract is required for Network members

Our service is attractively priced and very comprehensive. Network members are not asked to sign a contract or agree to remain a member of the Network for any specific period of time. Our commitment is to provide our clients with the very highest degree of personal service and attention at a very affordable price. We feel that if we achieve this goal a written contract is not necessary.

What you should do if you have a problem

Because there is no written contract, we rely on our clients to let us know when their expectations are not met, or when they have special requests. Please never hesitate to communicate any suggestions or requests for assistance. We find that occasionally members fail to let Talcomp know of problems that are particular to their practice, and many times there are computer solutions to these problems.

Payment of your Talcomp account

Statements are mailed at the first of each month and are due upon receipt. They are considered Past Due on the twentieth of the month. Payment for certain charges, such as postage for large mailings, may be requested in advance. In any particular month if it will not be possible to settle your account prior to month end, please contact the office **before month end**. We will be happy to make payment arrangements for your account. Past Due accounts without prior

arrangements may incur a service charge, and month end processing for the practice may be delayed.

Telephone company and Internet charges

All Network clients are connected to their database by telephone company lines or the Internet. All telephone company charges and Internet expenses are the client's responsibility.

3. TALCOMP SUPPLIED HARDWARE AND EQUIPMENT

Hardware and related equipment is the property of Talcomp

It is not necessary for network members to purchase any computer equipment. In addition, network members are not charged for conversion of their patient data or initial training. Talcomp will install its terminals and printers in your office. The equipment in your office is then tied to our IBM central processing unit. We load your patient data from our office; then we come to your office and train your staff. There is no charge for this service. We make a considerable up front investment in your office, and remain very interested in the success of your practice.

Description of hardware and related equipment

As a member of the Dental Network, your office is supplied with one or more monochrome terminals, the modems associated with each terminal, one or more printers, and necessary cables, switches and printer stands. Equipment varies from practice to practice and may also include multiplexors, ink jet printers, laser printers, color terminals, PC's and other hardware specific to your practice. Talcomp is responsible for keeping all of your hardware in working order. There is no additional charge for the maintenance and repair of any hardware damaged during electrical storms or as the result of normal deterioration. Talcomp will bill the practice for repair or replacement of hardware stolen from the practice or damaged as the result of improper usage or accident by the practice.

New hardware and equipment

Network members are kept up to date. As new hardware becomes available, equipment is upgraded so that members may take advantage of newer technology. Talcomp will determine when equipment upgrades are required.

Hardware repairs

Talcomp wants to make sure that your equipment is in perfect operating condition. We have an inventory of spare parts and equipment. There is no charge to repair or replace your equipment, and critical repairs are generally handled within the hour. Most non-critical hardware repairs are completed within 24-hours.

Moving and reinstalling your equipment

Whenever you need to move your computer equipment, whether you are redecorating or moving your office, Talcomp will be responsible for disconnecting, relocating and reinstalling all computer equipment. The only charge will be for additional wiring, connectors, and related hardware when necessary.

If you decide to move the computer equipment

Customers are welcome to move their computer equipment, but Talcomp will charge to complete any move that has been initiated by a client where the client was not able to finish the installation.

Insuring your Talcomp supplied equipment

There is no need to purchase expensive insurance designed to cover entire computer systems. Your office is responsible for relatively inexpensive terminals, printers and modems only. Talcomp will cover the cost of equipment damaged by lightning or electrical surges. If your practice would like to add Talcomp supplied hardware and related equipment to your office contents policy, we will be happy to supply the necessary information to you or your insurance underwriter. Please remember that Talcomp is responsible for maintaining your equipment. There is no charge for the repair or replacement of any equipment damaged during electrical storms or as the result of normal deterioration. The client is responsible only for the repair or replacement of hardware stolen from the practice or damaged as the result of improper usage or accident by the practice.

Additional terminal for your home

Some practices have requested a terminal for use at the office manager's or doctor's home. Terminals are available for an additional fee depending upon the length of time that they will be in use. Contact Talcomp via ,ASK if you would like more information on a terminal for your home.

4. DENTAL PRACTICE MANAGEMENT SOFTWARE

The Dental Network software

Members of the Talcomp Dental Network use software developed over the past 25 years. We have a long-standing leadership position as a systems provider to dental practices nationwide. Talcomp's dental practice management systems have a wide range of functions, including managed care/pre-paid plan management, highly sophisticated scheduling, electronic insurance claims submission, treatment planning and accounts receivable/collections

management. Talcomp Network members have available to them the same software that many of the nation's largest dental practices and dental schools are now using.

Network members never outgrow their system

Because our Network members use the identical software in use by the very largest dental practices, hospitals and dental schools in the country, they can be confident that they will always have all the systems and programs that their practice may require. As both federal and state agencies increase their requirements, and as your practice evolves through the years you can be sure that your computer system will always be capable of fulfilling your needs.

Your system is updated throughout the year

Major software updates usually occur about every 18 months; however changes in selected programs will be included throughout the year as new developments take place, or as your requirements change. There is no charge to Network members for regularly scheduled updates. There may be a charge for your update if it requires a special program or modification to a program that you have specifically requested.

Network members enjoy a complete selection of software

Because the Talcomp Network uses nationally recognized dental software in development for more than 25 years, our members find that new employees are frequently already acquainted with the system. Members rarely, if ever, encounter "bugs" in their software. In addition, because you are not using a PC based system, you will never be bothered by viruses.

Requests for changes or modifications in your software

The criteria used to set up your original database and software is set by Talcomp based upon experience with other practices of your approximate size and by our initial interviews with your staff, taking into consideration any specialties or other requirements that may be necessary. There are thousands of options available and it is always possible that your system will need fine tuning after the original installation, or that your requirements will change. There is never a charge to make changes in your software as long as these changes do not require new programs or non-standard changes in existing programs. Remember that Talcomp is interested in making your practice easier to run. If you or members of your staff have suggestions or feel that the software is not doing exactly what you require, please communicate with Talcomp support.

Ongoing software development keeps our Network members current

The only way Talcomp can continue to grow is by developing new software and improving our existing software. As new programs become available and as old programs are improved, new versions are installed on the Network at no additional expense to members.

5. THE SECURITY AND PROTECTION OF YOUR DATA

The Network advantage

One of the many advantages of belonging to the Talcomp Network is **peace of mind** - your peace of mind about the security of your data. Your staff never has to worry about backing up the data in your system, and you never have to worry about when the last backup was made, if it was done correctly, or if your staff has forgotten. We make complete copies of all data on a daily and weekly basis. These copies are taken out of our office each evening for safe storage. Not only does Talcomp take care of the backup process for you at the end of each day, we also make monthly copies of all of the information in your system. For security, these monthly backups are stored off premises. This means that five years from today, if you need data that you have subsequently deleted from your database, and you are a member of the Talcomp Dental Network, we should be able to recover that data for you. Remember also that in the event your office is destroyed by fire or a malicious criminal act, your accounts receivable and other valuable patient information will still be immediately available to you. Because no information from your database is stored at your office, all data entered by anyone in your office is safely preserved off premises.

In addition to the attention that we give to the preservation of data entered into your database, we can also tailor your software to restrict office access to certain programs that allow adjustments, corrections, modification and or removal of data. All changes and modifications to patient accounts leave an audit trail. Regular verification of all network databases is performed on a scheduled basis, and these audit trails can be made available to you. If you would like more information on the security of your data please contact Talcomp.

Your data is backed up on a regular basis

Talcomp backs up your data daily, weekly and monthly. All current backup tapes are kept off premises along with the monthly and the annual tapes. These monthly backups could be useful in retrieving data that your office has already deleted from your database.

Talcomp Dental Network system is managed by professionals

You can concentrate on your practice instead of devoting your time and energies to learning and keeping up with computer technology. One source will answer all of your computer related questions, and you will never have to worry about the management of your system or data.

Your entire data base is continually monitored for problems

Our staff will monitor your database on a regular basis. This allows us to solve problems before you notice them. These procedures are ongoing and analyze each entry made by members of your staff.

6. SUPPORT

A word about support

Talcomp Network support is fast, efficient and easy. Our response frequently takes only one or two minutes, and there is no charge for assistance requested through the support system. It is important that you understand the procedures for requesting assistance before assistance is needed. Please read over the following, and if you have questions or doubts about how to request help, or after hours emergency assistance, contact Talcomp.

Network members receive the fastest support available anywhere

There is no limit placed on Talcomp support and there is no charge for support services. Because all Network members are on-line with our central processing unit at all times, support is easy. Questions are entered at the member's terminal and are immediately transmitted to the Talcomp support desk. Frequently we respond in less than a minute. There are no 800 numbers, no long-distance charges, and no waiting for someone to call you back from out of state.

Support training

It is very important to the operation of your practice that everyone who uses the computer understands how to use the support program. There is no charge for training on the support program and it is essential for your practice. Please do not wait for an emergency before learning how to receive support during holidays, at night and if your system goes down.

Request for assistance

For **Assistance, Supplies** and **Knowledge** use **,ASK** Talcomp's award winning support program. Enter **",ASK"** from any field, then select option 1 or 2:

Option 1 will allow you to enter a question, comment or request.

Option 2 will allow you to review requests made earlier in the day. You may also use this option to review answers to requests entered earlier. Remember to use the "page down" key or the "page up" key to view additional requests.

If you are requesting assistance or ordering supplies you should select Option 1.

Begin your request by entering your name: First name (space) Last name. Talcomp may have set up an option at this point which will allow you to enter your initial and return to bring up your full name. When you have finished entering your request, you will be asked to assign a priority between 1 and 6 to your request. Then save your request by entering an "S". This transmits your request to Talcomp support. If your request is an emergency you will have assigned a priority 1 to the message. When you save your message you will be prompted to dial 713-952-9999. State that your priority is "one" and your clinic identification number. Your clinic identification number is on the top left side of each menu screen. For example, enter ,10 and view your clinic identification number at the top left of the screen.

Answers to each request made using the ,**ASK** support program will appear on your screen as you move from program to program. Remember do not save more than one request per entry. If you have several questions a separate entry should be made for each question. Please, never submit more than one question per entry or screen. The moment your message is saved on your screen it is assigned a number, stamped with the time and date and transmitted to Talcomp support.

To review data on an earlier request select Option 2. Your terminal will display a summary of earlier requests. Select the desired request. Each request is numbered ###. Enter V### to view or P### to print the request. Remember you may use the "page down" key or the "page up" key to view additional requests. On some terminals your key may say "next screen" or "previous screen".

After hours emergency help

Assistance is available 7 days a week, 24 hours a day. Enter your request in ,**ASK** at any time of the day or night. Remember if this is an emergency you must assign Priority One to your request, and you will need to log your request by calling 713-952-9999. Follow the prompts using the same procedure you would use during working hours.

How to notify support when your system is down

When your system is down and you are unable to make any entries on any of your terminals you should dial 713-952-9999 or 1-800-224-2ASK. You will be asked for your priority and clinic number. Priority "zero" indicates that your system is completely down and you cannot request assistance using your terminals. State your priority first followed by your clinic identification number. For example: "My priority is zero. My clinic number is 2538". Please **do not** leave any other information. Data such as "My electricity went off for a second" will delay our response. Support will contact your office by phone.

7. SOLVING COMMON PROBLEMS

Problems signing on

Each office has two or more unique account numbers, and each of these account numbers has its own password. If your terminal is not signed on it will display "ACCOUNT ID". Type in your account number and touch the key marked "ENTER" or "RETURN". The prompt "PASSWORD" will display. Type in your password and again touch the "ENTER" key. At this point the terminal should display your office menu and you are signed on.

1. If your terminal reports "Sign on in use", another terminal in your office is signed on using the account number and password that you have attempted to use. If one terminal is already signed on using a specific account number and password, that same combination may not be used again on a second terminal.
2. If your terminal tells you that the "Sign on failed", either you are using an incorrect account number and password, or the CAPS lock key on your keyboard is not locked down. All passwords are case sensitive. If your password is in all capital letters, the word "CAPS" must appear in the status bar of your terminal screen.
3. Sometimes a double pound sign "##" will appear as the last item on your screen. This tells you that you are in fact signed on, but you have accidentally escaped out of all programs. Type the word "BYE" in caps on your keyboard and "ACCOUNT ID" should appear.

If "ACCOUNT ID" continues to appear on your screen, but you are not able to sign on, enter a system down call for Talcomp Support. Follow the system down procedure below.

No carrier

If the statement "NO CARRIER" appears on your screen, this indicates that your computer equipment has been disconnected. If this happens in your practice, follow the system down procedure below.

System down

When your system is down and you are unable to make any entries on your terminals you should dial 713-952-9999. You will be asked for your priority and clinic number. Priority "zero" indicates that your system is completely down and you cannot request assistance using your terminals. State your priority first followed by your clinic number. For example: "My priority is zero. My clinic number is 38". Please **do not** leave any other information. Data such as "My electricity went off for a second" will delay our response. Support will contact your office immediately.

Your terminal is hung

Before entering a system down, priority zero, you should check the following items. It may be possible for you to correct the problem without support.

1. Locate your telephone modem, and verify that at least four lights are on. If fewer than four lights are on, you may not be connected to Talcomp. If this is the case, you will need assistance from support. Enter a priority zero, and review the section on "System Down".
2. Hold down the "Control key" located on the left side of your keyboard marked CTRL. While holding down the Control key, touch the letter "Q" several times. Now hold the Control key down and touch the letter "C" several times. If "ACCOUNT ID" appears you may sign on.
3. Turn power off to the terminals and printers. Do not turn power off on the modems. Leave the power off for 5 to 10 seconds. Turn the power back on and touch the Escape Key located on the upper left side of the keyboard and marked "ESC". If "ACCOUNT ID" appears you may sign on. Remember that after you turn power off and back on some terminals will then require you to depress the CAPS lock key.
4. While holding the Shift key down, touch the Escape key. If a window appears with the request "Terminate Program", enter a "Y" to terminate the program. If double pound signs "##" appear then type the word "BYE" using only capital letters. At this time the terminal should display "ACCOUNT ID" and you may sign on.
5. Check the connections on the rear of your terminal and on the back of your telephone modem. Make sure all plugs are securely fastened. Also be sure that the terminal is plugged into the wall outlet and that the wall outlet has power to it.

If your terminal does not respond to any of the above measures, please log a System Down report. Talcomp support will be happy to assist you.

Telephone line static

Also known as "garbage", telephone line static causes your terminal to display various symbols and characters that are confusing and can hang your terminal. Let support know if this condition continues, and a clean telephone line will be assigned to your office.

What to do during a storm

During violent electrical storms it is sometimes advisable to disconnect your terminals, modems and printers from the 110-volt outlets. Please advise Talcomp via **,ASK** if time permits, prior to unplugging the equipment. We sincerely appreciate your efforts to protect all of the equipment in your office. Prior to a hurricane Talcomp will be in touch with your practice to advise you of the best ways to protect the hardware. Because your data is backed up frequently it is highly unlikely that any weather related incidents could cause you to lose any of your patient information or other data.

8. TRAINING AND PROGRAM DOCUMENTATION

Initial training

We want to make sure your staff understands their new computer system. There is no charge for the initial training your office receives, and as new software is developed we make sure your office understands how to use it.

Training for new staff members

Subsequent training of new staff members is accomplished on-line. We do not charge for additional training delivered to your office on-line. There is a charge for on-site training. Any additional training, either on-line or on-site should be scheduled while your office is closed so that the trainee will not be interrupted.

Program documentation

Talcomp Network members can find on-line documentation on just about every program by accessing the F-1 (Function 1) key. This on-line help supplies you with a complete background on each program including a discussion of how the program is used. It also assists you with entering data in each field. Most practices find that this on-line assistance along with Talcomp support and training is all that they need. If you prefer you can order the *Dental System* documentation. There is a charge for the documentation manuals.

9. ORDERING SUPPLIES

Talcomp stocks forms, ribbons and paper supplies for Network members

We know what your system requires so you never have to hunt for the correct size. We maintain a list of your equipment so whether you need insurance forms or printer ribbons there is never a need to wonder what size.

Printer paper

If you order your printer paper from Talcomp, be sure to allow sufficient time for your shipment to arrive. Remember that you should not allow your printer to run out of paper while you are printing, or during your overnight processing. When you leave the office at night, be sure that you have an ample supply of paper in your printer.

If you purchase your printer paper from your local office supply store, you must purchase a number 4 or 5 sulfite at least 20 pound stock. Lighter weight will not work. Whether you have a continuous form printer or a sheet fed printer, the lightweight paper will cause the printer to jam. Also remember that, while a porous stock may be cheaper, it will absorb ink much faster and require you to use more ribbons or change your ink cartridge more frequently.

Printer ribbons and ink cartridges

Talcomp stocks the exact replacement ribbon or ink cartridge specified by your printer manufacturer. In order to save the shipping charges on these small items, you can arrange to have Talcomp ship replacement ribbons and cartridges automatically at the end of each month along with your month end reports. All of these products are unconditionally guaranteed.

Insurance forms

You may order all your ADA insurance forms through Talcomp. We stock continuous feed, two part forms with and without a removable address label and the one part form without the removable address label. These forms may be ordered by the box or individually.

Recall cards

Talcomp stocks an assortment of Sycom and Drawing Board recall and appointment reminder cards. We generally vary the cards that we print each month. If your practice would like a specific card, please contact us and we will do our best to keep on-hand the card of your choice, and use those cards for your practice.

10. OVERNIGHT PROCESSING OF YOUR REPORTS

Network members enjoy the time saving features of overnight processing

Standard reports that you receive on a regular basis are printed automatically on your office printer each evening after you leave the office. Reports such as schedules for the next day, care slips, day sheets, deposit slips, insurance

tracking reports and a wide variety of other reports will be done while you are asleep. You will find them all waiting for you the next morning.

What is overnight processing

Overnight processing is an exclusive service that Talcomp offers its Network Members. It has been especially designed after consultation with your office. Full utilization of overnight processing allows your staff to leave the office as soon as the day is finished. Talcomp will take care of printing all the reports you need to wrap up the day and start the next day. Printing of these reports takes place at night after your staff has left.

How to reprint overnight reports

Any number of problems could cause the system to skip your overnight reports. The most prevalent reasons are:

1. Your printer and/or terminal was off when you left the office.
2. The electrical power supplied to your practice was temporarily interrupted.
3. The paper was loaded improperly causing the printer to hang.
4. An insufficient amount of paper was left in the printer.
5. A problem with your telephone line.
6. The cleaning service unplugged your equipment to plug in theirs.

The following outline should help you to reprint your overnight reports in just a few minutes. Before beginning to print your reports make sure that your printer is now operating correctly and that the paper is aligned properly. It is wise to clear your print file before entering new data. To clear your print file use program 45 and select the C'lear option.

DAILY (Monday through Saturday)

When printing the following reports be sure to use today's date:

Care slips	Program 23
Schedules	Program 18
Master Appointment List - Option T to print by time	Program 26

When printing the following reports be sure to use the date of the last day your office was open:

Charge Summary	Program 13
Payment/Adjustment Report	Program 31
Deposit Slip	Program 36
Group Totals	Program 41

MONDAY ONLY (in addition to the daily reports)

The insurance tracking report or the insurance receivable report is printed each weekend. To reprint this report use Program 74. The report should be printed in alphabetical order. Return through all other options.

INSURANCE

Insurance batching and electronic transmission of insurance claims is different for each office. Please allow Talcomp support to assist you with your insurance.

REMEMBER

If you prefer, Talcomp will be happy to reprint your overnight reports. Form feed the printer one time and make sure that your paper is properly loaded in the printer before entering a request in **,ASK**. Also remember to clear your print file using the C'lear option in program 45.

When you leave at night

Because we do processing for you at night and over the weekend it is important that when you leave the office at the end of the day you remember the following:

1. Sign off each terminal. To do this simply type ",BYE" and return once. The prompt "ACCOUNT ID" will display. This tells Talcomp that you have left for the day and that you are ready for overnight processing to begin.
2. Make sure your printer is on line, and the paper is properly aligned. It is advisable to form feed at least one sheet in your printer.
3. Check to be sure that there is sufficient paper in the box for all reports. Remember that weekend reports are several pages longer.
4. It is important that after your documents are printed the paper falls clear of the printer. In some practices it is preferable for the paper to fall over the front of the printer. In others, the paper can fall towards the rear of the printer. Be sure that your printed reports do not fall back into the box of plain paper.
5. Except during an electrical storm when time does not permit, **please do not turn any of your equipment off** without notifying the Talcomp support desk first. If you plan on being out of your office for several days, please advise Talcomp via **,ASK** and we will skip your overnights on those days.
6. If your office uses a cleaning service, please advise them not to unplug your computer equipment in order to plug in their cleaning equipment. If your modem is unplugged even for a brief period of time you will miss your overnight documents.

11. MONTH END PROCESSING

Network members receive a comprehensive monthly report

As a Network member you will receive an extremely comprehensive monthly practice report that would take your staff hours to prepare. It's all part of the service. You will have all the data you need to help your practice grow from

month to month.

Talcomp will send your CPA or bookkeeper a copy of your monthly reports

At your request we will be happy to talk to your CPA, find out what information he needs about your practice and then send him those reports automatically each month. Generally Talcomp is able to supply most CPA's with all the data they require except the bank statement and canceled checks.

You may request special reports under separate cover

Upon request, we will be happy to supply separate reports mailed directly to your practice or home address. For example some practices prefer to have their receivables report or audit trail mailed to them under separate cover. Others would like the insurance tracking report sent out separately. Just enter your request in ,ASK and Talcomp support will tailor your month end to your individual specifications.

Birthday labels and lists

If your office mails birthday cards, you might like the address labels and a patient birthday report sent to you each month. Just let us know.

Your statements are mailed automatically at the end of each month

There is no need to use your valuable staff time to stuff and mail statements. Talcomp will mail each statement and bill your office for postage, envelopes and related labor. This allows your office personnel to work in more productive areas. Pre-Sorted First Class postage is affixed to each statement along with your return address. A return envelope for patient remittance is included with each statement, and the statement itself is perforated. The top portion is designed to be returned to your office with the payment.

Network members receive a monthly collection workbook

To assist each Network practice with their collection efforts we prepare a detailed monthly collection workbook for all accounts over 60 days past due.

12. EXCLUSIVE MEMBER BENEFITS

Expert marketing assistance is available to Network members

Everything from laser printers to Bulk Mail Permits are all available to each of our Network members. We will be glad to help you put together marketing letters, and work with you to produce personalized products that will keep your practice growing.

Network members use postal rates available only to the largest mailers

Members are welcome to use our Bulk Mail and Presorted First Class Mail permits along with folding machines, envelope stuffing machines, 600 line per minute printers, laser printers, postage meters and commercial copiers.

Network members find our area fee survey helpful

If you choose to participate in a fee survey, you may request a copy of the fee schedules of practices similar to yours and located in your area. You must, of course, allow your fee schedule to be used in similar surveys. No practice names or other identification are ever released. Participation is voluntary and free of charge.

Network members receive an annual patient telephone directory

So that your staff members can always be in touch with patients, Talcomp prepares an annual telephone directory of your patients. Directories are supplied at no charge.

Your staff does not need to waste time trying to produce special reports

Practices that have purchased their own systems frequently get bogged down in trying to extract special reports. They know the data is there, but how can they retrieve it? If, for example, you need a list of all patients who have had root canals but still lack a crown, let our staff do the computer work, and you can devote your time to doing the dental work. We will provide you with a list to your specifications.

Special programs allow members to track treatment and remaining benefits

One of the most popular programs allows practices to track incomplete treatment. When this report is coordinated with benefit tracking the result is a list of patients who need treatment and still have insurance benefits.

"Follow me" practice reports keep members informed when they travel

Whether you are at the National Convention or vacationing, Talcomp will be happy to make sure you receive daily reports from your office. Depending upon your travels these reports will be faxed to you daily or sent to you overnight each evening at no charge.

Patient confirmation services

As a Network member, we hope you will take advantage of the Patient Confirmation Services available to you and your office. These services are complimentary the first three times in each year. On the day or days of your choice Talcomp personnel will call and confirm each appointment on your schedule, and then give your office a report detailing the results. We will tell you which patients confirmed, where we had to leave messages, who we could not contact and which patients canceled. We will even try throughout the day, as many times as is practical, to contact hard to reach patients. Simply let us know the date or dates you wish confirmed and which doctors are scheduled on those days. We will do the rest.

When to use patient confirmation services Use Patient Confirmation Services as an extension of your own office on those days when your staff is not available to confirm patients.

1. When you and your office staff are away on vacation, let Talcomp confirm that first day back. We will call each patient the day before and make sure they are aware of their appointment.
2. When you are temporarily short staffed at the front desk.
3. When you have an afternoon staff meeting and can not find the time to confirm patients let Talcomp take care of tomorrow's confirmations.

How to use patient confirmation services

1. Using ,ASK advise Talcomp of the dates you wish confirmed and which doctor numbers are scheduled on those days.
2. Make sure you have entered each of your appointments correctly using Program 14. We will need to know any special symbols you use to identify patients such as "premedication".

What Talcomp will do

1. Shortly after your request is received via ,ASK we will communicate with your office and confirm your requirements.
2. As each patient is contacted we will indicate on your schedule in Program 14 the results of each call. Each appointment will be marked "+" for a confirmation, "-" for a message left, and "?" for patients we were unable to contact. When

necessary, any patient messages will be passed along to your staff.

Remember, as a Network member there is no charge for Patient Confirmation Services up to three times in a calendar year, so please do not hesitate to let us know whenever the occasion arises. We hope our help will make your day a little easier or your vacation more carefree.

Recall processing

Our recall processing saves you time and money. Your recall cards will be printed and mailed on a timely basis. Your office will receive an updated recall list each month, and we will be happy to assist you with past due reports, collection letters and postcards at any time.

What is recall processing. Talcomp maintains a selection of recall cards available to your practice. We will be happy to prepare and mail your recall cards, past due reminder cards and appointment reminder cards. The messages on these cards can be tailored to your individual practice and will be mailed at the time you request. Normally recall cards are mailed just after the 15th of the month preceding the recall date, appointment reminder cards are mailed two weeks prior to the appointment and past due recall cards are sent out when the patient is 60 days past due.

Submission of your insurance claims

Electronic submission of patient claims is effortless. For our dental Network members nothing could be simpler. For a small fee your claims go out automatically as patient charges are entered. Talcomp takes care of everything. New insurance companies are constantly being added to the list of those companies that do accept insurance electronically, and as that occurs Talcomp monitors your system and makes the required changes so that you get payment as fast as possible.

Talcomp submits paper claims. Network members have the option of either printing their own paper claims or having Talcomp print and mail all claims on a daily basis. For a small fee we can take care of all insurance submission. Your office will receive daily reports and tracking lists so that you always know the exact status of each claim.

Pre-authorizations are submitted both electronically and on paper. A fast response to all your pre-estimates is just one of the benefits of electronic filing. If the pre-estimate is for an insurance company that does not accept electronic filing, Talcomp will be happy to print the form for your staff and submit it by expedited mail.

Follow-up on open claims is easy. Dental Network members that have requested Talcomp to submit all of their claims, and that have the Insurance Processing Software, may also request that Talcomp resubmit all claims unpaid after 30 days. When Talcomp handles the resubmission of unpaid claims we advise the member of which claims have been resubmitted.

13. WORD PROCESSING

Our easy-to-use word processing integrates with the dental system

Letters to your patients are a snap. Our easy to format word processing can pull information directly from the dental system. This makes form letters fast and easy, and Talcomp will be happy to assist you in putting the package together.

What is QUOTE word processing

QUOTE is our easy to use word processor. It is designed to make writing, editing and producing text easier for you whether you are writing business letters or reports, alphabetizing long lists or changing a few words in a paragraph.

QUOTE is a storehouse of electronic notebooks called editor books. Editor books consist of any number of electronic pages (60 pages is the recommended limit); Each page is 60 lines long. Pages from any editor book stored in QUOTE can be displayed on your terminal screen at any time. The screen displays up to 20 lines of a page at once.

Electronic editor books are in some ways similar to conventional notebooks. Text can be entered onto the pages, pages can be removed, and pages can be taken out of one notebook and put into another. Information is entered from your terminal keyboard.

There are many advantages to using Quote's editor books over conventional notebooks or typewriters.

QUOTE is much more "forgiving" than a conventional typewriter; errors present few problems. Correcting spelling errors, inserting or deleting text, even organizing a group of lines into a paragraph, can be done in seconds.

QUOTE, however is not just a word processor. Its' other features include: three types of calculators, word search and correction abilities, form letters processing, alphanumerical sorting, and an indexing function that locates text and displays it on your screen.

On-line assistance is available from any editor book. Just type "HELP" from the code position and select the category of help desired.

For assistance in setting up your editor books please contact Talcomp via the

,ASK system.

14. SETTING UP INSURANCE COMPANIES

Determining if the carrier accepts electronic claims

At the end of this section you will find a list of “Participating QUIC dental carriers”. Insurance companies on this list will accept claims electronically, but you must pay special attention to the various symbols associated with each carrier. Some carriers require special enrollment before your claim will be accepted electronically. If the company has either an “E” or a “!” is associated with it, do not set it up for electronic submission. Talcomp will be able to assist you with these.

Setting up the carrier for a paper claim

Once you have determined that the carrier does not accept electronic claims, you will need to set up the insurance company in your system so that a paper claim will be printed. Go to program 91 and enter an “X” at the record number field. The next available record number will appear at this field. Go to field 1 and enter the record number. Return and in field 2 enter the company name. It is important that you use the same format as you have used previously for the same name but different addresses. For example, do not set up Connecticut General as CIGNA, Conn Gen, and Connecticut General. It is not important which form you choose, but stick to the same form for all address to the same company. Also remember omit the word “the” as the first word in an insurance company name. For example, The Travelers should be listed as “Travelers”. This will simplify looking for the company with your F-2 lookup key. Field 3 in ,91 is generally left blank. Information on this line does not print as part of the insurance company address. Fill in fields 4 and 5 with the insurance company address. Always leave field 6 blank. Field 7 tells the system which type of claim form to use. Choose from the list in the lower right side of the screen. Usually form type 1 is the ADA paper claim. If this is the case enter a “1” in this field. Fill in the insurance company phone number in field 8 and the contact at the insurance company in field 9. For paper claims skip to field 14. If the insurance company prefers to use the new CDT-3 codes, (which simply means that the letter “D” will be printed before the ADA code, i.e. “D1110”) enter a Y in field 14. At any field, you may enter a period and return to go to the bottom of the screen. Now enter an “S” to save your data.

Setting up the carrier for an electronic claim

Once you have determined that the carrier accepts electronic claims, you will need to set up the insurance company in your system so that an electronic claim will be submitted. Go to program 91 and enter an "X" at the record number field. The next available record number will appear at this field. Go to field 1 and enter the record number. Return and in field 2 enter the company name. It is important that you use the same format as you have used previously for the same name but different addresses. For example, do not set up Connecticut General as CIGNA, Conn Gen, and Connecticut General. It is not important which form you choose, but stick to the same format for all address to the same company. Also remember omit the word "the" as the first word in an insurance company name. For example, The Travelers should be listed as "Travelers". This will simplify looking for the company with your F-2 lookup key. Field 3 in ,91 is generally left blank. Information on this line does not print as part of the insurance company address. Fill in fields 4 and 5 with the insurance company address. Always leave field 6 blank unless you are advised otherwise by Talcomp. Field 7 tells the system which type of claim form to use. Choose from the list in the lower right side of the screen. Usually form type 2 is the ECS, Electronic Claim Service. If this is the case enter a "2" in this field. Fill in the insurance company phone number in field 8 and the contact at the insurance company in field 9. Skip field 10 and at field 11 enter the carrier number from the list of participating QUIC dental carriers. Skip field 12 and enter the carrier type also from the list of participating QUIC dental carriers. In field 14, if the insurance company prefers to use the new CDT-3 codes, (which simply means that the letter "D" will be printed before the ADA code, i.e. "D1110") enter a Y in field 14. At any field, you may enter a period and return to go to the bottom of the screen. Now enter an "S" to save your data.

CARRIER OFFICE CONTACT FOR CLAIM PAYMENT PROBLEMS

CARRIER -----	CONTACT -----	TELEPHONE # ---
Aetna Life & Casualty	Diane Fernandez	860-636-4504
Aetna Medicare (Part A)	Khawer Siddiqui	860-636-5600
Allmerica Financial	Nelson Mather	508-855-3045
American Postal Workers Union (APWU)	Lynn Norris	301-622-5739
Ameritas Life Insurance 7829	Tish Kohler	800-487-5553 x
Ameritas Bankers Assurance Benefit Trust 2135	Tom Ehlers Cindy Schwartz	402-467-7922 708-615-1500 x
Boston Mutual Life Co.	Cindy Deichert	402-467-7800
	Tom Ehlers	402-467-7922
Blue Cross of Calif. (HCDS only)	Customer Support Jill Allen	800-825-1030 818-703-2657
Blue Shield of Penn.		717-763-6209
Connecticut General/ CIGNA / Equicor	Lynne Bower Dena Narcisse Gail Jones Deborah Bass	800-233-3264 860-726-4740 860-726-5582 860-726-5399 860-726-3714
CNA/Mailhandlers	Customer Service	301-738-1260
Confederation Life	Jennifer Gear	404-859-3515
Delta Dental of Arkansas	Customer Service	800-462-5410
Delta Dental of CA	Customer Service	415-972-8300
Delta Dental of CO	Lisa Landers Pat Hall	303-671-0200 x 127 303-671-0200 x 106
Delta Dental of DE, NY PA, WV, & Wash DC	Business Supp Team	800-932-0783
Delta Dental of ID	Colleen Gunsauls	208-344-4546
Delta Dental of MA & RI	Customer Service	800-872-0500
Delta Dental of MO	Customer Service	800-392-1167
Delta Dental of NJ	Customer Service (NJ) Outside NJ	800-452-9310 800-346-5377
Delta Dental of Northeast	Erica Von Fricken	603-223-1303
Employers Health x5236	Jody Smet	800-558-4444
First Health	Sharon Miller	801-977-4916
Fortis Benefits	Dale Luedtke	414-299-6334
General American	Geoffrey Pecongo	314-525-5033
Georgia Power	Laura Grunow	404-526-6107
Great West/The New England	Jenny Church	303-689-5274
GHI (Group Health Ins)	HIP Service Center	212-615-0555
Guardian Life Home Office	Vance Kr	414-749-6303
All Dental Inquiries	Customer Service	800-541-7846
Bethlehem,PA Claim Off.	Betty Salaski	800-685-4542

Norwell, MA Claim Off.	Cathy Tura	800-341-1023
Appleton, WI Claim Off.	Char Derks	800-624-6215
Spokane, WA Claim Off.	Julie Angel	800-695-4542
Health Economics (HEC)	Jeff Baird	214-905-4754

CARRIER OFFICE CONTACT FOR CLAIM PAYMENT PROBLEMS

CARRIER ----- CONTACT ----- TELEPHONE # -----

Healthplex Inc.	Customer Service	516-794-3000 x 2
Health Rish Management	Gary Fergmann	616-383-2234
	Mary Beth Walsh	616-383-2300
Healthsource AR	Carolyn Patton	800-301-0303 x
3160		
Healthsource IN & KY	Brenda Glass	800-276-0363 x
5475		
Healthsource ME	Barbara Graham	800-642-5551 x
5760		
Healthsource NC	Susan Smith	919-460-1610 x
7597		
Healthsource NH	Michelle Sullivan	800-531-4584 x
2836		
Healthsource NY	Donna Bell	800-449-5001
Healthsource SC	Angela Brady	803-849-4465
Independent Life Ins. Co.	(See Ameritas)	
Jardine Group	Dr. George E. Valentine	518-782-3173
John Deere Health		800-797-1496
John Hancock	Claim Payment Check	617-572-7222
Kentucky Care (see Philadelphia American)		
Great Souther Life	Alice Taylor	800-333-9413 x
4689		
Life of Georgia	Customer Service	800-654-7914
Life Ins. Co. Boston & NY	(See Ameritas)	
Mass Mutual (Unicare Life & Hlth)		413-744-7528
		800-333-2280
Metropolitan	Claim Payment Check	803-234-6164
	Louise Coons	908-253-1838
Mutual Group Life Ins.	(See Ameritas)	
Mutual of Omaha		
True Group	Correspondence Analyst	402-342-7600 x
3580		
Small Group	Pat Shannon	402-342-7600 x
7703		
Individual Claims	Customer Service	402-342-5883
Special Coverages	Martha Larson	402-342-7600 x
3265		
Returned/Unidentified	Correspondence Analyst	402-342-7600 x
4825		
NALC	Investigation Unit	703-729-4677

NYL Healthcare (N.Y. Life)	Nadia Celestin	212-437-1625
Nippon Life	Customer Service	800-937-6542
Northeast Delta Dental	Erica Von Fricken	603-223-1303
Northwestern National Life	EDI Support Line	612-372-5466
Oregon Dental Service ODS 1239	Patty Hoppe	503-228-6554 x
Pacific Mutual	Tracy Kiser	714-760-4209
Philadelphia American Life	Alice Newlin	713-871-4689
Phoenix Mutual	Customer Service	800-451-2513
Principal Mutual	Claim Status Inquiry	515-247-5368
	Beth Adams	515-248-8052
Provident Life	Annie Rowland	615-755-1416
Prudential	Claim Port	800-544-4778
State Mutual	Nelson Mather	508-855-3045
Student Insurance	Customer Support	800-767-0700
Third Party Claims Mngmt.	Kathy Bradley	214-550-4950

CARRIER OFFICE CONTACT FOR CLAIM PAYMENT PROBLEMS

CARRIER ----- CONTACT ----- TELEPHONE # -----

The Travelers		
Eastern Region	Bill Wilson	518-454-4929
Midatlantic Region	Dave Carpenter	609-782-5892
Central Region	Judy Ramsey	214-470-8412
IL,OH,WI	Mike Gulling	708-961-4210
West Region	Sue Kruze	801-561-6596
Dental Claims	Jane Walter	203-954-7585
Travelrs Medicare (Part A)	Barbara Magera	203-639-3230
(Part B) See NEIC Payor Manual-Chapter IV		
Unicare Life & Health Ins.	Debbie Meisner	413-744-7528
Washington Dental Service x3404	Marietta Urseth-Presser	206-522-1300
WEA Insurance Grp	Lola Bieri	608-276-0632
Wellcare of New York,Inc.	Provider Relations	914-334-4083

PARTICIPATING DENTAL CARRIERS

CARRIER NAME Legend	CARRIER
-----	----- - -----
ACS Consulting Services, Inc	72468 3
ADA-format paper claims	01001 3 !E
Aetna Life Ins. Co	60054 3
Aetna US Healthcare	68246 3 n
AFLAC	58066 3
Alaska Children's Services, Inc (Group #P68)	91136 3
Alaska Laborers Construction Industry Trst (Group #F23)	91136 3
Alaska Pipe Trades Local 375 (Group #F24)	91136 3
Alaska United Food & Comm. Workers H'lt & Wel (F45)	91136 3
Allen Medical Administrators	00121 3 n
American Bankers Life Assurance Co.	59067 3
American Medical Security	81400 3 !
American Postal Workers Union (APWU)	44444 3
Ameritas Bankers Assurance	72630 3
Ameritas Life Insurance	47009 3
Amway Corporation/Dental	38255 3
Anthem Health & Life Ins Co of New Jersey/AH&/ALTA	80705 3
APA Partners of Latham NY	16140 3
Automotive Machinists Loc 289 H'lt & W Trst (Grp #F32)	91136 3
Bankers United Life (Student Division)	74227 3
Bell Atlantic (Now Prudential)	68241 3
Benefit Systems & Services, Inc (BBSI)	36342 3
Benefit Planners	74223 3
Blue Cross of Alabama (AL)	00302 3 !E
Blue Cross of Alaska & Washington (AK)& (WA)	47570 3 n
Blue Cross of Arkansas (AR)	00303 3
Blue Cross of California (CA)	47198 2
Blue Cross & Blue Shield of Colorado (CO)	84099 2 !
Blue Cross & Blue Shield of Connecticut (CT)	65358 3 !
Blue Cross & Blue Shield of Delaware (DE)	53287 3 !
Blue Cross of Idaho (ID)	00316 3 !E
Blue Shield of Idaho (ID)	00317 3 !E
Blue Cross of Illinois (IL)	00319 3 E
Blue Cross & Blue Shield (IN,OH,KY)	84105 3 n
Blue Cross of Iowa (FEP & Farm Bureau claims only) (IA)	00320 3 E
Blue Cross of Iowa (IA)	00321 3 E
Blue Cross Blue Shield of Kansas (KA)	00332 3 E
Blue Cross & Blue Shield of Louisiana (LA)	23739 3 !
Blue Cross of Massachusetts (MA)	00330 3 E
Blue Cross of Michigan (MI)	00333 3
Blue Cross of Nevada Dental (NV)	84101 3 E
Blue Cross & Blue Shield of New Mexico Dental (NM)	84100 3

Blue Cross of New Jersey (NJ) (Horizon)	22099	3	
Blue Cross of N. Dakota (ND)	00363	3	E

PARTICIPATING DENTAL CARRIERS

CARRIER NAME	CARRIER		
Legend	-----	-	-----
Blue Shield of Ohio (OH)	00360	3	!E
Blue Cross of Oregon (OR)	00361	3	E
Blue Shield of Pennsylvania (PA)	00001	2	!E
Blue Shield of PA - HMO (PA)	00004	2	!E
Blue Shield of PA - Concordia Plus - HMO	00010	2	!E
Blue Shield of Rhode Island (RI)	00365	3	E
Blue Shield of Tennessee (TN)	00368	3	!E
Blue Cross of Texas (TX)	84980	2	!E
BC/BS of Richmond & Roanoke (VA)	00339	3	n
Blue Cross of Washington & Alaska	47570	3	
Blue Cross of Wisconsin (WI)	00375	3	!E
Blue Cross United of Wisconsin	54003	3	!E
Boilermakers National Health & Welfare Fund	36609	3	
BSSI	36342	3	n
Businessmens' Assurance (NE)	61492	3	
Businessmen's Assurance Co (BMA)	47009	3	
CAC MailHandlers Benefit Plan	62413	3	#
Canada Life Assurance	80659	3	
Capitol Adm. of Rancho Cordova (CA and Alph GA)	68011	3	n
Caterpillar Inc.	37060	3	E
CBSA	41124	3	
CCEA Welfare Benefit Trust	88020	3	
Cement Masons & Plasterers Trst (Group #F16)	91136	3	
Centra Benefit Services	75242	3	n
Choice Plus (TRW)	68241	3	
Christian Brothers Services	61271	3	
Clallam County Physicians Service (King County Med)	93211	3	
CIGNA	62308	3	
CIGNA Flex Care (NM only)	62310	3	
CNA Health Partners, Little Rock	71063	3	
Community Health Electronic Clearinghouse	75261	3	
Connecticut General (CIGNA)	62308	3	
CompDent Corp	00751	3	
Consolidated Group Dental	61305	3	
Cooperative Benefit Administrators, Inc. (CBA)	52132	3	
Corestar	41045	3	n
Corporate Benefit Services of America	41124	3	
Cowlitz Blue Shield (King County Med)	93220	3	
CustomCare (Southwestern Bell-Exec)	68241	3	
Delta Dental of Arizona (AZ)	86027	3	!
Delta Dental of Arkansas (AK)	00811	3	!

Delta Dental of California (CA) Tricare retiree	00123	2	n
Delta Dental of California (CA)	77777	2	!
Delta Dental of Colorado (CO)	84056	3	!
Delta Dental of Delaware (DE)	51022	3	!

PARTICIPATING DENTAL CARRIERS

CARRIER NAME	CARRIER		
Legend	-----	-	-----
Delta Dental of Hawaii (HI)	99010	3	n
Delta Dental of Idaho (ID)	82029	3	!
Delta Dental of Illinois (IL)	05030	3	!
Delta Dental of Indiana (IN)	00821	3	!
Delta Dental of Iowa (IA)	00823	3	!
Delta Dental of Kansas (KS)	00826	3	!
Delta Dental of Kentucky (KY)	00829	3	!
Delta Dental of Maryland (MD)	23166	2	!
Delta Dental of Massachusetts (MA)	04614	2	!
Delta Dental of Mass (QIS)	04614	3	!
Delta Dental of Mass (Select)	04614	3	!
Delta Dental of Michigan (MI)	00853	3	!
Delta Dental of Minnesota (MN)	07000	3	E
Delta USA of Minnesota (MN)	07000	3	E
Delta Dental of Missouri (MO)	43090	3	!
Delta Dental of Nebraska (NE)	04328	3	!
Delta Dental of New Jersey (NJ)	22189	3	!
Delta Dental of New Mexico (NM)	85022	2	!
Delta Dental of New York (NY)	11198	3	!
Delta Dental of North Carolina (NC)	56101	3	!
Delta Dental of North Dakota (ND)	07029	3	!E
Delta Dental of Northeast (ME, NH, Vt)	02027	3	!
Delta Dental of Ohio (OH)	00860	3	
Delta Dental of Oklahoma (OK)	00872	3	n
Delta Dental of Oregon (OR)	04344	3	
Delta Dental of Pennsylvania (PA)	23166	3	
Delta Dental of Rhode Island (RI)	05029	3	!E
Delta Dental of South Carolina (SC)	43091	3	!
Delta Dental of South Dakota (SD)	54097	3	!
Delta Dental of Tennessee (TN)	00871	3	!E
Delta Dental of Washington DC	52147	3	!
Delta Dental of Virginia (VA)	54084	3	
Delta Dental of Washington (WA) (WDS)	91062	3	!
Delta Dental of West Virginia (WV)	31096	3	!
Delta Dental of Wisconsin (WI)	39069	3	!
Delta Dental of Wyoming (WY)	04348	3	!
Delta Tricare (Retired Military)	00899	3	
Dental Benefit Providers	52133	3	
DentalComp (Harrisburg, PA)	04509	3	n

Denti-Cal	00204	3	IE
Dental Plus (Blue Shield of PA HMO)	00004	2	IE
Doral Dental	00120	3	E
E3 Health (formerly First Integrated Health)	75232	3	
EMPHESYS	73288	3	
Empire BC/BS (Minneapolis, MN)	04511	3	n
PARTICIPATING DENTAL CARRIERS			

CARRIER NAME	CARRIER
Legend	

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Employee Benefit Admin	00127	3	
Employee Benefit Mgmt	81039	3	n
Employee Group Services (EGS)	40050	3	
Employee Plans,LLC	35112	3	
Employee Security Inc	54098	3	
Employers Health Insurance (EHI)	73288	3	
Employee Plans, LLC	35112	3	
Encompass	37110	3	n
Enstar Natural Gas (Grpou #F61)	91136	3	
Equicor (CIGNA)	62308	3	
Equitable (CIGNA)	62308	3	
Everett (King City Med-Snohomish City Physicians Crop)	93200	3	
ExclusiCare	71412	3	++
Fairbanks N.Star Borough & School Dist	91136	3	
Family Health Systems	39168	3	
Federated Mutual Health Insurance Co	41041	3	n
First Ameritas Life Insurance Corp. of New York	72630	3	
First Health	87043	3	!
First Reliance Standard (NY Business)	13317	3	
FlexCare	68241	3	
Florida Power & Light	68241	3	
Fortis Benefits Ins. Co.	70408	3	
Fortis Insurance Co	39065	3	
Fortis Self Funded Administrative Services	41124	3	
G.E.Group Life Assurance Co (Form. Phoenix Home Life)	67814	3	n
Glassworkers H'th & Welfare Fund (Group #F29)	91136	3	
Great Southern	90212	3	n
General America	63665	3	
Grays Harbor Medical Bureau (King County Med)	93207	3	
Great West Life & Annuity Ins Co.	80705	3	
Group Administrators Ltd.	36338	3	n
Group Benefit Svcs(E.Lansing,MI) only for MI,IN,IL,OH	05000	3	
Group Link (Indianapolis,IN)	05010	3	
Guardian Life Ins. Co. of America	64246	3	+E
Harrington Benefit Service	06131	3	n
Harrington Benefit Service	95266	3	
Harrington Benefit Service (Healthplan Services (OK))	59142	3	

HCH Administration	37111	3	n
Health Axis	75176	3	n
Health Management Systems	84097	3	n
Health Plan Services of Oklahoma	02595	3	n
Health Resources Incorporated (HRI)	02596	3	n
Health Risk Management, Inc	41170	3	
Healthplex, Inc.	11271	3	n

PARTICIPATING DENTAL CARRIERS

CARRIER NAME	CARRIER		
Legend			
-----	-----	-	-----
Healthsource Provident Admin.	68195	3	
Healthsource Provident Insurance	68195	3	
Hoosier Dental (Indianapolis, IN)	05045	3	
Hotel Employees & Restaurant Trst (Group #F15)	91136	3	
Humana (only PO Boxes 1100,5620 & 19081 in WI)	73288	3	
IBI	41124	3	
Iowa Benefits Inc	41124	3	
J.F. Molloy & Associates Inc.	61271	3	
Jardine Group Service	14168	3	
John Deere Health Care/Heritage National Healthplan	95378	3	E
John Hancock Health Security	65099	3	
John Hancock Mutual life Ins	65099	3	
John Hancock Preferred Health	65099	3	
Kanawha Insurance Co	57038	3	n
Kempton Company, Kempton Group Administrators	73100	3	
Kentucky Health Select	63076	3	n
King County Med Blue Shield (Now Regance WA)	93200	3	
King County Medical-Clallam County	93213	3	
King County Medical-Cowlitz Blue Shield	93220	3	
King County Medical-Grays Harbor Medical Bureau	93207	3	
King County Medical-Lewis County Blue Sheild	93210	3	
King County Medical-Snohomish County Physicians Corp	93219	3	
King County Medical-Thurston County Blue Sheild	93211	3	
King County Medical-Walla Walla Valley Medical Service	93221	3	
King County Medical-Yakima County Blue Sheild	93214	3	
Life Insurance Co. of Boston and New York	78140	3	
Life Insurance Co. of Georgia	65471	2	
Lincoln National(Green Bay & Madison,WI,only)	73288	3	
Longview (King City Med-Cowlitz Blue Sheild)	93200	3	
Lovelace Health PLa	62310	3	
Lovelace Senior Options (LSO)	62310	3	
Lovelace Senior Plan (LSP)	62310	3	
Machigonne Benefit Administrators	10317	3	
Mailhandlers Benefit Plan/CAC	62413	3	#
Managed Dental Care Network (MDCN) (WA)	84097	3	

Managed Health Services (WI State Employees)	05036	3	E
Manulife, W.J.Sutton Co	98010	3	
Marriott (Prudential)	68241	3	
Massachusetts Mutual	65935	3	
MedBen (Newark, OH)	74323	3	n
Medcost of North Carolina	56205	3	
MEDICA of Minnesota	02157	3	n
Medicaid of Alaska (AK)	00251	3	E
Medicaid of Arkansas (AR)	00211	3	
Medicaid of California (Denti-Cal) (CA)	00204	3	!E
PARTICIPATING DENTAL CARRIERS			

CARRIER NAME	CARRIER		
Legend	-----	-	-----
Medicaid of Colorado (CO)	02244	3	n
Medicaid of Connecticut (CT)	00215	3	!E
Medicaid of Delaware (DE)	02444	3	n
Medicaid of Florida (FL)	00217	3	!E
Medicaid of Georgia (GA)	00218	3	E
Medicaid of Georgia, Grady Healthcare, Inc. (WI)	00120	3	!E
Medicaid of Idaho (ID)	00220	3	!E
Medicaid of Indiana (IN)	00221	3	!E
Medicaid of Illinois (IL)	00219	3	!E
Medicaid of Iowa (IA)	00225	3	!E
Medicaid of Kansas (KA)	00226	3	E
Medicaid of Kentucky (KY)	00229	3	!E
Medicaid of Kentucky Region #3 (Doral Dental Service)	00230	3	!E
Medicaid of Louisiana (EPSDT) (LA)	00252	3	!E
Medicaid of Louisiana (Adult) (LA)	00242	3	!E
Medicaid of Maine (ME)	00244	3	!E
Medicaid of Massachusetts (MA)	00246	3	!E
Medicaid of Maryland, PhysiciansCare MCO	00120	3	!E
Medicaid of Michigan (MI)	00247	3	!E
Medicaid of Minnesota (MN)	07000	3	!E
Medicaid of Mississippi (MS)	00248	3	!E
Medicaid of Missouri (Adm by GTE Data Services)	00258	3	!E
Medicaid of Missouri, Blue Advantage	00120	3	!E
Medicaid of Missouri, Community Care Plus- St. Louis	00120	3	!E
Medicaid of Missouri, Community Health Plan	00120	3	!E
Medicaid of Missouri, FirstGuard Health Plan	00120	3	!E
Medicaid of Missouri, HealthCare USA - St. Louis	00120	3	!E
Medicaid of Missouri, TrumanCare-Family Health Partners	00120	3	!E
Medicaid of Montana (MT)	01488	3	n
Medicaid of Nebraska, United HealthCare of the Midlands	00120	3	!E
Medicaid of New Hampshire (NH)	00256	3	!E
Medicaid of New Jersey (NJ)	00002	3	!E
Medicaid of New Mexico, Cimarron Health Plan	00120	3	!E

Medicaid of New Mexico, Presbyterian Salud	00120	3	!E
Medicaid of New Mexico, Lovelace Community Health	00120	3	!E
Medicaid of New York (NY)	00259	3	!E
Medicaid of North Carolina (NC)	00262	3	!E
Medicaid of Oklahoma (OK)	00264	3	!E
Medicaid of Ohio (OH)	00260	3	!E
Medicaid of Ohio, Emerald HMO and Medicare, Inc	00120	3	!E
Medicaid of Ohio, Health Power HMO, Cincinnati	00120	3	!E
Medicaid of Ohio, Personal Physicians Care, Cleveland	00120	3	!E
Medicaid of Ohio, United HealthCare, Inc. Medicare	00120	3	!E
Medicaid of Oregon (OR)	00248	3	!E
Medicaid of Pennsylvania (PA)	00269	3	!E

PARTICIPATING DENTAL CARRIERS

CARRIER NAME

CARRIER

Legend			
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Medicaid of Pennsylvania, Best Health Care, Pittsburgh	00120	3	
Medicaid of Pennsylvania, Gateway Health Plan	00120	3	
Medicaid of Pennsylvania, Oaktree	00120	3	
Medicaid of Pennsylvania, Health Partners	00120	3	
Medicaid of Rhode Island (RI)	00265	3	!E
Medicaid of South Carolina (SC)	01889	3	n
Medicaid of South Dakota (SD)	01887	3	n
Medicaid of Tennessee,Blue Care	00120	3	!E
Medicaid of Tennessee,Access Med Plus	00282	3	!E
Medicaid of Texas	00250	3	!E
Medicaid of Utah (UT)	00270	3	!E
Medicaid of Vermont (VT)	00272	3	!E
Medicaid of Virginia, HealthKeepers Plus	00120	3	!E
Medicaid of Washington (WA)	00273	3	!E
Medicaid of West Virginia (WV)	00274	3	!E
Medicaid of Wisconsin (WI)	00249	3	!E
Medicaid of Wisconsin, Humana/TDC	00120	3	!E
Medicaid of Wisconsin, PrimeCare	00120	3	!E
Medicaid of Wyoming (WY)	00275	3	!E
Medical Benefits Administrators	46000	3	
Medical Benefits Mutual	74323	3	
Medical Mutual of Ohio	00360	3	
MEGA Life & Health Ins. Co (Student Division)	74227	3	
Met Elect	65978	3	
Modern American Life Insurance Co	67784	3	
The Mutual Group (U.S.)	70491	3	
Mutual of Omaha Insurance Co.	71412	3	++
Mutually Preferred	71412	3	++
NALC (National Association of Letter Carriers)	53011	3	
National Rural Letter Carrier Assoc.	71412	3	
NCAS	75190	3	

NEA Alaska Health Plan	54098	3	
New England Financial	66893	3	/
New England Dental Administrators	43351	3	
Nippon Life Insurance Co.	81264	3	
Northeast Delta Dental (ME,NH,VT)	02027	3	
N.W. Intern'tl Machinists & Aerospace Eng (Group #F39)	91136	3	
N.W. Ironworkers H'th & Security Trst Fund (Group #F15)	91136	3	
N.W. Roofers & Emp H'th Security Trust Fund (Grp #F26)	91136	3	
N.W. Textile Processors (Group #F14)	91136	3	
Northwestern National Life (now ReliaStar)	41045	3	
Olympia (King City Med-Thurston City Blue Sheild)	93211	3	E
Olympic Health Management Systems, Inc	91150	3	
ONE Health Plan of Alaska, Inc	80705	3	
ONE Health Plan of Arizona Inc	80705	3	
PARTICIPATING DENTAL CARRIERS			

CARRIER NAME	CARRIER
Legend	

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ONE Health Plan of California, Inc	95379	3	
ONE Health Plan of Colorado, Inc	95412	3	
ONE Health Plan of Florida, Inc	80705	3	
ONE Health Plan of Georgia, Inc	96559	3	
ONE Health Plan of Illinois, Inc	95388	3	
ONE Health Plan of Indiana, Inc	80705	3	
ONE Health Plan of Maine, Inc	80705	3	
ONE Health Plan of Massachusetts, Inc	80705	3	
ONE Health Plan of Nevada, Inc	80705	3	
ONE Health Plan of New Hampshire, Inc	80705	3	
ONE Health Plan of New Jersey, Inc	80705	3	
ONE Health Plan of North Carolina, Inc	80705	3	
ONE Health Plan of Ohio, Inc	80705	3	
ONE Health Plan of Oregon, Inc	80705	3	
ONE Health Plan of Pennsylvania, Inc.	80705	3	
ONE Health Plan of South Carolina, Inc	80705	3	
ONE Health Plan of Tennessee, Inc	80705	3	
ONE Health Plan of Texas, Inc	51459	3	
ONE Health Plan of Virginia, Inc	80705	3	
ONE Health Plan of Washington, Inc	80705	3	
ONE Health Plan of Wisconsin, Inc	80705	3	
ONE Health Plan of Wyoming, Inc	80705	3	
ONE Health Plan, Inc. (Vermont)	80705	3	
Operating Engineers Locals 302 & 612 (Group#F12)	91136	3	
Oregon Dental Service	00501	3	!
Oregon State Assistance (Welfare / Medicaid)	00248	3	!
Oxford Health Plans	84104	3	
Pacific Life & Annuity (PM Group)	67466	3	
PacificSource	93029	3	

Patriot Dental (Blue Alliance Dental)	10316	3	
Paul Revere/Provident	47009	3	
PDO (Bell Atlantic)	68241	3	
Phoenix American Life (PAL)	67814	2	
Phoenix Group Services	75238	3	n
Phoenix Home Life	67814	2	
Physicians Plus Ins Co, Wisconsin State Employees	00120	3	E
Pinnacle Claims Management, Inc	24735	3	
Pierce City Med Bureau (Now Tacoma)	93200	3	E
Port Angeles (King City Med-Callam City Physicians)	93200	3	
Preferred Dental Organization	68241	3	
PrimeCare, WI State & Federal Employee & Medicaid	00120	3	E
Primary PhysicianCare, Inc	56144	3	
Principal Financial Group	61271	3	
Principal Mutual Life Ins. Co.	61271	3	
Pro Health Compare	31132	3	n
PARTICIPATING DENTAL CARRIERS			

CARRIER NAME	CARRIER
Legend	

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Provident Life & Accident Insurance Co	68195	3	
Provident Life & Accident Insurance Co of American	68195	3	
Provident Life & Casualty Insurance Co.	68195	3	
Provident Preferred Network	68195	3	
Provider Networks of American	51032	3	n
Prudential	68241	3	
Prudential for Health	68241	3	
Prudential HealthCare & Life Ins Co of America	68241	3	
Prudential HealthCare Health Maintenance Organization	68241	3	
Prudential HealthCare HMO for Small Business	68241	3	
Prudential HealthCare of America	68241	3	
Prudential HealthCare POS for Small Business	68241	3	
Prudential HealthCare PPO for Small Business	68241	3	
Puget Sound Benefits Trust (Group #F25)	91136	3	
Puget Sound Electrical Workers Trust (Group #F33)	91136	3	
R.E. Harrington	95266	3	!
Regence Washington Health (King City Med Blue Shield)	93200	3	
Reliance Standard	36088	3	
ReliaStar	80314	3	
Retail Drug Employees Local 367 & 1001 Health Trust	91136	3	
Rocky Mountain Life Dental	84012	3	
Satelite Image Systems	87056	3	n
Seabury & Smith	80001	3	
SISCO (Self Insured Service Co)	85030	3	
Select Benefit Administrators	01114	3	n
SelectCare (Coca Cola)	68241	3	
Self Funded Plans Inc,	34131	3	n

South Bay H.E.R.E. local 19	91136	3
Southwestern Bell	68241	3
Southwestern Bell Exec. - Custom Care	68241	3
Southwestern Bell Exec. - Southwestern Bell	68241	3
Southwest & Central Services	75177	3
Standard Insurance (OR)	93024	3
Student Insurance (Boston Mutual, Boston & New York)	74227	3
Student Ins(MEGA Life & Health, Mid-West, Reliance)	74227	3
Sun Life of Canada	47009	3
Sun Trust Bank, Inc	68241	3
Superior Dental Care	31117	3
Tacoma (Pierce City Med)	93200	3
Third Party Claims Management	06131	3
Time Insurance, a Fortis Company	39065	3
Travelers	87726	3
Travelers Health Network (HMO & Care Option)	87726	3
Travelers Plan Administrators	87726	3
Tricare Reservists (only for 1100 Employers Blvd, WI)	73288	3
PARTICIPATING DENTAL CARRIERS		

CARRIER NAME	CARRIER
Legend	

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Trigon BC of VA	71835	3	E
Trigon Insurance Co	84103	3	
UICI Administrators -State of Nevada	75245	3	n
UniCARE Life & Health	80314	3	
Unicare Special Accounts (Formerly John Hancock)	65099	3	
Unicare of Texas	80314	3	!
United Concordia (FMDP, Tricare)	00007	3	!E
United of Omaha	71412	3	
United States Life Insurance Co of NJ	13545	3	n
Univera of New York	56205	3	
University of W. Student & Graduate Appts (Group #F13)	91136	3	
Varian Health Care Plan	68241	3	
Walla Walla Valley Med Services Corp (King City Walla)	93200	3	
Washington Dental Services	91062	3	
WA State Council of County & City Emp (Group F#36)	91136	3	!
Wausau Benefits - aka Employers Insurance of Wausau	39026	3	n
WEA Insurance Group	39151	3	
WebTPA/Community Health Electronic Claims/CHEC	75261	3	n
Welfare AK (First Health)	00251	3	E
Welfare CA (Dental)	00204	3	!E
Welfare NJ (Unisys)	00002	3	E
Welfare OR (ODS State Assistance)	00248	3	!
Welfare TX (NHIC)	00250	3	E
Welfare and Pension Plans	91136	3	n
Wellpoint Dental (BC of CA)	47198	3	!

West Coast Stationary Eng. H'th & Security(Gp #F13)	91136	3	
Western Grower's Assurance Trust	24735	3	
Western Grower's Insurance Company	24735	3	
Whatcom Medical Bureau	84098	3	
Xantus Healthplan of Tennessee	62154	3	n
Yakima (King City Med-Yakima City)	93200	3	

LEGEND:

CARD TYPE: - ALL situations, the insured's ID Number is required.

- 2 - The group number MUST be submitted with every claim for these carriers.
- 3 - Group Policy Number should be supplied, if available; otherwise "999999" should be entered.
- E - Carrier requires special enrollment for elec. claim submission. Contact Talcomp before adding to ,91. (Carrier may assign provider #)
- ! - Special setup/data requirements. (Contact Talcomp with request)
- n - New Carrier.
- + - Guardian Life MUST have a 6-digit, numeric group number.
- ++ - Mutual of Omaha group number first-character MUST be E, G, or S.
- % - Dental claims from Self-Administered Groups cannot be submitted electronically to GHI. see pg 15
- # - CAC does not accept pre-determined or pre-authorized claims.
- / - New England Financial - Claims containing "TN", "PSI", or "HPS" anywhere in the Group policy ad Insured ID numbers may NOT be submitted under this Payer ID. Please begin using payer ID 80705 for this payer.

15. INSURANCE ANSWERS PLUS

The *Insurance Answers Plus* database includes about 10,000 Texas employers' insurance benefits. Although it is a separate program from your Practice Management Software, for a very small additional fee the information can be available to your practice and will be accessible from all of your terminals. It is best described as a "reference library" that will save you both time and long distance charges when verifying insurance benefits.

You will be able to look up your patients' insurance benefits immediately instead of making phone calls and asking a series of questions. The database includes benefits from thousands of Texas employers and over 500 fee schedules for companies like Wal-Mart, Postal Workers, Texas Instruments, and IBM etc. Dental Systems asks over 100 questions at each company interview and you will be able to print out a convenient two-page summary of any of the companies in our database right from your terminal.

The *Insurance Answers Plus* database is updated monthly so that you will always have current information. Now you will be able to answer your patient's financial questions almost immediately and begin treatment on the patient's first appointment.

You will enjoy having a world of new information available to you including many details insurance companies don't normally give you over the phone. *Insurance Answers Plus* will allow you to spend more time with patients and less time on the phone with their insurance carriers.

Insurance Answers Plus is the culmination of our effort to deliver the most valuable services to you and your practice. With all it offers, I am confident you will find it well worth having. It is available to all Talcomp Network members at a very reasonable cost.

16. USING THE FUNCTION KEYS

The function keys on your practice management system are used to open windows containing job aids or access labor-saving tools without exiting the current task in progress. Using function keys gives you the power to use your system more efficiently, thereby decreasing the time you spend on the system while simultaneously increasing your overall productivity. The following is a brief introduction of each function key.

F-1 The Help System

Help windows provide online information for why and how to use the current field or program. They allow you to learn more about the software you are using without leaving your terminal to consult a reference manual. There are five types of Help windows, as described below:

Field Help: Describe the purpose of the field and list valid entries.

Help for the Program: Describe the purpose of the program, the screen's display fields (fields that display information that cannot be changed), notes, cautions reports generated, and cross reference programs that perform similar tasks.

System Help: Describe features common to the entire system, including: moving the cursor within a program and to another program, the function keys, conventions used with windows, and notes for entering information and running programs.

Office Notes: Created by each office to assist with making entries in a program

Field Help windows display immediately when F-1 is pressed. Using the Help System menu accesses all other types of help windows; this menu is displayed by pressing <Shift F-1>. (Note: to perform this keystroke, press and hold the <Shift> key. While still pressing <Shift>, also press <F-1>, and then release both keys.)

F-2 Lookup

Lookup windows provide an on-line listing of valid entries for the current field. For example, if you are about to post a payment for Lisa Jenner, but cannot remember her account number you can press F-2 at an account number field to display an alphabetical list of all the accounts in your office. Once you have identified the proper entry, you can place the highlighted entry in the current field. Lookup windows are particularly useful at procedure code, name, number, and other fields where you may not be familiar with every valid entry that is available.

F-3 Accept

The function key F-3 is used only in conjunction with other function key-windows. Once you have opened a window, press F-3 to automatically place the highlighted information into the field where the cursor is located.

F-4 Miscellaneous

The F-4 key is used with explosion codes. An explosion code consists of a single, 3-character code used to automatically enter a set of up to 16 procedures that are commonly performed together.

F-5 Additional Functions

The Additional Function window allows you temporarily to break from the task you are performing to check the spelling of a word, view the current date and time, or check an account history or patient summary without actually exiting the program.

F-6 Calculator

The Calculator window provides online access to a calculator from anywhere in your programs. You can use the calculator to make calculations such as adding a column of numbers without leaving your terminal or the current program. Use the F-1 key within this program for details on the operation of the calculator.

F-7 Calendar

The Calendar window provides online access to the calendar for any month of any year. This calendar is presented graphically on your screen. The current month appears first. You may enter a month/year (for example 1203 for December 2003) or use the arrow keys. Right arrow for next month, left arrow for preceding month.

F-8 Macro Window

Macros record and store the keystrokes to perform a given task. Once stored, you can “replay” this series of keystrokes by running the macro. Many types of macros can be recorded to perform a variety of tasks. Using macros allows you to decrease dramatically the amount of time you spend performing repetitive procedures and, in turn, can significantly increase your productivity.

F-9 New Task

The New Task key allows you temporarily to leave your current task on the system so that you can complete an entirely different one and then resume your original task. This feature is invaluable whenever your priorities suddenly change. For example, you may be entering charges into the system when a patient walks up to your desk and wants to schedule their next appointment, or perhaps settle their bill. You can now respond immediately to their request and later return to your original task without having to relocate the place where you were working before, or starting entries over again.

F-10 Exit

To exit or close a window or to cancel a new task started by pressing a function key touch F-10

17.PRACTICE MANAGEMENT

Increase practice revenue

Recall telephone list includes complete treatment plan.

Further commits patient to keeping recall appointment by allowing you to discuss future treatment and need to keep appointment. Gives the practice the opportunity to “sell” treatment which otherwise might be lost.

Generate care slips with incomplete treatment detailed.

This gives your staff the opportunity to “sell” more dentistry by having the ability to discuss again open treatment with patients on the day of their visit.

Prepare recall cards and letters for multiple recall reasons and dates

Multiple recall dates allow you automatically to notify patients of other reasons for office visits thereby allowing the practice to “sell” additional dentistry.

Generate multiple overdue recall notices.

Brings in patients who might have forgotten to reschedule their recall

appointment allowing the practice to generate revenue which might have been lost. If a patient does not respond to recall notices the system will continue to track them.

Track outstanding preauthorizations and automatically generate tracer letters.

This insures approval of pre-authorizations in a timely manner allowing for better communication with patients. In addition, this will bring in more revenue faster by keeping “on top” of the insurance companies.

Print incomplete treatment plans.

This will allow the staff to call and remind patients of incomplete treatment preventing lost revenue and insuring quality patient treatment.

Generate reports on patients who cancel and do not reappoint.

The system, when used properly, will prevent patients from “falling through the cracks”. This will prevent loss of revenue by allowing you to know those patients who have no appointments but still have treatment to be completed.

Create a waiting list for those patients who would like an earlier appointment.

This will allow you to fill gaps in your schedule immediately, or fill canceled appointments with patients wanting to come in earlier.

Generate appointment reminder notices.

Reduce no-shows. Encourage patients to keep pre-arranged appointments.

Search treatment plans to find patients who have specific procedures to be performed.

This will allow you to fill gaps in your schedule by searching for specific procedures bringing in revenue and keeping production high.

Identify dependents who are turning age 18 or 21 whose benefits are about to expire.

This will allow you to notify your patients to have their dental work accomplished before their benefits expire. You can also specifically search for patients who have open treatment plans to have them come in before benefits expire.

Increase the number of new patients

Track patients who refer you new business.

Encourage more referrals by allowing you to thank personally patients providing these referrals.

Automatically send new patients letters and birthday congratulations.

This keeps a continuous flow of communication with patients encouraging their visits.

Track referrals by number of patients and production received from various sources (i.e., yellow pages, other dentists, your sign).

Provide yourself with information to make informed decisions as to what sources are bringing you the most revenue and where to place your emphasis, for example sending thank you letters to referring doctors or spending more on advertising dollars in a specific area.

Increase revenue dollars per patient

Track patient's unused insurance benefits.

You can "sell" additional dentistry by bringing in patients who might not know that they have insurance benefits remaining.

Create treatment plans detailing primary, secondary and patient payment responsibilities.

This will allow you to show patient at treatment time, how much primary and secondary insurance will pay. You can also group procedures to maximize insurance coverage and patient's ability to pay. You will increase acceptance of treatment by showing patients how much they are saving by utilizing their insurance benefits.

Print complete treatment plan appropriately grouped by procedures.

Provide the information to discuss all aspects of a patient's treatment at the first visit, eliminating second consultations and allowing for higher patient acceptance thereby increasing revenue per patient.

Increase revenue by collecting more

Integrate master appointment schedule with collection processing.

By knowing of collection problems before the appointment time, you can resolve issues and collect money before additional treatment may be performed.

Detail collections by high balance/insurance type.

Allows your staff to concentrate their efforts on patients or insurance companies with high balances making the collection activity more productive.

Track payment promises and collection history and produce on demand collection letters and reminders.

Allows you to create realistic payment plans based on previous history with patients better insuring collection of balances.

You can make multiple payment arrangements based upon agreements with patients or insurance companies.

Document the commitment of a patient or insurance company thereby increasing the probability of collection. In addition the system will alert you automatically when patients or companies do not meet their agreed upon obligations.

Use special coding specific to a patient or an account.

Special symbols alert you to “slow pay”, “cash only” and similar categories to insure that proper payment arrangements are made prior to commencement of treatment.

Collection accounts can be assigned to specific collectors.

Increase your collections by allowing your best collectors to work on specific accounts. Increase collection by having the same collector build a relationship with the patient.

Increase provider productivity

Your system will allow you to indicate periods of the day when only certain procedures are to be performed or specific types of patients are to be seen.

You may increase provider productivity by allowing providers to choose the best time of day for them to perform certain procedures. The system allows for the placement of certain types of patients in the schedule to maximize provider and staff time. This option provides for more efficient staffing.

It is possible to track no shows and cancellations and summarize information during scheduling of appointments.

Being aware of patient cancellation and no show history, you can appropriately schedule patient to insure a high probability of not losing production time.

You have the ability to limit amount of time scheduled for specific plans.

This will allow an orderly start of pre-paid plans to maximize productivity.

Provide many different schedule search options when making appointments.

You may automatically schedule assistants to maximize productivity.

Appointment rules are system based, so it is not necessary to rely on staff to optimize schedules.

Alerts user of any family appointments when a patient cancels his specific appointment.

This prevents loss of production when patients forget to tell you that the rest of their family is also canceling when they are.

Prints future appointments for patient and family members.

Reinforces future appointments and allows you to discuss need for upcoming visits helping to insure no loss of production or patient cancellation
Allows you to discuss and reconfirm future family visits.

When cancellations or no-shows occur, it automatically creates a list of future

scheduled appointments of other patients with similar procedures indicating applicable time units. Allows you to immediately fill canceled appointments with similar procedures to maintain anticipated production.

Create a list of patients waiting for specific procedures such as crown and bridge, dentures, prophies or recall exams.

Lets you fill cancellations with the same type of procedures to keep production at your anticipated level. Allows you to monitor procedures to be performed to fill gaps in your schedule.

Increase cash flow

Provides for electronic claims submission.

Reduces turnaround time for payment of insurance claims thereby increasing cash flow. Edits claims prior to submission eliminating delays associated with claim rejection.

Automatically produces insurance claim tracer letters.

Allows you to keep cash coming into the practice by staying on top of late insurance claims payments.

Prints Walk-Out statements as patients leave practice.

Details estimated insurance and patient's responsibility enabling you to collect money at the time of service without waiting for insurance payments. Acts as a reminder to patient of future appointments.

Creates budget arrangements and contracts with tracking.

Reinforces patient responsibility and tracks payment commitments so that monies are paid when due.

Increase staff productivity and efficiency

Submits insurance claims electronically.

Eliminates the labor effort associated with preparation of insurance claims.

Multi-tasking allows more then one task to be performed at the system console.

Allows staff to continue with other computer functions while simultaneously performing another task. System console lockouts are eliminated when printing reports. Reduces the number of workstations which may be required to meet the needs of your office staff.

Overnight processor.

Allows for printing of selected reports and forms on an unattended basis after business hours thereby freeing staff for other duties. Increases office efficiency by allowing redundant tasks to be performed automatically and unattended after business hours. Allows your computer to be working 24 hours per day.

Office notes and message center capabilities.

Allows staff to maintain office procedures and manuals on-line making this information accessible to all employees. Allows for electronic communications between staff members insuring that messages are received quickly.

Tracks which staff employee performed specific tasks.

Tells you which employee made an appointment, posted charges and so on to allow you to monitor staff productivity and efficiency.

Chart tracking by bar codes available.

Increases productivity by knowing where a specific chart is located.

Automatic correspondence system.

Allows a variety of customized form letters to be sent to patients automatically (i.e., collection letters, new patient letters, treatment follow-up letters) saving staff time in preparing such correspondence. Talcomp-provided database of form letters covers most situations required by your practice and saves staff time in creating such letters.

Allows easy set up of user defined macro keys.

Lets you perform repetitive key strokes with a single key entry.

Optimize productivity under prepaid/capitation plans

Tracks utilization for each prepaid plan

Tells you whether or not you are making money under each prepaid/capitation plan. Monitors patient utilization for reporting back to plans and employers. Tells you which providers are more efficient in performing specific procedures allowing you to better utilize staff.

Minimize cost of staff turnover/training

Comprehensive on-line help available throughout the system.

Allows for ease in use of system for new employees with fewer training hours needed to bring them up to the proper operating level. Saves senior staff time in answering questions for new employees.

Electronic classroom courses available.

Provides a means for cost-effective training of new staff or refresher courses for present employees. Eliminates effect on day-to-day business operations by conducting classroom courses on off-business hours.

Computer-assisted instruction included as part of system.

Allows staff members to learn function at their own speed. Allows your current staff to train new employees in a timely and cost-effective manner. Provides a means for your staff to refresh their understanding of the system functions.

Office notes can be entered into and maintained on the system.

Allows you to maintain office procedures and policies on-line for all employees to reference. Reduces training time of new employees by having office procedures

displayed while applicable functions are being performed.

Unlimited growth potential

As you grow, virtually unlimited hardware expansion is available to meet the changing needs of your practice.

Hardware can be expanded in a cost-effective manner to incorporate additional terminals and printers as well as increased disk capacity and memory. On-line remote offices can be integrated by adding communications equipment and required peripherals.

Software functionality is included to meet additional requirements of your office.

Features such as Capitation/Prepaid Modules provide utilization and reporting capabilities should your practice participate in such plans. Optional modules covering specialties (i.e., Orthodontics, Periodontics) are available. Optional third-party packages such as Insurance Answers Plus and Trojan are available for integration, if desired. Accounting packages as well as other optional modules are available as your practice needs increase.

System capability allows for expansion in the number of providers, clinics and offices utilizing the system.

Expansion of your practice can be accomplished in a cost-effective manner with minimal training of your staff. Manual or electronic conversion services are available to convert data accurately and save staff time.

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