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**TALCOMP MANAGEMENT SERVICES, INC**  
**2002 Elite Service Guide**  
**Reference Manual**

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Talcomp Management Services, Inc  
2002 Edition

**Talcomp Management Services, Inc.**  
**2323 South Voss Road, Suite 640**  
**Houston, Texas 77057**

**Adam Richards**  
Vice President  
and Systems Manager

*Dear Elite 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 system owner, this manual should assist you in getting the most out of the advanced technology and the many special services available to you through Talcomp.*

*Talcomp supplied 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 that are now available to your practice.*

*Sincerely,*

*Adam Richards*

## **TALCOMP DENTAL SYSTEMS**

### **Elite System Operations** *Administrator's Reference Manual*

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# 1. TALCOMP CORPORATE INFORMATION

## 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
Facsimile	713-977-9743
Support	713-952-9999 (state your clinic and priority)
Support (toll free)	800-593-0593 (state your clinic 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. Elite 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.

## 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 to be. Please call first.

## 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.

## **2. A BRIEF OVERVIEW OF YOUR SYSTEM**

### **System Description**

Your practice management dental system is an online minicomputer system designed to manage the information flow of a dental practice. The system is a proven asset to dental offices throughout the United States and Canada. All equipment is installed at the dental facility.

### **Hardware Components**

The basic computer components are:

- Central Processing Unit (CPU)
- Backup tape drive
- Monitor and keyboard
- Printer(s)
- Data entry/display terminal(s)
- Modem(s)
- Uninterruptible Power Supply (UPS)

It is very important that you be able to identify each of these components. When working with Talcomp technical support to resolve any problems that may occur you may be asked to perform specific tasks on different components of your system. You will need to be able to rapidly and positively identify each component that you are working with. If you are asked to turn off the modem and you mistakenly turn off the UPS it is very possible that severe damage could occur to your data.

### **Software**

The most commonly used software capabilities of your system are described below.

Billing	Prints itemized statements on demand.
Patient Inquiry	Improves patient relations and practice efficiency by providing immediate information on patient account status.
Insurance	Prints both pre-authorization and payment requests. The status of all claims is monitored by the system, providing management control and tracking of all insurance.
Scheduling	Provides an extensive appointment inquiry and scheduling system, including treatment planning, patient appointment scheduling, appointment retrieval and rescheduling. Prints various reports such as doctor schedules, chart pull lists,

rout slips, cancellation lists, and new patient lists.

Accounts  
Receivable

Provides an analysis of charges and payments based on aging and payment patterns allowing tight control of accounts receivable.

Income Allocation

Automatically allocates patient receipts to the proper doctor(s) even when more than one doctor has worked on the account. Accounts receivable and doctor income are kept separately.

Practice Management  
and Analysis

Pre-collection listings, recalls, audit controls, production analysis and management reports for specific areas of the practice provide the information necessary to manage the daily operations of your practice.

Text Editing

Features word processing capabilities, invaluable for form letters, memos, special forms, contracts and many other applications.

**Additional Subsystems**

Message Center

The Message Center is an electronic mail system that allows messages to be sent to selected staff members.

Spooler

The spooler is a software subsystem that provides an alternate way of printing from Dental System programs and the Word Processor. The Spooler's structure eliminates the "printer busy" traffic jam. Any number of terminals can print into the spooler simultaneously.

Overnight  
Processor

The Overnight Processor is a software subsystem that can run specified sequences of programs and commands without staff supervision.

Time clock

The time clock Processing Subsystem is used to record employee working hours and maintain employee data. In addition to performing the same function as a manual time clock, the time clock Subsystem stores employee information, updates and purges employee data files, and prints reports.

Insurance Planning

Subsystem	The Insurance Planning Subsystem is a comprehensive approach to insurance billing and planning. The system presents patients with a complete case presentation before performing any work. The entire billing process is streamlined by the system.
Other Optional Subsystems	Additional subsystems offered are: Accounts Payable System; General Ledger System; Payroll System; Data Base Inquiry Subsystem; Customized Patient Forms Subsystem; and Electronic Insurance Claims Processing Package. A broad range of Specialty programs are also available.

### **3. YOUR CONTRACT WITH THE SYSTEM MANUFACTURER**

#### **You purchased your Dental Management System from the manufacturer**

Talcomp Management Services, Inc. is a national dealer. You purchased your practice management computer system by contract from the manufacturer. Your service agreement for that system is with Talcomp Management Services, Inc. Talcomp will provide you with both software and hardware support along with upgrades and training. In most cases, Talcomp was also responsible for the conversion of your patient data, the system installation and initial staff training.

#### **Research and development**

Talcomp together with various suppliers is constantly developing new and improved programs and systems for the dental profession. This research and development is reflected in program enhancements to your system throughout the year, and the knowledge that your system will be current years into the future. The broad range of highly sophisticated practice management systems which Talcomp supplies, function in a “user friendly” environment. They are designed so that the clients existing non-technical staff may easily operate them. Among the comprehensive range of tasks performed by Talcomp software are multiple-resource and appointment scheduling, treatment planning, insurance claims processing and electronic claims submission and remittance posting, allocation of doctor income, managed care tracking/analysis, and reporting, and accounts receivable/collections management. The software also integrates ancillary functions, such as clinical data capture, word processing, accounting and electronic data interchange.

Recently integrated clinical applications have expanded the capability of our products allowing provider groups to organize large amounts of patient information in data, visual and audio format contributing to a highly efficient virtually chartless healthcare office.

### **4. HOW YOU WILL BE BILLED FOR VARIOUS SERVICES**

### **Payment of your Talcomp account**

Talcomp statements are mailed to clients 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 if the amount will cause your balance to exceed your credit limit. In any particular month if it will not be possible to settle your account prior to the 20th of the month, please contact Talcomp **before the due date on your statement.** We will be happy to make payment arrangements for your account. Past Due accounts without prior arrangements will incur a service charge, and month end processing and support for the practice may be delayed.

### **Payment of your account with the manufacturer**

Although you will normally never receive a bill from the manufacturer there may be occasions when you will be billed direct for certain services, special upgrades, purchases of special programs and your annual license fee. These bills are due upon receipt and remittance should be made directly to the manufacturer.

### **Telephone company charges**

All Talcomp Elite clients are required to provide a dedicated support telephone line to their computer system. This line is used exclusively by Talcomp for support purposes, to collect electronic insurance, for upgrades and program enhancement and to monitor your system. This line is not available for client use, and may not be shared with any client equipment such as fax machines and credit card readers or off premises terminals. Clients that do use the support line are in violation of their contractual agreement with. All telephone company charges for this line are the client's responsibility.

### **Finance company charges**

If you financed your computer purchase through a bank or other financial institution, you will receive payment instructions from that institution. The usual forms of payment are: direct debit of your account, a monthly statement or a coupon booklet.

## **5. ELITE HARDWARE SUPPORT AND MAINTENANCE**

### **Hardware support**

Unless you specifically purchased monthly hardware support from Talcomp, all hardware support is billable. Talcomp does offer Elite system owners a support program that will cover all repairs of your computer hardware. If you would like additional information about our prepaid hardware support program for your computer hardware equipment please inquire.

### **Hardware repairs**

Talcomp wants to make sure that your equipment is in perfect operating condition. We have an extensive inventory of spare parts and equipment. Critical hardware repairs such as a system down problem are addressed immediately, and repairs are expedited so that the client is inconvenienced the minimum amount of time. It is important to have your latest backup available when repairs are made. 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 happy to disconnect, relocate and reinstall all computer equipment for Elite clients. Please give us as much advance notice as is possible. This will allow us to schedule your move so that it does not conflict with ongoing projects. It will also permit us to keep travel expenses as low as possible. Elite clients will be billed for travel, time and supplies.

### **If you decide to move the computer equipment yourself**

Elite clients 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. Please contact Talcomp prior to attempting a move. Computer equipment is delicate.

### **Insuring your practice management computer system**

If your practice would like to add your dental practice management system and related equipment to your office contents policy, we will be happy to supply the necessary information to you, your agent or your insurance underwriter.

## **6. DENTAL PRACTICE MANAGEMENT SOFTWARE**

### **The Dental System software**

Your dental management system uses 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 Elite clients have available to them the same software that many of the nation's largest dental practices and dental schools are now using.

### **Elite clients won't outgrow their systems**

As an Elite Talcomp clients you use the identical software in use by the very largest dental practices, hospitals and dental schools in the country, you can be confident that the programs and software that you require will always be available to you. 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 be capable of fulfilling your needs.

### **Your system is updated throughout the year**

Major software updates usually occur every one or two years; however changes in selected programs will be included throughout the year as new developments take place, or as your requirements change. There is generally no charge to Elite clients 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. There is a charge for installation and training on any new software.

### **Elite clients enjoy a complete selection of software**

As an Elite client you use nationally recognized dental software in development for more than 25 years, frequently clients find that new employees are already acquainted with the system. Clients rarely, if ever, encounter "bugs" in their software. In addition, because you are not using a PC based system, PC viruses will never bother you.

### **Ongoing software development keeps Elite clients 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 frequently installed on systems throughout the year, at no expense, and without notice to the client.

### **Requests for changes or modifications to your software**

The criteria used to set up your original database and software is established 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 to our Elite clients, and it is always possible that your system will need fine tuning after the original installation, or that your requirements will change. For Elite clients 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 your concerns or ideas to Talcomp support.

## **7. THE SECURITY AND PROTECTION OF YOUR DATA**

### **Backup your system daily**

If you are a Talcomp Elite category client with your own system, here are a few things to watch for. Your system is probably programmed to back itself up each evening after completing your overnight processing, and just before or after the system optimizes. When the backup occurs, the system printer will report back to you "Backup complete at...(date and time)". This report is printed each evening for you at the end of your overnight processing. This report must be checked daily. Let Talcomp know immediately if you do not see it, or if it indicates that a problem may have occurred during the backup process. The tape that contains the backup is a complete copy of all data and all programs on your system. It should be either removed from the premises or placed in an insulated fireproof vault. Never place the backup tape on top of, or near the computer for use at some future date. Always store the tapes at the opposite end of the building if you do not remove them from the building daily.

### **Use a different backup tape daily**

Remember to use a different tape each day. This procedure is *very important*. Your practice should have separate tapes labeled for each day of the week that you post transactions. If you do not have a tape for each day of the week, advise Talcomp immediately. Never use the same tape two days in a row. When this is done, the most current copy of your data is destroyed prior to the backup process, and if something happens during the backup process you will be left without any backup.

### **How to make a manual backup**

If your system did not back up because you did not run the overnight processor or for any reason, it is important to make a manual backup. This process only requires a few minutes and is always worth the effort. Before attempting a manual backup, you will need to know exactly how your backup tape is electronically labeled. Talcomp will help you with this process. After you know how the tape is labeled you only need to sign off the main consol. The system menu will then appear. Your backup option will be option one. Insert the tape as you would each day. Select option one and return. Enter the name of the tape, "tape label". The backup will begin immediately. When finished, your system will return to the system menu. Remove and store the tape. Check the print out on your system printer to verify that the backup was completed successfully.

### **Backing up your data is important**

Remember that backing up your system is always very important. The procedure should be reviewed periodically for problems, and assigned to a responsible member of your office staff. If there are ever any question about the backup procedure, please contact Talcomp support via ,ASK immediately.

## **8. SUPPORT**

## **A word about support**

Talcomp system 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 hour's emergency assistance, contact Talcomp.

## **Elite clients receive the fastest support available anywhere**

There is no limit placed on the amount of support available. Because all Elite clients have access to our ,ASK system at all times support is easy. Questions are entered at any terminal and are transmitted to the Talcomp support desk. Frequently we respond in less than a minute. There is no long-distance charge, and no waiting for someone to call you back. After entering your request in ,ASK your request will either be transmitted automatically to the Talcomp support desk, or your system will request you to log your request by telephone. When you are requested to log your request by telephone, the system will give you a telephone number to call. When the number answers wait for the tone, then clearly state the priority you have assigned your request and your clinic identification number. Hang up immediately after logging your request.

## **Training on the ,ASK support system**

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. 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 may be prompted to dial 713-952-9999 or 1-800-224-2ASK depending upon your geographical location. State your priority first followed by 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. Make a note of your clinic identification number now. If your system is down you will not be able to view any of your menus.

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 earlier requests 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 or 1-800-224-2ASK. 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.

## **9. 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 monitor 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 monitor reports "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 monitor screen, or the "caps Lock" light should be illuminated on your keyboard.
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, or if your screen is blank and you are not able to sign on enter a system down call for Talcomp Support.

### **System 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.

### **One of your terminals is hung**

This is not a priority zero, system down unless all of your terminals and your system monitor are not working. Before entering a request for assistance, you should check the following items. It may be possible for you to correct the problem without support.

- 1 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.

2. 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.

3. Turn power off to the terminals and printers. Do not turn power off on your modem. Be very careful that you do not turn power off to the UPS or to the computer itself. Leave the power off for 5 to 10 seconds. Turn the power back on and repeat number two above. 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. Check the connections on the rear of your terminal and on the back of your printer and PC. 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 request for assistance using ,ASK. You should use any other terminal in your office or the console monitor to log this call.

## **10. IN THE EVENT OF A POWER OUTAGE**

### **How to protect your system during a storm**

During violent electrical storms it is sometimes advisable to turn your system off and disconnect it. You should be familiar with this procedure before you need to use it. Never unplug or turn your system off without going through the proper shut down procedure. Severe damage and loss of data could occur if the proper shut down procedure is not followed.

From the *main consol* enter “,BYE”. This will bring up the system menu. Select option 7, “Shut down system for power off”. The system will prompt you through any necessary steps. When it is safe to shut down or power off your system, you should first turn your PC off, then your UPS should be turned off. Each terminal should be turned off and unplugged and your modem should be turned off and unplugged both from the 110-volt electrical system and from the telephone plug.

### **How to protect your system during a power outage**

From the *main consol* enter “,BYE”. This will bring up the system menu. Select option 7, “Shut down system for power off”. The system will prompt you through any necessary steps. When it is safe to shut down or power off your system, you should first turn your PC off, then your UPS should be turned off. Each terminal should be turned off and unplugged and your modem should be turned off and unplugged from the 110-volt electrical system.

Please review and understand the above prior to any emergency situation. Enter a ,ASK if you have any questions.

## **11. TRAINING AND PROGRAM DOCUMENTATION**

### **Initial training**

We want to make sure your staff understands their computer system. As an Elite system owner, your staff is trained in accordance with your contract agreement. With both new systems and upgrades you purchase training time from Talcomp. Talcomp is responsible for supplying the purchased training, and as new software is developed we make sure your office understands how to use it by providing economical training on all upgrades.

### **Training for new staff members**

Subsequent training of new staff members is best accomplished on-line. We do not charge for brief training sessions 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.

## **Cross training for all of your staff**

It is important to have all of the members of your staff crossed trained on the computer. All staff members should know how to use all areas of the computer except the management area. It is advisable to have at least two members of your staff trained on the management function. This prevents emergency situations from occurring when the key staff member is out of the office, or leaves the practice. The most effective way to accomplish cross training is to have your various staff members train each other and reinforce that training on an ongoing basis. This saves you time and reduces the cost of having Talcomp train your employees.

## **Program documentation**

Elite system owners 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. The Dental System documentation that was delivered to your office at the time your system was installed is an excellent reference manual and should be kept available for review. Additional manuals are available for an additional charge.

## **12. ORDERING SUPPLIES**

### **Talcomp stocks forms, ribbons, ink cartridges and paper supplies**

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 at least one workday 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 paper, such as 18-pound stock, 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 a removable address label and the one part form without the removable address label. We also stock sheet fed insurance forms for laser and ink jet printers. These forms may be ordered by the box or individually. If you prefer, we will be happy to order other forms for your practice and keep a supply on hand. Please discuss this option with Talcomp so that we are aware of your needs.

### **Dental recall cards**

Talcomp stocks an assortment of commercial available 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.

### **Other computer supplies**

Talcomp also stock a variety of continuous form labels, continuous post-cards, birthday cards, letterheads, regular and window envelopes in various sizes. Please let us know if we may assist you with any of these items.

## **13. OVERNIGHT PROCESSING OF YOUR REPORTS**

### **Elite clients enjoy the time saving features of overnight processing**

Standard reports that you receive on a regular basis may be 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 may be done while you are asleep. You will find them all waiting for you the next morning. If you would like to add to or change your overnight processing, please enter a ,ASK.

### **What is overnight processing**

Overnight processing is an exclusive service that Talcomp offers its Elite clients. 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. Your system 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.

## **Setting up your overnight processor**

Each evening prior to leaving your practice you should set up your overnight processor to print reports for the next workday and perform certain "housekeeping" functions for your computer. Each practice will have its own overnight processor and the instructions on each overnight processor will be different. Please keep in mind that what is described in this section is generic and most likely will differ slightly from your system. If you have any questions after reviewing this section, please enter a ,ASK.

The instructions for your overnight processor are set up in the QUOTE text editor. Enter ",E" to move to the Editor. Your screen will display "Enter Book Name". The book name you will need is "B.ON" for the overnight processor. After entering "B.ON" you will move to page zero of the instructions for the overnight processor. Page zero is the table of contents pages. Although this may vary from system to system, you will notice that the weekday overnight processor is on page 1 and the weekend overnight processor is on page 2. To move to page 1 enter "A1" at the code position. To go to page 2 enter "A2" at the code position.

If this is a weekday and your practice will be open tomorrow move to page 1 to set the dates for tonight's processing. Your cursor will now be at the code position on page 1. Observe that the report dates that require changing each day begin on line 3. Move to line 3 by entering "3" at code position. Now use either the tab key or the right arrow key to move over to the date field. Enter the correct dates on each line, moving your cursor around with the arrow keys. You may want to touch the Function 7 key to display a calendar. Remember to remove the calendar use the Function 10 key. To return to code position touch the enter key twice. **Do not change anything on lines 1 and 2 of this page.** If this is a weekend and your practice will not be open tomorrow, move to page 2 to set the dates. Follow the instructions in the above paragraph to set up your page.

Before beginning it might be helpful for you to review the section on word processing and the QUOTE text editor. This will help you familiarize yourself with the various editor commands and assist you in moving about in the editor.

After setting up your instruction dates for your overnight processor review the page making sure that information on other lines has not been altered. You will now want to return to the Dental System. At the code position enter ",D". Do not attempt to enter ",D" from any other place in the editor. You must be at the code position for your system to take the ",D" command.

If you have not already changed your backup tape, you will need to do so at this point. Be sure each evening that the proper tape is inserted so that your system will backup all data. You might find it helpful to review the section on backing up your data. This is a very important part of system management and should never

be neglected. The system back up is simple and only requires a few seconds each day.

At this point you have set up your instructions for the overnight processor. That is step one. Remember that the processor has not yet been started. That will be step two.

When you are ready to leave for the evening you will want to start your overnight processor. Enter “,U.X”. This command will take you to a new screen. At the “Terminal” prompt you will either enter the number of the terminal to which your processor will be directed, or enter a carriage return and the correct terminal number will appear. At the “Book” prompt enter “B.ON”. At the “Page, Line” prompt enter a “1” if you are starting the weekday processor or a “2” to start the weekend processor. At the “CR to Begin” prompt, touch the enter key three times and the processor will start. Normally the processor will move to a time prompt where it will stop until the designated time, at which point it will continue through all of the preset instructions. This delay will allow your staff to finish their work before beginning the overnight processing.

At the end of the overnight processing, the system will optimize and back up all of your data onto your backup tape cartridge.

Just prior to leaving your office you should check the following:

1. The system printer is on and there is sufficient paper for all of your reports.
2. The overnight processor is going and paused at the time prompt.
3. Your correct backup tape is inserted into the CPU.
4. Last night's backup tape has been removed from the premises.

### **Printing your overnight reports manually**

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. The insert dates were not set up properly.
6. The cleaning service unplugged your equipment to plug in theirs.
7. Instructions on the first page of your overnight processor were accidentally erased or changed.

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.

### **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 you must first review your dental system menus. Look for Insurance Tracking Report or Insurance Receivables Report. The program will probably either be in the 70's or above 110. 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**.

### **When you leave at night**

Because your Elite system processes for your practice 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 except the terminal from which you will start the overnight processing. To do this simply type ",BYE" and return once. The prompt "ACCOUNT ID" will display. Remember do not sign off the consol monitor where you will begin the overnight processing.
2. Make sure your printer is on line, and the paper is properly aligned. It is advisable to form feed at least one sheet on your printer to make sure that the paper is aligned and that it is falling properly.

3. Check to be sure that there is sufficient paper reserve for all reports. Remember that weekend reports are several pages longer than your normal weekday reports.
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. Set the correct date inserts in the editor book B.ON. Then, start the overnight processor by entering “,U.X”, and follow the procedure set forth for your specific practice.
6. Make sure that you have inserted in the backup drive the correct backup tape. Remember to use a separate tape for each day of the week and for your monthly backups prior to month end. Never use the same tape two days in a row.

## **14. ENDING YOUR MONTH AND MONTH END PROCESSING**

### **Reduced support charges**

Talcomp offers Elite clients a considerable reduction in support charges where the client elects to have Talcomp perform all month end procedures. For those clients electing to have Talcomp do their month end support two options are available:

### **Options available for month end processing**

As an Elite client you have two options available to you for month end processing:

1. Option 1 - Your month will be ended automatically after the last day of each month. Your statements will be printed and your reports prepared and sent to your office. If you elect option 1 you should review all data entered on the final day of the month prior to leaving the office, as you will not be able to make any corrections after your month has been processed and statements printed. You should also back up your data on a special “Monthly” tape prior to leaving the office on the last workday of the month. If you elect option 1, it is not necessary to advise Talcomp that you are ready for month end. The procedure will be totally automatic.
2. Option 2 - Your month will not be ended until you advise Talcomp that you are ready to end the month and have your statements and reports prepared. If you elect option 2, you will need to advise Talcomp using ,ASK that you are finished with the month. Prior to advising Talcomp be sure that you back your system up on the “Monthly” tape. If, on the seventh day of the month, or the first work day after the seventh of the month you have not advised Talcomp that you have finished and processing can begin, we will contact your office to advise you that your prior month is still open and your statements have not been mailed.

### **Elite clients receive a comprehensive monthly report**

As an Elite Talcomp client you will receive an extremely comprehensive monthly practice management 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. There is no charge for individual reports. There is a minimum charge for reprinting and delivering two complete month end reports.

### **You may request special reports under separate cover**

Upon request, we will be happy to supply separate reports sent directly to your practice or home address. For example some practices prefer to have their receivables report or audit trail sent 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. There is no charge for individual reports. There is a minimum charge for reprinting and delivering two complete month end reports.

### **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. If you prefer to mail your own statements, please instruct Talcomp to print your statements and send them with envelopes to your practice with your month end reports.

## **15. EXCLUSIVE BENEFITS DESIGNED FOR THE ELITE CLIENT**

### **Expert marketing assistance is available to Elite clients**

Everything from laser printers to Bulk Mail Permits are all available to each of our Elite clients. 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.

### **Elite clients use postal rates available only to the largest mailers**

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

### **Elite clients 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.

### **Elite clients receive a periodic patient telephone directory**

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

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

Frequently our Elite clients find the necessity for special reports at the same time that their staff is occupied with other projects. Or your staff might be bogged down in trying to extract the necessary data. 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. Whenever possible, we will design a report that gives you exactly the data you need. There is usually no charge for special reports, but if the reports require writing programs or extensive additional time there will be a charge.

### **Special programs allow Elite clients 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 Elite clients 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 an Elite client, we hope you will take advantage of the Patient Confirmation Services available to you and your office. These services are complimentary the first five 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 confirm your requirements, and advise you that we have received your request.
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 an Elite client there is no charge for Patient Confirmation Services up to five 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. After five times in the same calendar year, there will be a small charge based upon time requirements.

## **Recall processing, past due recall and appointment reminder cards**

Our recall processing saves you time and money. Recall processing includes cards for patients due next month, past due patients and appointment reminder cards. 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 monthly at the time you request. Normally recall cards are mailed just after the 15<sup>th</sup> 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**

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 and submit it by expedited mail.

Effortless electronic submission of patient claims. For our Elite 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. Elite 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.

Follow-up on open claims. Elite Dental 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.

## **16. WORD PROCESSING WITH QUOTE**

### **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 has 60 lines. 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.

Talcomp will be happy to set up a training session at your request. In addition you might want to order the QUOTE editor manual. There is a minimum charge for training and for the manual. The investment will make your system a much more valuable asset.

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.

## **17. 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 leave the remaining fields blank. 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 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 2 is the ESC, electronic claim. 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. Now return and save your data by enter "S" at the bottom of the screen.

## 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 Tom Ehlers	402-467-7800 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 Employers Health x5236	Erica Von Fricken Jody Smet	603-223-1303 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 All Dental Inquiries	Vance Kr Customer Service	414-749-6303 800-541-7846
Bethlehem,PA Claim Off. Norwell, MA Claim Off.	Betty Salaski Cathy Tura	800-685-4542 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 3160	Carolyn Patton	800-301-0303 x
Healthsource IN & KY 5475	Brenda Glass	800-276-0363 x
Healthsource ME 5760	Barbara Graham	800-642-5551 x
Healthsource NC 7597	Susan Smith	919-460-1610 x
Healthsource NH 2836	Michelle Sullivan	800-531-4584 x
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 4689	Alice Taylor	800-333-9413 x
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 3580	Correspondence Analyst	402-342-7600 x
Small Group 7703	Pat Shannon	402-342-7600 x
Individual Claims	Customer Service	402-342-5883
Special Coverages 3265	Martha Larson	402-342-7600 x
Returned/Unidentified 4825	Correspondence Analyst	402-342-7600 x
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		
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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't & 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'th & 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 Legend	CARRIER		
-----	-----	-	-----
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
Businessmen's Assurance (NE)	61492	3	
Businessmen's Assurance Co (BMA)	47009	3	
CAC Mail Handlers 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 Legend	CARRIER		
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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	!E
Dental Plus (Blue Shield of PA HMO)	00004	2	!E
Doral Dental	00120	3	E
E3 Health (formerly First Integrated Health)	75232	3	
EMPHEYSYS	73288	3	
Empire BC/BS (Minneapolis, MN)	04511	3	n

## PARTICIPATING DENTAL CARRIERS

CARRIER NAME	CARRIER		
Legend			
-----	-----	-	-----
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 PAn	62310	3	

Lovelace Senior Options (LSO)	62310	3	
Lovelace Senior Plan (LSP)	62310	3	
Machigonne Benefit Administrators	10317	3	
Mail handlers 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	-----	-	-----
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	-----	-
-----	-----	-
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	
Satellite 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			
-----	-----	-	-----
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.



## **18. INSURANCE ANSWERS PLUS FOR DENTISTS**

### **What is Insurance Answers Plus**

The *Insurance Answers Plus* database includes about 10,000 Texas employers' dental 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' dental insurance benefits immediately instead of making phone calls and asking a series of questions. The database includes dental benefits from thousands of Texas employers and over 500 fee schedules for companies like Wal-Mart, Postal Workers, Texas Instruments, IBM etc. *Insurance Answers Plus* 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 Elite members at a very reasonable cost.

### **Installing and updating Insurance Answers Plus**

You will receive a monthly update for Insurance Answers Plus. This update will come in the form of a tape cartridge that you will need to install immediately. Installation is easy, but will take from 8 minutes to one-half hour.

1. From the any menu, or from any dental screen, type ",BX.INST" and return.
2. Select option 2 (Update from Tape) from the BX.INST menu and return.
3. Make sure that the Insurance Answers Plus tape is in the drive.
4. Press "enter" when prompted to do so.
5. When the update is complete, please check for errors. If an error did occur enter a ,ASK with as much information as possible.
6. After the update is complete, type ",D" to return to the dental system.
7. Return the tape in the self-mailer provided to you.

## 19. USING THE FUNCTION KEYS

The function keys on your Talcomp 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 in this century. This calendar is presented graphically on your screen. The current month appears first. You may enter a month/year (for example 1299 for December 1999) 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 give 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

## **20. 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 that 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.

Unattended backup.

Save staff time by accomplishing backup unattended and when office is closed.

Keep system more available for staff since backup is done after business hours.  
Multi-tasking allows more than 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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