

TROJAN BENEFIT SERVICE

"An extension of your office staff"

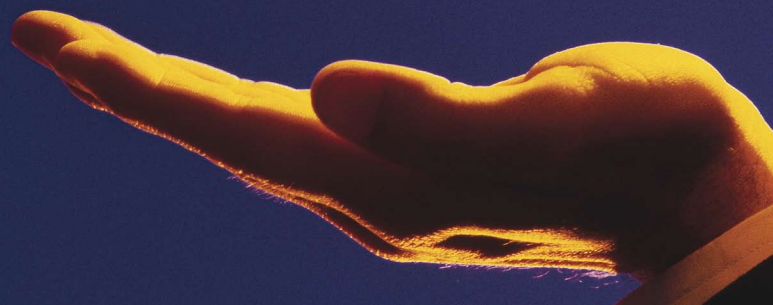
Would You Like to Have Benefits in Hand Before Your Patient Arrives?

Complete your complimentary Trojan Benefit Services training. Take a moment to become familiar with the **Plan Location Reference** and **"Trojan Rules"** located in your Trojan User's Manual.

PATIENTS OF RECORD Take a look at your appointment schedule one week in advance. Refer to these charts to obtain existing employer and dental coverage information. A recent EOB can also be helpful when locating plans in your Trojan database.

Print out a copy of the plan benefits for your patient file, or to hand to your patients when asking for referrals from their workplace. Link the plan to your patient file. You will have everything ready when the patient arrives at the office.

Get to Know Your Patients



NEW & EMERGENCY PATIENTS While scheduling the appointment, obtain the name of the subscriber's employer or union. Make a quick Trojan search by employer. When located, complete the appointment scheduling process. So that your staff will know the plan has been located, record the Trojan plan number on the patient's appointment or print out the plan and attach it to your new patient telephone slip. If you routinely verify eligibility, this would be a good time to utilize Trojan's complimentary **Real Time Eligibility Service** or contact the subscriber's **Human Resources Department**. This contact number is listed on the Trojan Benefit Plan.

For Assistance Choosing the Right Plan For Your Existing, New, and Emergency Patients

- 1** To maximize the service you receive, please provide us with all or some of the following:
 - **Employer** or **Union** name, phone and location.
 - Carrier name and **group number** or Union and **local number**.
 - **Subscriber** name, SS# or ID and date of birth.
 - **Patient** name (if other than subscriber) and date of birth.
 - Are you requesting **Preferred or Non-Preferred** information for your practice?
 - Let us know when your patient is coming in: Next week? Next month? When you request a plan, and a date of return is not specified, the turnaround date will default to three business days from the date the plan was requested. Remember, reviewing your schedule one week in advance is best.
- 2** Call Benefit Services. Assistance will begin within 60 seconds. We'll assist you with locating the plan immediately or offer to re-verify an existing Trojan plan if needed. If we don't see the plan, we'll contact the insurance company for you then add the plan to your database. In any case, we'll help you so you can get back to producing revenue for the practice.
- 3** For emergency patients, every effort will be made to get the benefit information back to you within an hour.



How We Can Help

- Access to a live customer service agent in 1 minute or less
- Listing of group benefits for your insured patients
- Assistance with questions regarding CDT codes and usage
- Assistance with denied claims
- Assistance with claim documentation
- Additional benefit information tailored to your office needs



**Call and Schedule
a Few Minutes
to Talk It Over.**

Complimentary Client Education:

800-451-9723 Ext 5

Benefit Service • Real Time Eligibility • Managed Care