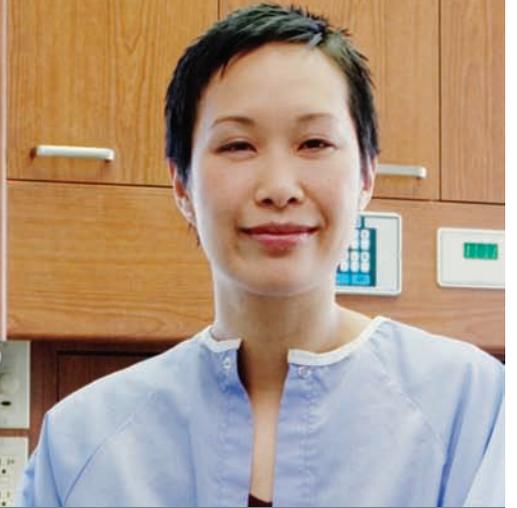


DAISY news



A resource for DAISY users

www.dmcdental.com

System support benefits from new supervisor's experience

An experienced dental professional, Michelle Miollis-Knopf brings a wealth of dental knowledge to her new role as system support supervisor. Michelle has had exposure to dentistry from a young age, as her father is a dentist, now retired, and her uncle is still in practice. Michelle has experience in surgical assisting, software training and hardware support, and worked for three years as the DMC support lead.

Michelle is using her extensive dental background and dedication to customer service to lead her team. Her "attitude is everything" philosophy creates a strong foundation for the DAISY support team. "If we can't help you, we will find the person who can," she said.

Michelle loves cooking and spending time with her two dogs, Ally and Maddy, at home in Milwaukie. Please welcome her as the new system support supervisor.



Need help? Call customer support at 800-368-6401.

DAISY tips

Insurance Overpayment Deduction Posting

Recovering from overpayment of a patient benefit can sometimes be confusing, especially when funds are later withheld from insurance payments for an altogether different patient. In order to reconcile the original patient's account, the total benefit needs to be credited to the current patient on the Explanation of Benefit (EOB) and the overpayment needs to be deducted from the patient whose benefits were overpaid.

Your objective is to credit each patient for the full insurance benefit(s). You want to track the overpayment amount deducted by the insurance company and have an accurate accounting of daily money deposited. Here is how the data should be entered in DAISY:

1. Define a unique adjustment code in List Maintenance to track the overpayment deduction amounts. This adjustment will be visible on patient ledgers and statements, so choose your description carefully.
2. Post the amount of the entire benefit as the payment for the patient on the current EOB.
3. Post a positive adjustment for the deducted benefit amount to the patient for whom the overpayment was previously made.

Print a transaction analysis report daily to find the figures to balance to your bank deposit.

If you are tracking insurance benefits for your patients, go to the insurance coverage window and adjust the benefits used for the patient for whom the deduction was taken.

Enjoy more useful features with upcoming DAISY version 3.3

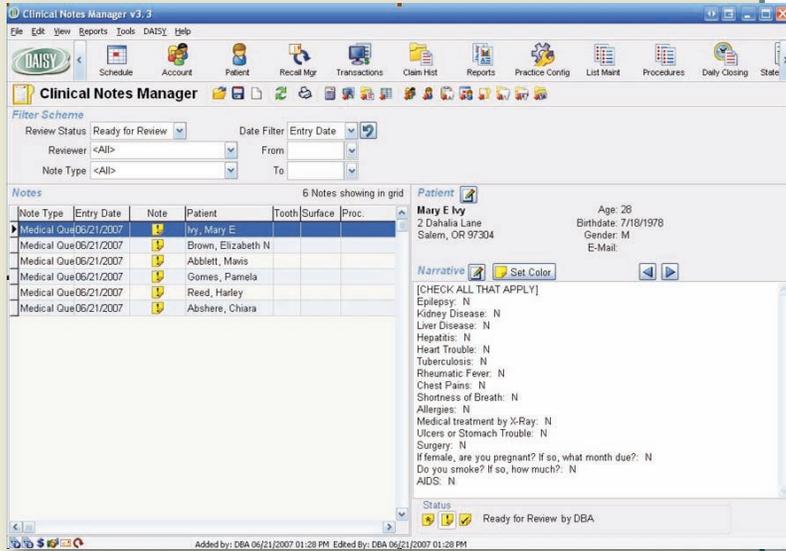
We've used your valuable input to enhance our software. Here are just a few of our exciting new features:

- * Add new medical alert lookups on the fly
- * View medical alert icons from Confirm, Appoint and Follow-up screens
- * Avoid duplicate persons with an automatic search feature
- * Add prescriptions from Chart, Treatment Plans and the Scheduler
- * Print four prescriptions to one page
- * Use "preferred" phone numbers in appointments
- * View appointments by day of the week in Confirmation and Follow-up screens
- * Use new specialties including Dental Assistant and Dental Lab Technician
- * Automatic prompt for procedures requiring tooth, surface and quadrants
- * View day of the week in Confirmation and Follow-up modules

Clinical Notes Manager updated in new version

We are pleased to announce the new Clinical Notes Manager is coming out with DAISY version 3.3. The Clinical Notes Manager will allow you to manage all of your practice's clinical notes.

- Review clinical notes by status, date and type.
- Confirm and securely sign off on all chart notes to ensure accuracy.
- Run the Clinical Notes List report filtered by status, date and type.



DAISY newsbytes

NEA FASTATTACH™ DECREASES CLAIM PROCESSING TIME

Are you tired of having to print claims that require attachments, resulting in delayed claim payments?

NEA FastAttach™ enables your office to transmit claim attachments to insurance carriers via the Internet. It is fast, convenient, cost efficient and paperless. Types of attachments include:

- X-rays
- Photographs
- EOBs
- Narratives
- Perio charts
- Lab reports
- Doctor's notes
- Any document required for claim processing

Take advantage of our current NEA FastAttach™ promotion. To receive 75 percent off NEA registration, visit www.nea-fast.com and enter promotion code **daisy5**.

STATEMENT MANAGER WEBINARS

DAISY will be conducting free webinars (web-based training) covering Statement Manager. The dates will be announced in upcoming editions of Business Matters, the e-newsletter for DAISY users.

This 45-minute webinar will uncover features you never knew existed, taking the headache out of monthly closing. Statement Manager allows you to assess accounts quickly and efficiently. This feature will save you time and paper in the statement audit process.

NPI CONTINGENCY ANNOUNCEMENT

The Centers for Medicare & Medicaid Services (CMS) has announced a one-year contingency period to allow more time for insurance organizations to comply with the National Provider ID (NPI) regulation.

You still must obtain and use an NPI if you are considered a covered entity. Payers can require you to use your NPI to send and transmit compliant transactions.

REMINDER

Don't forget to update your records to reflect our current contact numbers. Call toll-free **800-368-6401** and locally **503-765-3471**.

From the manager

DMC completed two significant projects for DAISY customers during the first half of 2007.

The first was the implementation of the National Provider ID (NPI) and the 2006 claim form. The Centers for Medicare & Medicaid Services (CMS) originally mandated compliance by May 23, 2007, but later extended the date to May 23, 2008. However, DMC completed all required work to meet the initial date. Since some payers may require the NPI prior to next year, this offers a significant benefit, even now.

The second project was the development of data-encryption

technology that will protect patient identity and personal health information in the event that a DAISY customer computer or backup is lost or stolen. In April and May, DMC system support staff contacted every DAISY customer and implemented the encryption methodology.

These two projects, which were implemented at no cost to our customers, represent DMC's continued commitment to provide our customers with the tools they need to run a successful dentistry practice.



Fred Bruderlin

Fred Bruderlin, DMC Managing Director

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 - CLINICAL NOTES MANAGER NEW SYSTEM SUPPORT SUPERVISOR
- Inside DAISY news**

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