

Dentrix 2026

RELEASE GUIDE

Includes information about new features and enhancements in the following versions of Dentrix: 26.18, 26.17, 26.16, 26.15, 26.14, 26.13, 26.12, 26.11, 26.10, 26.8, 26.7, 26.6, 26.5, 26.4, 26.3, 26.2, 26.1

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Dentrix 26.18

Overview and New Features

This Dentrix 26.18 Release Guide provides information about the Dentrix 26.18 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.18.

Note: For information about using the new features in Dentrix 26.18, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.18?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.18 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

THE REDESIGNED LEDGER

The redesigned Ledger is available to a limited number of Beta offices to view and try out. We invite your feedback.

- **Amount** and **Balance** entries now appear without a preceding dollar sign (\$).
- Negative amounts are now preceded by a minus sign (-) and do not appear in parentheses.
- Commas no longer appear in entries of 1000 dollars or more.

VOICE NOTES

- The Voice Notes guided tour was updated to include the latest enhancements.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 1000 N 10th St, Suite 100, Phoenix, AZ 85001
Phone: (602) 452-1000
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: Delta Dental
Group Plan: Delta Dental
Group #: 123456789
Fee Schedule: Standard
Coverage: 100%
Deductible: \$500
Other Max: \$1000

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount: 0.00
Billing: Standard

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

The redesigned Ledger is available to a limited number of Beta offices to view and try out. The latest update to the redesigned Ledger includes the following:

- ## To open the redesigned Ledger

- The legacy Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001]
New Ledger View Beta OFF

File Options View Transaction Insurance Print Task Scheduler Close Month Dashboard Help

Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Prov	Ins	Balance
11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					46.00	DDS1		46.00
11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					85.00	DDS1		131.00
11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00								131.00
12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00								131.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		171.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		211.00
01/27/2026	Bridgette A Young				D0272	Biteewing Two Image					42.00	DDS1		253.00
02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					-122.00	DDS1		131.00
02/02/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00								131.00
02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00								131.00

0->30	31->60	61->90	91->	Family Balance	Today's Charges
-14863.00	0.00	0.00	0.00	-14863.00	Est. In-Network Adjustment
					Est. In-Network Allowed Amount
					Est. Dental Ins. Portion
					Est. Patient Portion

Billing Type (4) Insurance Family - Dual Insurance		Last Payment 0.00 Date 02/02/2026		Last Ins. Payment 122.00 Date 02/02/2026	
Last Statement Date		Outstanding Billed to Medical/Dental 0.00/253.00		Payment Agreement Summary	
Est. In-Network Adjustment *		N/A		Past Amount	N/A Past Due
Est. In-Network Allowed Amount *		N/A		Am't Past Due	N/A Due Date
Expected from Dental Insurance *		N/A		Future Due Payment Plans Summary	
Family Portion of Balance *		0.00		Original Bal.	0.00 Payment
* Based on Pending Claims and Today's Charges				Remain Bal.	0.00 Due Date

- Dentrix 2026 Release Guide

The redesigned Ledger window appears.

Dentrix Ledger - Crosby, Brent L [CR001]

New Ledger View Beta

Dennis S

FileOptionsViewTransactionInsurancePrintTask SchedulerClose MonthDashboardHelp

Crosby, Brent L

LedgerLedger + HistoryTreatment Plan

Date	↑	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance	Validation
02/06/2026		02/06/2026	Brent L Crosby				D0230		Intraoral-periapical each add'l					22.00	DDS1	No	-120.00	
02/06/2026		02/06/2026	Brent L Crosby				D0274		Bitewing Four Image	✓				59.00	DDS1	No	-61.00	
02/06/2026		02/06/2026	Brent L Crosby	2			D2991		Appl hydryx regen medic-per th					100.00	DDS1	No	39.00	
02/06/2026		02/06/2026	Brent L Crosby	5			D2991		Appl hydryx regen medic-per th					100.00	DDS1	No	139.00	
02/06/2026		02/06/2026	Brent L Crosby	9			D2991		Appl hydryx regen medic-per th					100.00	DDS1	No	239.00	
02/06/2026		02/06/2026	Brent L Crosby				Ins		Pr Dental Claim - Batched 100.00					0.00			239.00	✓
06/12/2026		06/12/2026	Brent L Crosby				D0120		Periodic oral evaluation	✓				46.00	DDS1	No	285.00	
06/12/2026		06/12/2026	Brent L Crosby				D0150		Comprehensive oral evaluation					80.00	DDS1	No	365.00	
06/12/2026		06/12/2026	Brent L Crosby				D0210		Intraoral Full Mouth Images	✓				119.00	DDS1	No	484.00	
06/12/2026		06/12/2026	Brent L Crosby				D0274		Bitewing Four Image	✓				59.00	DDS1	No	543.00	
06/12/2026		06/12/2026	Brent L Crosby				D1110		Prophylaxis-adult	✓				85.00	DDS1	No	628.00	
06/12/2026		06/12/2026	Brent L Crosby	15	MOD		D2393		Resin composite-3s, posterior					264.00	DDS1		892.00	
06/12/2026		06/12/2026	Brent L Crosby	LL			D4341		Perio scale/root pln-4+per quad	✓				230.00	DDS1		1122.00	
06/12/2026		06/12/2026	Brent L Crosby	LR			D4341		Perio scale/root pln-4+per quad	✓				230.00	DDS1		1352.00	
06/12/2026		06/12/2026	Brent L Crosby	UL			D4341		Perio scale/root pln-4+per quad	✓				230.00	DDS1		1582.00	
06/12/2026		06/12/2026	Brent L Crosby	UR			D4341		Perio scale/root pln-4+per quad	✓				230.00	DDS1		1812.00	
06/12/2026		06/12/2026	Brent L Crosby				Ins	!	Pr Dental Claim - Batched 1184.00					0.00			1812.00	●

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
2002.00	0.00	0.00	0.00	2002.00	Est. In-Network Adjustment
					Est. In-Network Allowed Amount
					Est. Dental Ins. Portion
					Est. Patient Portion

Billing Type (1) Standard Billing - finance charges					
Last Payment	300.00	Date	04/13/2023		
Last Ins. Payment	0.00	Date			
Last Statement Date					
Outstanding Billed to Medical/Dental	0.00/1284.00				
Est. In-Network Allowed Amount *	N/A				
Expected from Dental Insurance *	972.20				
Family Portion of Balance *	1029.80				
* Based on Pending Claims and Today's Charges					

Payment Agreement Summary	
Past Amount	N/A Past Due
Amst Past Due	N/A Due Date
Future Due Payment Plans Summary	
Original Bal.	0.00 Payment
Remain Bal.	0.00 Due Date

Dentrix 26.17

Overview and New Features

This Dentrix 26.17 Release Guide provides information about the Dentrix 26.17 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.17.

Note: For information about using the new features in Dentrix 26.17, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.17?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.17 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

- When you click **File > Clear Family**, the **Edit** menu is now disabled.
- When you are working with a patient A’s secondary insurance, switch to patient B, and then go back to patient A, patient A’s primary insurance provider is selected by default.

DENTRIX IMAGING

- You can now view a tour that introduces the main features available to you in Dentrix Imaging.
- If you have Detect AI, the Detect AI tab is now selected by default in the Impact panel.
- If you are using the Modality view, you can now change the default enhancement for Simple Mode acquisitions of intraoral X-ray series.

ELIGIBILITY PRO (BETA ONLY)

- The Single Appointment View (SAV) is now available to Eligibility Pro subscribers providing them with the eligibility details of the procedures attached to a patient’s upcoming appointment.
- Auto import is now available to Eligibility Pro subscribers for their patients with MetLife dental plans.

MISCELLANEOUS

- Several enhancements were made to circumvent unauthorized database access.
- The default date filter in the Claims Manager’s **Unsent** tab is now **Last 30 Days**.
- The default age filter in the Claims Manager’s **Sent** tab is now **Age 7 - 30**.
- The End User License Agreement (EULA) in the Dentrix install application was updated.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 8024 N 170th St, Suite 100, Eden Prairie, MN 55324
Phone: (952) 465-1000
Fax: (952) 465-1001
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: Delta Dental
Group Plan: Delta Dental
Group #: 123456789
Fee Schedule: Standard
Coverage: 100%
Deductible: \$500
Other Max: \$1000

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount: 0.00
Billing: Standard

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

Viewing the Dentrix Imaging Tour

You can now view a tour that introduces the new features available to you in Dentrix Imaging.

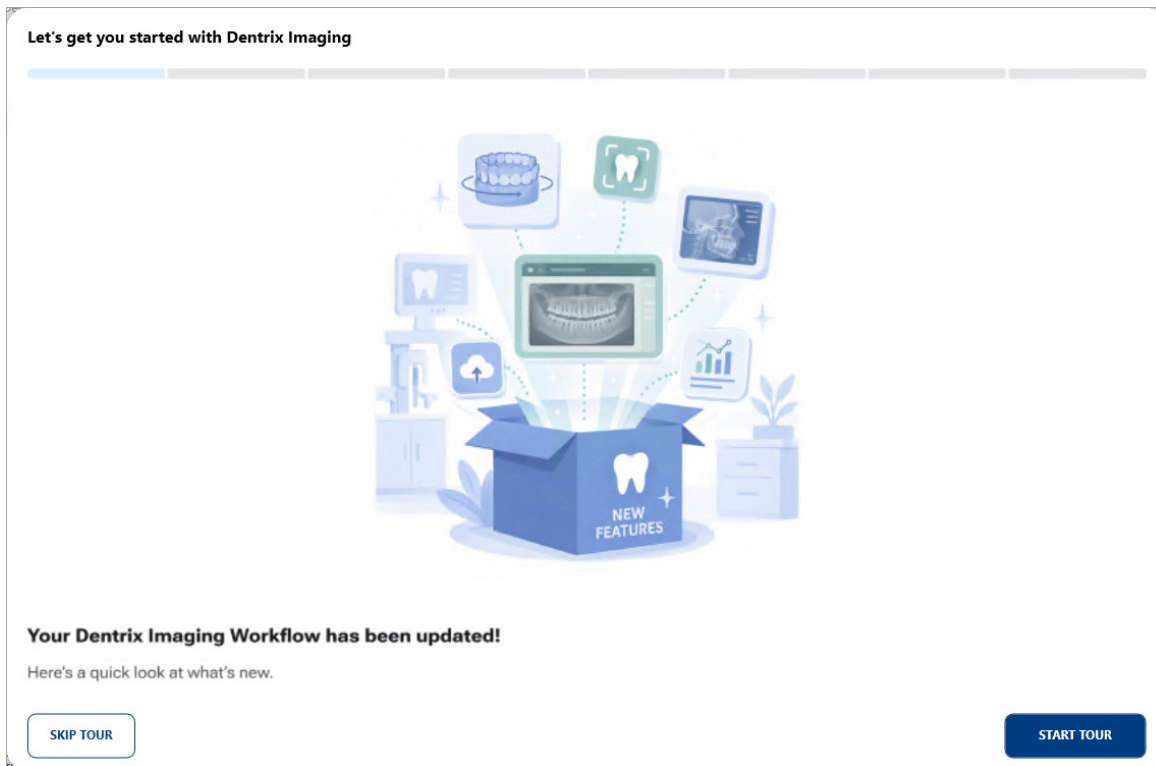
To view the Dentrix Imaging tour

1. Open the Patient Chart and select a patient.

All images pertaining to the selected patient appear in the **Imaging** panel.

2. Click the Launch Dentrix Imaging icon.

If this is the first time you've opened Dentrix Imaging, the tour screen appears.



3. Click **Start Tour**.

The next tour screen appears.

Let's get you started with Dentrix Imaging

Meet the Dentrix Imaging Panel

Access all your Patient Images in our Dentrix Imaging Panel in chart.

- 1 Access images from the **bottom Imaging tab**
- 2 Filter by image type with the **category toolbar**
- 3 See X-rays in familiar anatomical layout in **Modality View**
- 4 Adjust your preferences in **Settings**

[CLOSE](#) [NEXT >](#)

4. To continue the tour, click Next.
- Each successive tour screen appears briefly describing Dentrix Imaging's new features.

Let's get you started with Dentrix Imaging

Viewing Images

Access the patient images in Dentrix Imaging by:

- 1 Clicking on an Image
- 2 Clicking the **Dentrix Imaging Icon**

[CLOSE](#) [< BACK](#) [NEXT >](#)

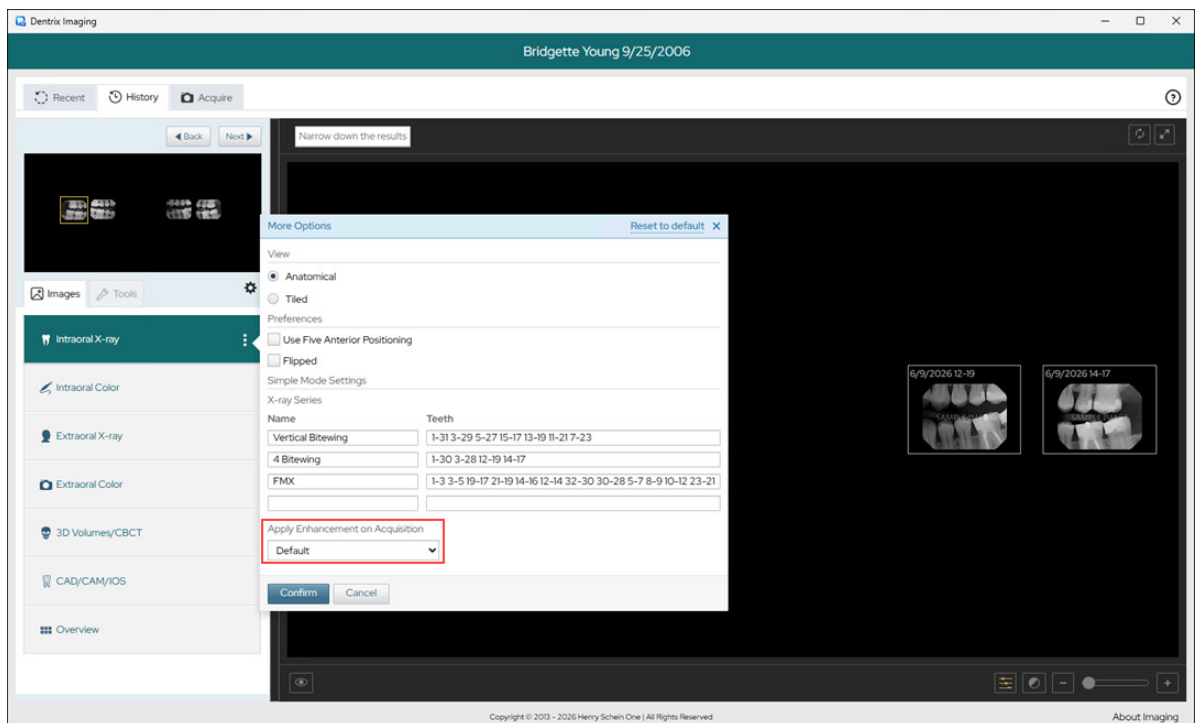
5. When you've finished the tour, click Done.

Changing the Default Enhancement for Simple Mode Acquisitions

If you are using the Modality view, you can select a default enhancement for Simple Mode acquisitions of intraoral X-ray series.

To change the default enhancement

1. With the Intraoral X-ray tab selected, click the More Options button (three verticle dots).
The **More Options** dialog box appears.



2. From the **Apply Enhancement on Acquisition** list, select the enhancement that you want to apply to images by default.
3. Click **Confirm**.

Eligibility Pro – Single Appointment View

The Single Appointment View (SAV) is now available to Eligibility Pro subscribers providing them with the eligibility details of the procedures attached to a patient's upcoming appointment.

To open the Single Appointment View

1. In the Family File or the Appointment Book, click the Eligibilities icon.

Note: A red box in the upper-right of the Eligibilities icon indicates that eligibility information is available to view and import.

Patient Information Address [REDACTED] Mobile Phone # [REDACTED] Home Phone # [REDACTED] Status Active, M. Single, Guar, Ins, H-of-H		Restrictions - Consent - First Visit 07/28/2026 Last Visit 07/28/2026 Missed Appt - Email [REDACTED]		Chart # LU0001 SS # 000-00-0124 DL # - Birthday [REDACTED] Provider ENDO Fee Schedule <Prov Default>	
Health History ☒ No health history on file		Employer No employer information on file		Continuing Care 07/29/2027 BITEWINGS 01/29/2027 PROPHY	
Primary Dental Insurance 1 DENTAL			Notes		
Company MetLife Group Plan Chevron Group # 161222 Fee Schedule - Coverage 2100.00 Ded. S/P/O 35/0/0 Other Max Other* (\$100)			Used 148.00 Met 35/0/0		
Payments & Billing			VIEW APPOINTMENT		
0 → 30 31 → 60 61 → 90 91 → Balance 190.00 0.00 0.00 0.00 190.00 Payment Amount N/A Amount Past Due N/A Billing Type 1 Last Payment N/A			GET ESSENTIALS DATA GET PRO DATA IMPORT VIEW ENTER STATUS Previous Status ELIGIBLE: 07/29/2026		
Status			Notes		
HoH Guar Ins			No patient notes yet No incoming referrals No outgoing referrals		
Name		Position		Gender	
[REDACTED] Dillon		Single		Male	
Patient		Gender		Birthdate	
Yes		Male		12/15/1942	

2. Click View Appointment.

If there are updates available that you have not yet imported, the **Eligibility Information Available** dialog box appears.

Eligibility Information Available
✕

- **Go to Import** — view and import all benefit information.
- **Skip Import** — open the appointment without importing benefit data.

SKIP IMPORT
GO TO IMPORT

3. Click one of the following options:

- **Go to Import**

The selected patient's **Eligibility Review** dialog box appears.

- **Skip Import**

The **Eligibility Review** dialog box appears with the patient's current benefits and coverages.

- Click **Patient Information** to view general information about the patient.
- Click **Patient Insurance** to view general information about the patient's insurance carrier.
- **Date of Service** refers to the appointment date.
- **Time** refers to the scheduled appointment time.
- Click **Benefits and Coverage** to open the Dental Insurance Benefits and Coverages window.
- Click **Eligibility Document** to view the complete eligibility response in the Document Center.

Appointment

Dillon

Import Available: Do you want to import eligibility data?

IMPORT

Eligibility Review

Dillon

IN NETWORK

PATIENT INFORMATION

PATIENT INSURANCE

Date of Service

Time

Resources

Eligibility Status

Information

07/30/2026

2:30 pm (70 min)

BENEFITS AND COVERAGE

Import Available

ELIGIBILITY DOCUMENT

Note

**This report is for informational purposes only. The information is derived directly from the payer indicated on the report and is not to be construed as a guarantee of payment.

Eligibility Details

Code	Procedure	Coverage	Frequency	Age Limitation	Waiting Period	Last Visit
D1110	Prophylaxis-adult	100%	2 visit/s per 1 year/s Max	-	-	-
D2140	Amalgam-1 surf. prim/perm	80%	1 visit/s per 24 month/s Max	-	-	-

Deductibles & Maximums

Deductibles

	Individual Annual Required	Individual Annual Met	Individual Lifetime Required	Individual Lifetime Met	Family Annual Required	Family Annual Met
Standard	\$35.00	\$35.00	\$0.00	- Max \$75.00	\$75.00	\$26.00
Preventive	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Maximums

	Individual Annual Benefit	Individual Annual Used	Individual Lifetime Benefit*	Individual Lifetime Used*	Family Annual Benefit	Family Annual Used
Standard	\$2,100.00	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Other*	\$0.00	\$0.00	\$1,100.00 New \$0.00	\$100.00	\$0.00	\$0.00

Data matches between new and existing are not highlighted.

SAVE

4. To view and import the patient's benefits, click **Import**.
The **Eligibility Benefit Details** dialog box appears.

Gamble - Eligibility Benefit Details

Choose Network Plan*

IN NETWORK

Patient Details

Insurance Plan

Deductibles & Maximums

Coverages

Exceptions & Limitations

Insurance Plan

Import

Patient

Subscriber - Benefit Begin Date

01/01/2026

Patient - Benefit Begin Date

01/01/2026

Insurance Plan Type

Not Available

Out of Network Benefits?

No

Coordination of Benefits?

Standard

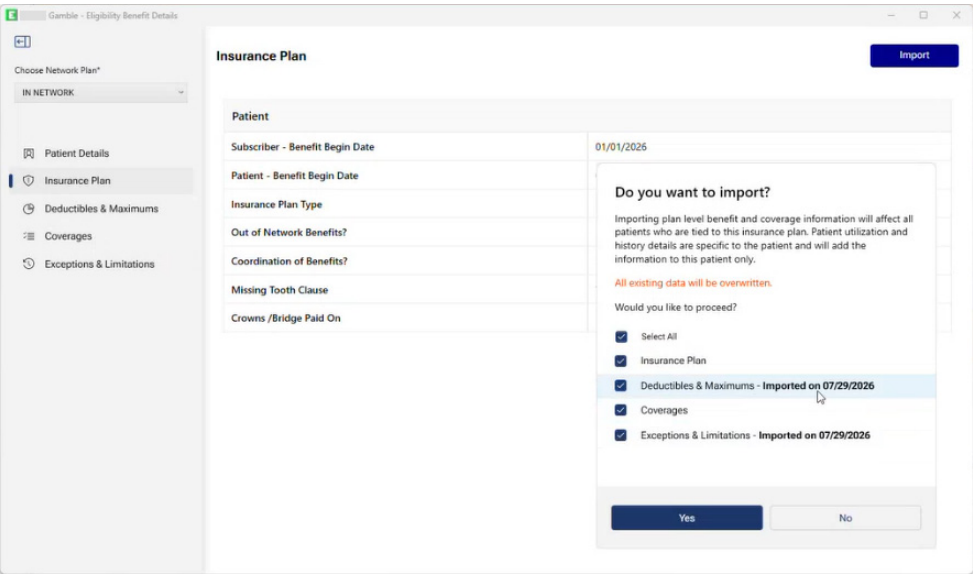
Missing Tooth Clause

Yes

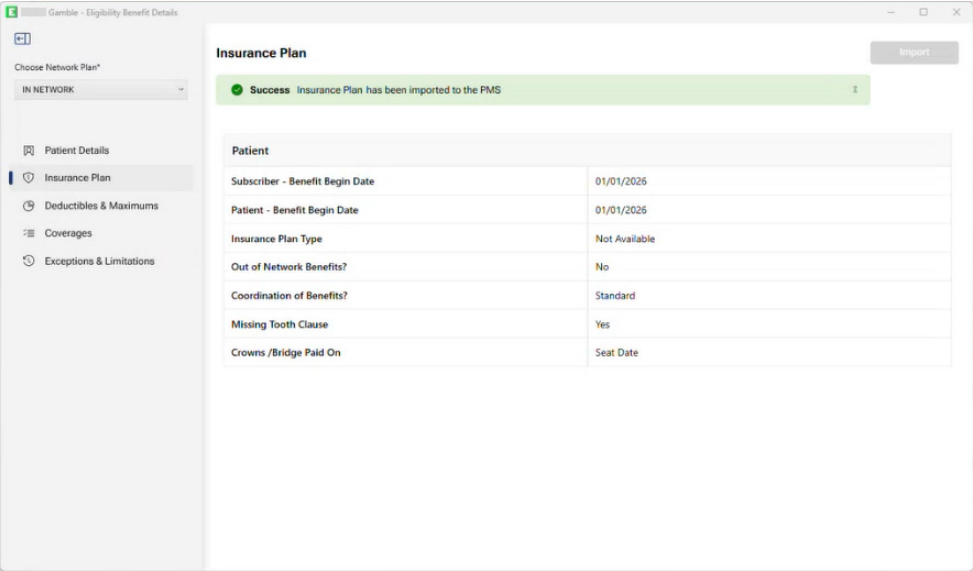
Crowns /Bridge Paid On

Seat Date

5. Click **Import**.



6. Select the benefits and coverage information that you want to import, and then click **Yes**.



7. Close the dialog box.
The **Eligibility Review** dialog box appears.

Appointment - Dillon

Missing Benefits: review and update the coverage table to ensure complete eligibility information. [Benefits & Coverage](#)

Eligibility Review

Dillon

IN NETWORK

PATIENT INFORMATION

PATIENT INSURANCE

Date of Service

07/30/2026

Time

2:30 pm (70 min)

Resources

BENEFITS AND COVERAGE

Eligibility Status

Eligible

Information

ELIGIBILITY DOCUMENT

Note

**This report is for informational purposes only. The information is derived directly from the payer indicated on the report and is not to be construed as a guarantee of payment.

Eligibility Details

Code	Procedure	Coverage	Frequency	Age Limitation	Waiting Period	Last Visit
D1110	Prophylaxis-adult	100%	2 visits per 1 years	-	-	-
D2140	Amalgam-1 surf. primperm	80%	1 visits per 24 months	-	-	-

Deductibles & Maximums

Deductibles

	Individual Annual Required	Individual Annual Met	Individual Lifetime Required	Individual Lifetime Met	Family Annual Required	Family Annual Met
Standard	\$35.00	\$35.00	\$0.00	\$0.00	\$76.00	\$26.00
Preventive	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Maximums

	Individual Annual Benefit	Individual Annual Used	Individual Lifetime Benefit*	Individual Lifetime Used*	Family Annual Benefit	Family Annual Used
Standard	\$2,100.00	\$148.00	\$0.00	\$0.00	\$0.00	\$0.00
Other*	\$0.00	\$0.00	\$1,100.00	\$100.00	\$0.00	\$0.00

Data matches between new and existing are not highlighted.

SAVE

8. If needed, you can make changes wherever the Edit icon appears.

Notes:

- The Edit icon only appears if a percentage of **Coverage** is specified.
- Any changes you make will also appear in the **Dental Insurance Benefits and Coverage** dialog box.

9. Click **Save**, and then click **Save and Post**.

Eligibility Pro – Auto Import

Auto import is only available to Eligibility Pro subscribers and their patients who subscribe to MetLife dental plans.

To enable auto import

1. In the Office Manager, click **Maintenance**, point to **Practice Setup**, and the click **Preferences**.
The **Preferences** dialog box appears.
2. Click the **Eligibility Options** tab.

Preferences

General Options | Print Options | **Eligibility Options** | Statement Forms | Paths | Database Options

Batch Eligibility Verification ⓘ

Calendar Day Lead Prior to Appt: 1

Eligibility Expiration Days ⓘ

Eligibility Expiration Days: 30

****Updating the eligibility expiration days here will change the expiration date for ALL future eligibility requests**

Payer Connection Portal ⓘ

Set up your payer connections to get the most benefit from Eligibility Pro.

Set up Connections

Auto Import ⓘ

☐ Enable auto import eligibility

Plan sections to be included in auto import:

☐ Deductibles & Maximums

☐ Coverages

☐ Exceptions

OK Cancel

- Under **Auto Import**, select **Enable auto import eligibility**.

By default, all options under Plan sections to be included in auto import are selected.

Note: To remove a section or sections from auto import, clear the corresponding check box.

Preferences

General Options | Print Options | **Eligibility Options** | Statement Forms | Paths | Database Options

Batch Eligibility Verification ⓘ

Calendar Day Lead Prior to Appt: 7

Eligibility Expiration Days ⓘ

Eligibility Expiration Days: 30

****Updating the eligibility expiration days here will change the expiration date for ALL future eligibility requests**

Payer Connection Portal ⓘ

Set up your payer connections to get the most benefit from Eligibility Pro.

Set up Connections

Auto Import ⓘ

☒ Enable auto import eligibility

Plan sections to be included in auto import:

☒ Deductibles & Maximums

☒ Coverages

☒ Exceptions

OK Cancel

- To enable auto import, click **OK**.

Dentrix 26.16

Overview and New Features

This Dentrix 26.16 Release Guide provides information about the Dentrix 26.16 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.16.

Note: For information about using the new features in Dentrix 26.16, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.16?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.16 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

- When you set a privacy request, a red privacy request indicator now appears in the Patient Information card.
- When you click **File > Clear Family**, the **Edit** menu is now disabled.
- When you are working with a patient A’s secondary insurance, switch to patient B, and then go back to patient A, patient A’s primary insurance provider is selected by default.
- When you customize the toolbar by rearranging the toolbar icons and save your changes, the toolbar icons remain in their new positions in the toolbar.
- The new Family File’s startup time has been improved.

MISCELLANEOUS

- Several enhancements were made to circumvent unauthorized database access.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 8024 N 170th St, Suite 100, Eden Prairie, MN 55324
Phone: (952) 450-1234
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: Delta Dental
Group Plan: Delta Dental
Group #: 123456
Fee Schedule: Standard
Coverage: 100%
Deductible: \$500
Other Max: \$1000

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount: 0.00
Billing: Standard

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

Setting Privacy Requests in the Family File

When you set a privacy request, a red privacy request indicator now appears in the Patient Information card.

To set a privacy request in the Family File

1. Open the Family File and select a patient.
2. Double-click the Patient Information card.

The Patient Information dialog box appears.

Patient Information

Name: Last* First* MI Preferred

Salutation Title ☐ Print Title on Stmts

Status: Patient Female Single

Office: Prov1* Prov2

Fee Schedule:

Chart: Consent:

Statement Delivery Method:

Privacy Requests:

- ☐ No phone calls
- ☐ No correspondence
- ☐ Disclosure restrictions

Marketing Comms:

- ☐ Email
- ☐ Phone
- ☐ Text

Visits: First Visit Last Visit

Last Missed Appt # Missed

OK Cancel

3. Under Privacy Requests, select the desired option.
4. Click OK.

The Dentrix Family File Module dialog box appears.

Dentrix Family File Module

Create a Patient Alert for the Patient's Privacy Request?

Yes No

- To create a patient alert, click **Yes**.

The term **Privacy Requests** appears in the **Patient Information** card.

Dentrix Family File - Hayes, Sally [HA0002] New Family File LEAVE FEEDBACK

File Edit Help

WHAT'S NEW

Hayes, Sally Active SEND TEXT FORM STATUS ?

Patient Information					
Address 727 E Utah Valley Drive Suite # 500 Eastside, NV, 11111		Restrictions Privacy Requests		Chart # HA0002	
Mobile Phone # -		Consent 08/03/2024		SS # -	
Home Phone # -		First Visit 08/03/2024		DL # -	
Status Active, F, Single, Guar, H-of-H		Last Visit 08/03/2024		Birthday 02/21/2000, 26	
		Missed Appt -		Provider DDS1	
		Email -		Fee Schedule <Prov Default>	

Health History		Employer	Continuing Care
No health history on file		No employer information on file	No continuing care setup

Insurance Information		Notes
Company - Group Plan - Group # - Fee Schedule - Coverage - Ded. S/P/O - Other Max -		No patient notes yet
Used - Met -		

Payments & Billing					Referred By
0 --> 30	31 --> 60	61 --> 90	91 -->	Balance	No incoming referrals
0.00	0.00	0.00	580.00	580.00	
Payment Amount N/A		Amount Past Due N/A			No outgoing referrals
Billing Type 10		Last Payment N/A			

Status	Name	Position	Gender	Patient	Birthday
HoH Guar	Hayes, Sally	Single	Female	Yes	02/21/2000

Customizing the Family File Toolbar

You can customize the toolbar by rearranging the toolbar icons and saving your changes.

To customize the Family File toolbar

- Open the Family File and select a patient.

The Family File window appears.

Dentrix Family File - Young, Randall [Y00002] New Family File LEAVE FEEDBACK

File Edit Help

WHAT'S NEW

Young, Bridgette A Active SEND TEXT FORM STATUS ?

Hide Toolbar Item
Customize Toolbar

Patient Information					
Address 185 N 640 E Cisco, UT, 84515		Restrictions -		Chart # Y00001	
		Consent 08/07/2024		SS # -	
		First Visit 08/07/2024		DL # -	
Mobile Phone # -		Last Visit 01/27/2026		Birthday 09/25/2006, 19	
Home Phone # (801) 555-3043		Missed Appt -		Provider DDS1	
Status Active, F. Child		Email -		Fee Schedule <Prov Default>	

Health History	Employer	Continuing Care
No health history on file	No employer information on file	01/28/2027 BITEWINGS 05/13/2026 PROPHY

Primary Dental Insurance	Notes
Company American Western Life Group Plan Central City Clinic Group # 41336 Fee Schedule - Coverage 2500.00 Ded. S/P/O 50/0/0 Other Max - Used 122.00 Met 0/0/0	 No patient notes yet

Payments & Billing	Referred By
0 --> 30 31 --> 60 61 --> 90 91 --> Balance -14869... 0.00 0.00 0.00 -14869.00 Payment Amount N/A Amount Past Due N/A Billing Type 4 ● Last Payment N/A	No incoming referrals
	Referred To
	No outgoing referrals

Status	Name	Position	Gender	Patient	Birthday
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

- Right-click the toolbar, and then click **Customize Toolbar**.
The **Customize Toolbar** dialog box appears.

Customize Toolbar

Available Buttons

Current Buttons

- DxWeb
- dentriXlink
- Quick Letters
- Quick Labels
- Continuing Care
- Send Message
- Questionnaires
- Forms
- Prescriptions
- Office Journal

Buttons: CLOSE, INSERT SEPARATOR, DEFAULT, SAVE

Patient Information

Young, Bridgette A

Active | SEND TEXT | FORM STATUS

Health History

No health history

Primary Dental Insurance

Company: Ar...
Group Plan: Ce...
Group #: 41...
Fee Schedule: -
Coverage: 25...
Ded. S/P/O: 50...
Other Max: -

Payments & Billing

0 --> 30 31 --> 60
-14869... 0.00

Payment Amount: N/A
Billing Type: 4

Amount Past Due: N/A
Last Payment: N/A

Referred To

No outgoing referrals

Status	Name	Position	Gender	Patient	Birthday
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

- Under **Current Buttons**, click the desired toolbar button name, and then click the Up or Down arrow icons to reposition the button in the toolbar.
- (Optional) To remove a toolbar button from the toolbar, click the desired button name, and then click the Left arrow icon.

The button icon is removed from the toolbar and appears in the **Available Buttons** list.

Note: To return a button to the toolbar, click the desired toolbar button name in the **Available Buttons** list, and then click the Right arrow icon.

- (Optional) To insert a separator between toolbar buttons, click **Insert Separator**.
- Click **Save**.

Dentrix 26.15

Overview and New Features

This Dentrix 26.15 Release Guide provides information about the Dentrix 26.15 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.15.

Note: For information about using the new features in Dentrix 26.15, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.15?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.15 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

DENTRIX IMAGING

- You can now upload your practice’s logo into the center section of the Ortho Report Composer, so that your logo appears on all composite documents submitted to insurance carriers and Medicaid.
- Any text in the center section of the Composer rearranges automatically when you add a logo so that the logo and patient information appear without overlap.
- You can crop your practice’s logo in the Composer without an external image editor.
- You can zoom and pan your practice’s logo in the Composer to position and scale the logo without having to crop any information from it.

PATIENT CHART

- The **Smart Image** option in the **Panels** menu was changed to **Imaging**. This same change was made in other areas of Dentrix.
- Performance enhancements decreased the amount of time it takes to open the Patient Chart.

MISCELLANEOUS

- To reduce follow-up work and get paid faster, try the Claims Manager by clicking the banner in the Office Manager.
- Performance enhancements were made to the Appointment Book.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 800 N 1700 E, Apt. 100, Salt Lake City, UT 84103
Phone: (801) 555-1234
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: ABC Dental
Group Plan: Group 1
Group #: 12345
Fee Schedule: Standard
Coverage: 80%
Deductible: \$100
Other Max: \$500

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount: 0.00
Billing: Standard

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

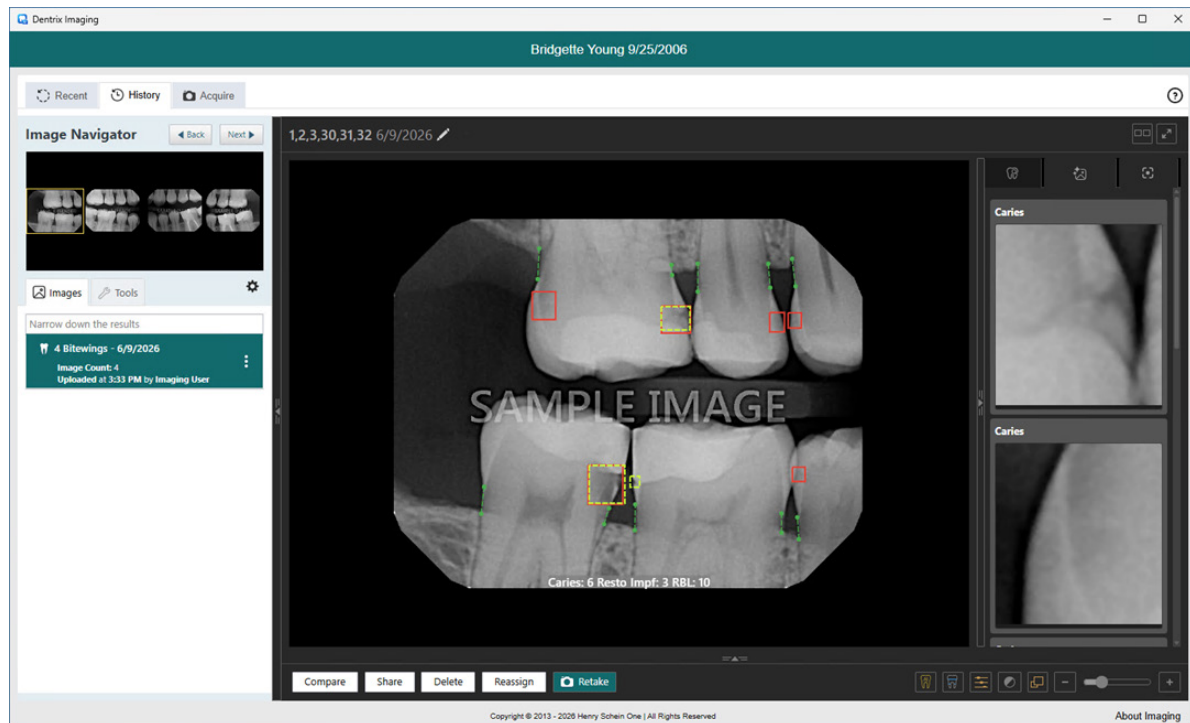
Uploading Logos to Ortho Reports

You can now upload your practice's logo into the center section of the Ortho Report Composer, so that your logo appears on all composite documents submitted to insurance carriers and Medicaid. Any text in the center section of the Composer rearranges automatically when you add a logo so that the logo and patient information appear without overlap.

To upload a logo to an Ortho Report

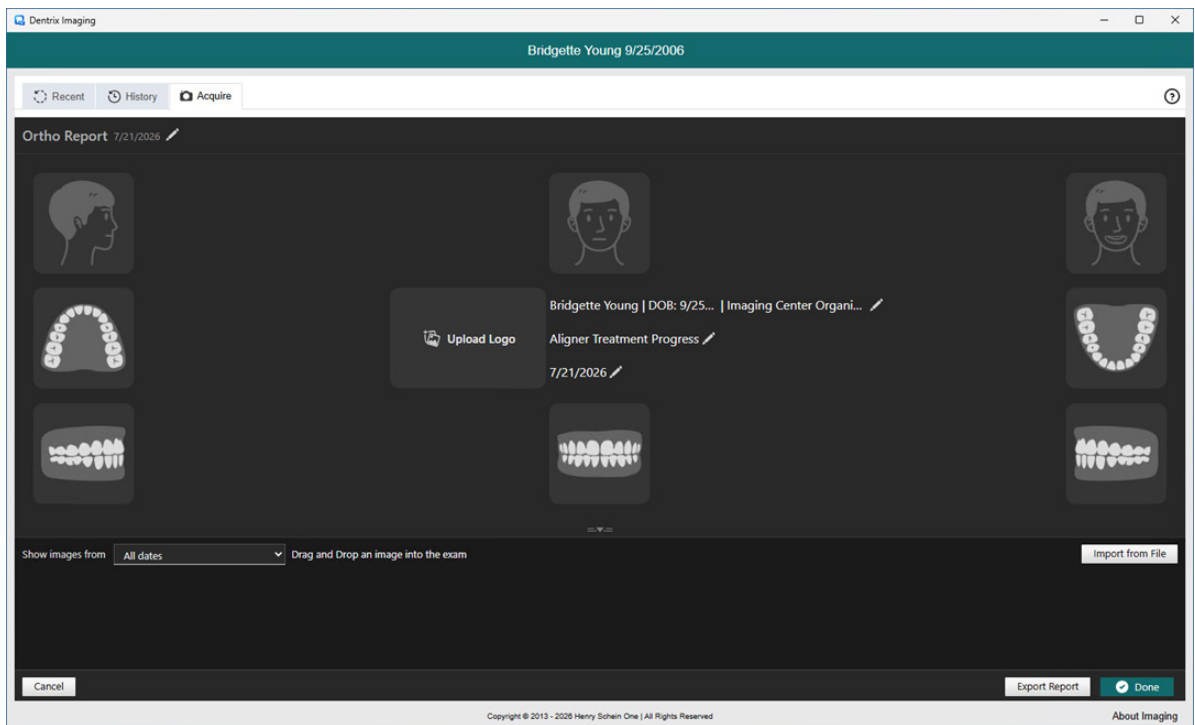
1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

The Dentrix Imaging window appears.

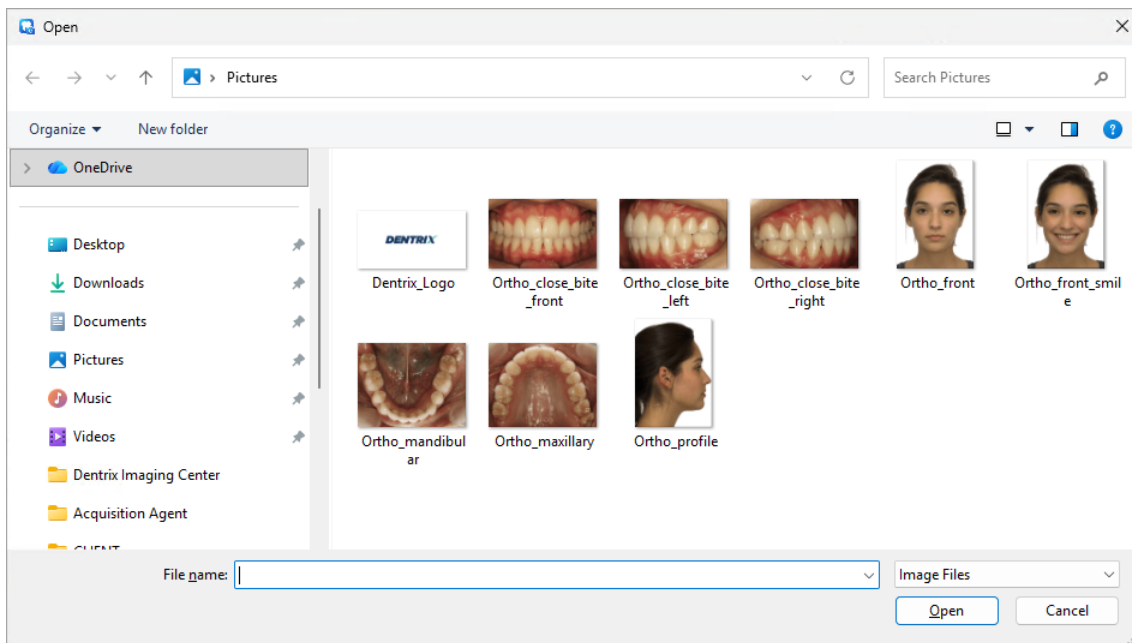


3. Click the **Acquire** tab, and then click the **Standard** tab.
4. From the procedure list, click **Ortho Report**.

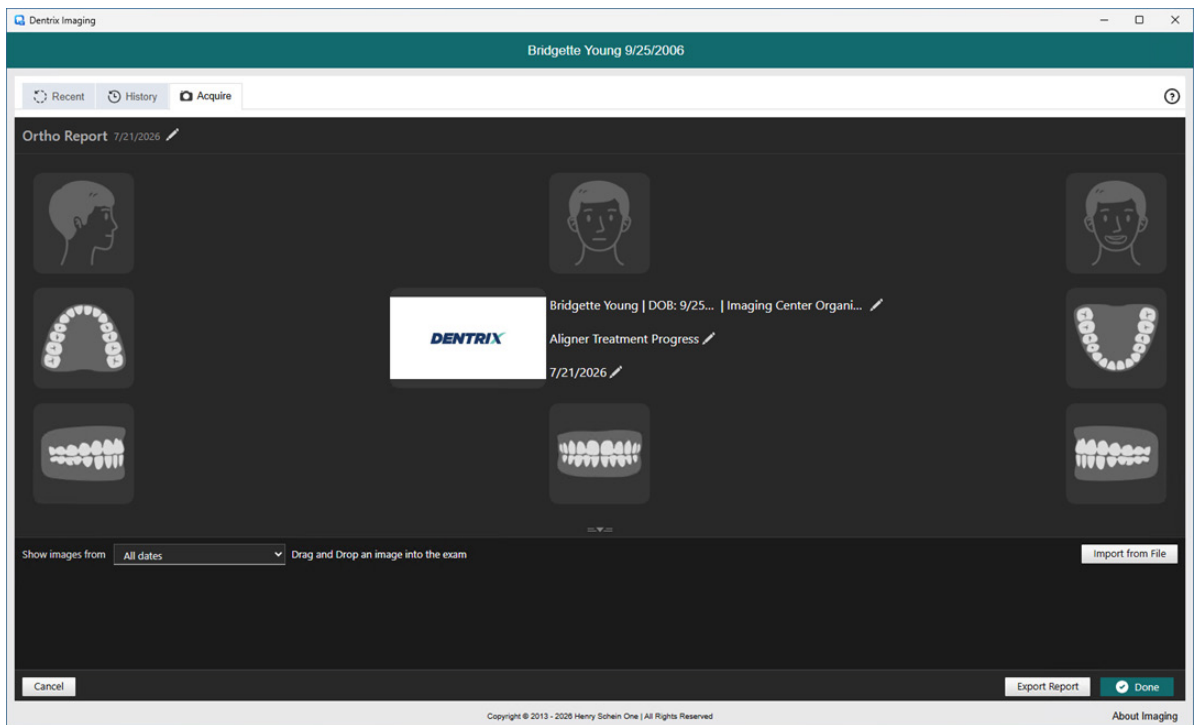
The Ortho Report panel appears.



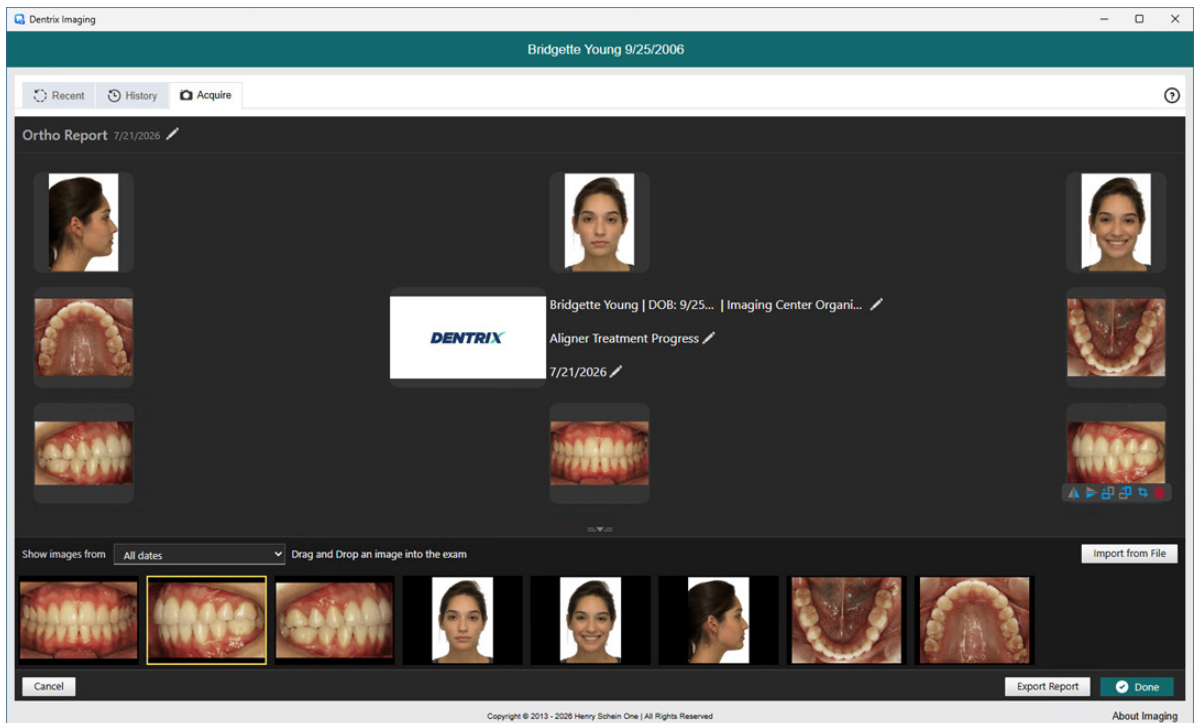
5. Click the **Upload Logo** box.
The **Open** dialog box appears.



6. Click the desired logo, and then click **Open**.
The selected logo appears in the Ortho Report.

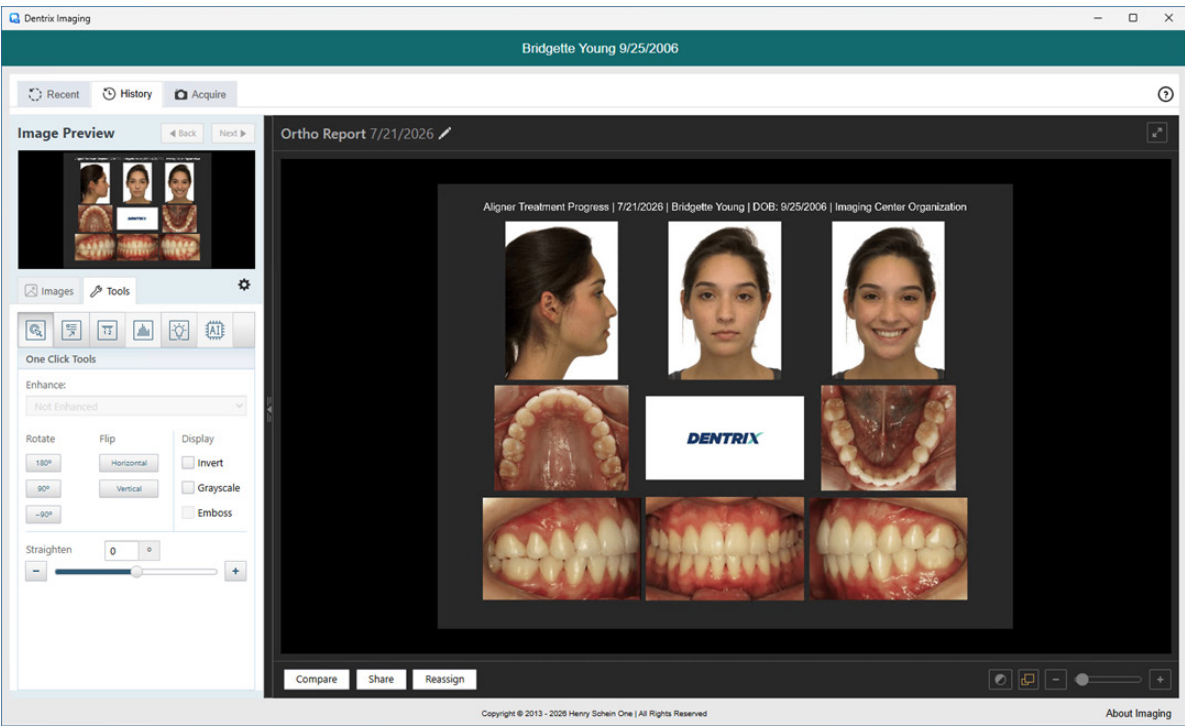


7. Import and then drag each image to its corresponding icon (Profile, Front, Front Smile, Mandibular, Maxillary, Close Bite Right, Close Bite Front, Close Bite Left).



8. Click Done.

The **History** tab opens with the completed Ortho Report.



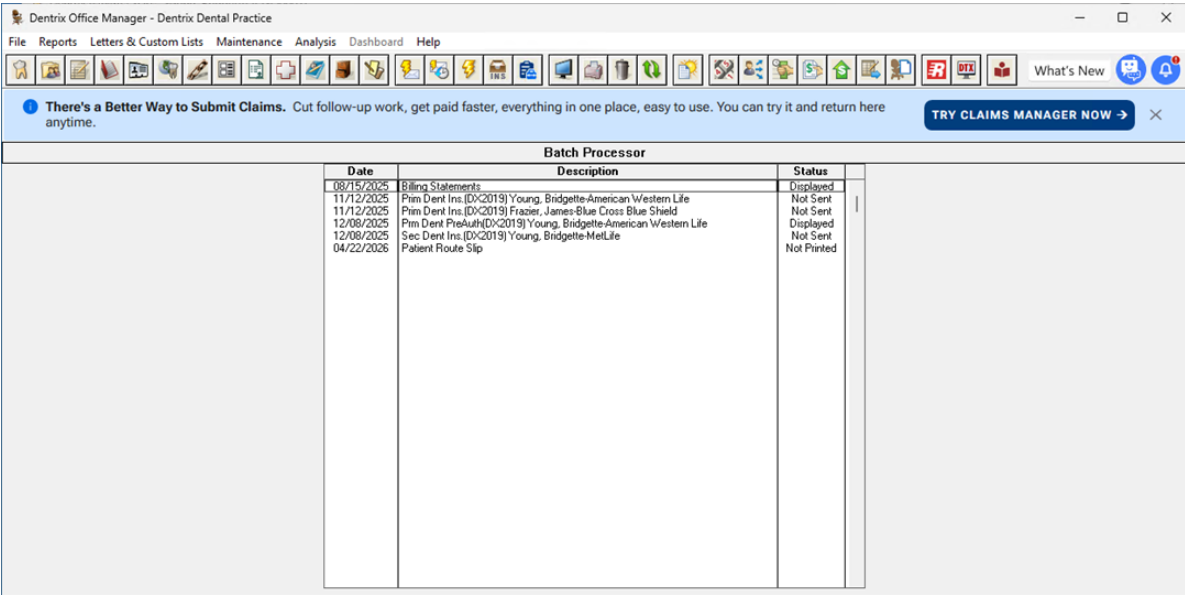
Trying the Claims Manager

To reduce follow-up work and get paid faster, try the Claims Manager by clicking the banner in the Office Manager.

To try the Claims Manager

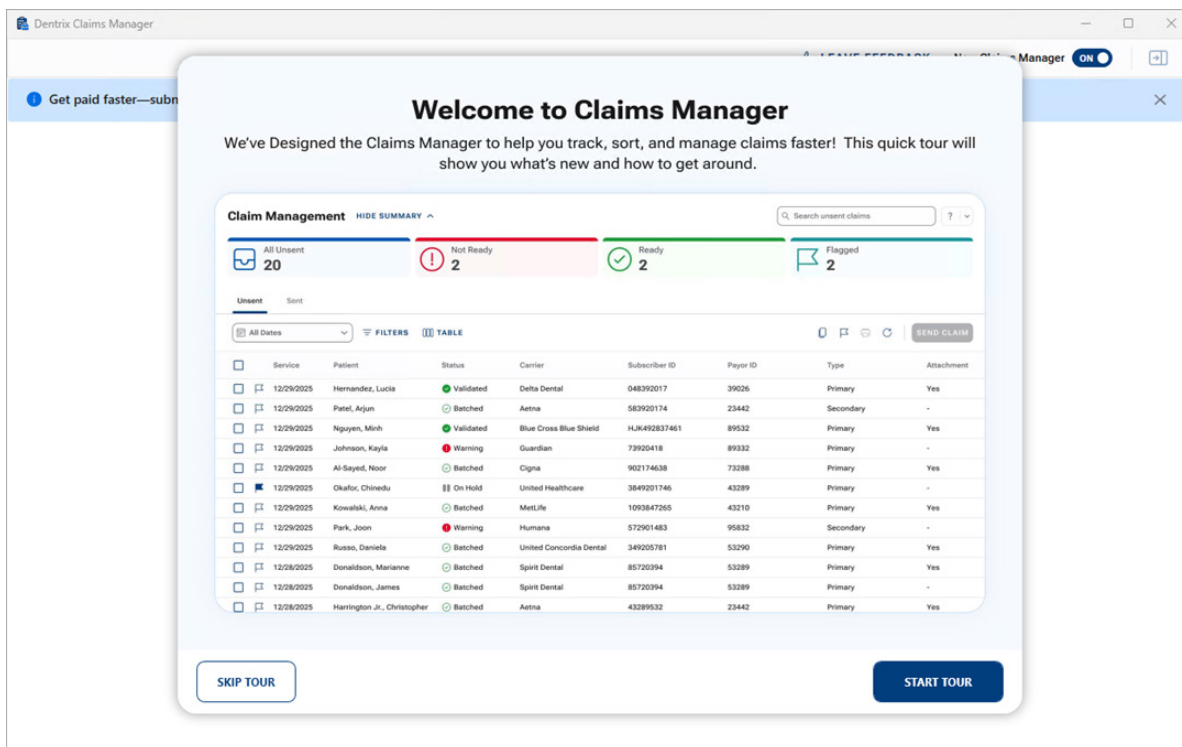
1. Open the Office Manager.

The Office Manager appears with the Claims Manager banner.



2. Click the Try Claims Manager Now button.

The Claims Manager tour appears.



- To take the tour, click **Start Tour**; otherwise, to go to the Claims Manager directly, click **Skip Tour**. If you skipped the tour, the Claims Manager window appears.
- To learn more about submitting claims directly through Dentrrix using eClaims, click **Learn More**. The Dentrrix claims webpage opens.

Dentrix 26.14

Overview and New Features

This Dentrix 26.14 Release Guide provides information about the Dentrix 26.14 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.14.

Note: For information about using the new features in Dentrix 26.14, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.14?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.14 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

DENTRIX IMAGING

- You can now set up your computer to enable or disable the Magnify feature for thumbnail images.
- Unfilled image slots in the Ortho Report PDF now appear as white space.
- All clinical images in the Ortho Report PDF appear without border, frame, rounded corner, or background so that the document meets the clean formatting standards required for Medicaid and insurance claim submissions.
- The image slot labels were removed from and the image slots were enlarged in the Ortho Report preview.
- Patient information now appears as a single-line header at the top of the Ortho Report preview and PDF.
- The center slot in the Ortho Report preview or PDF appears as white space or a practice logo.
- All clinical images in the Ortho Report PDF appear without border, frame, rounded corner, or background color.

MISCELLANEOUS

- The restriction that prevented you from installing Dentrix on computers running Microsoft Windows 10 has been temporarily removed.
- Performance enhancements to the Appointment Book.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 8024 N 170th St, Suite 100, Eden Prairie, MN 55324
Phone: (952) 450-1234
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: ABC Dental
Group Plan: Group 123
Group #: 123456
Fee Schedule: Standard
Coverage: 100%
Deductible: \$0
Other Max: \$1000

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount: 0.00
Billing: Standard

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

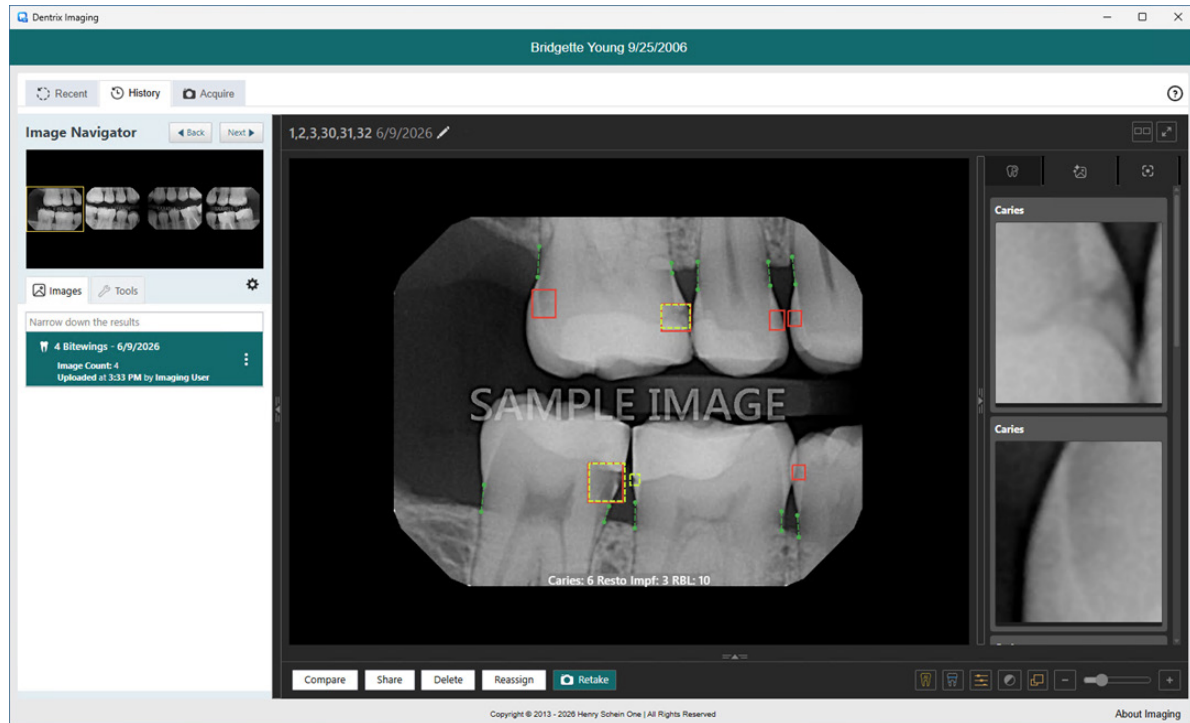
Enabling or Disabling the Magnify Tool

The Magnify tool in the Impact Panel provides you with zoomed-in views of AI-detected findings, including caries and PRL, across supported AI providers. The Magnify tab provides you with magnified images of each detected finding, allowing you to quickly assess areas of concern without having to zoom in on an image manually. The Magnify tool is enabled by default, but you can disable it.

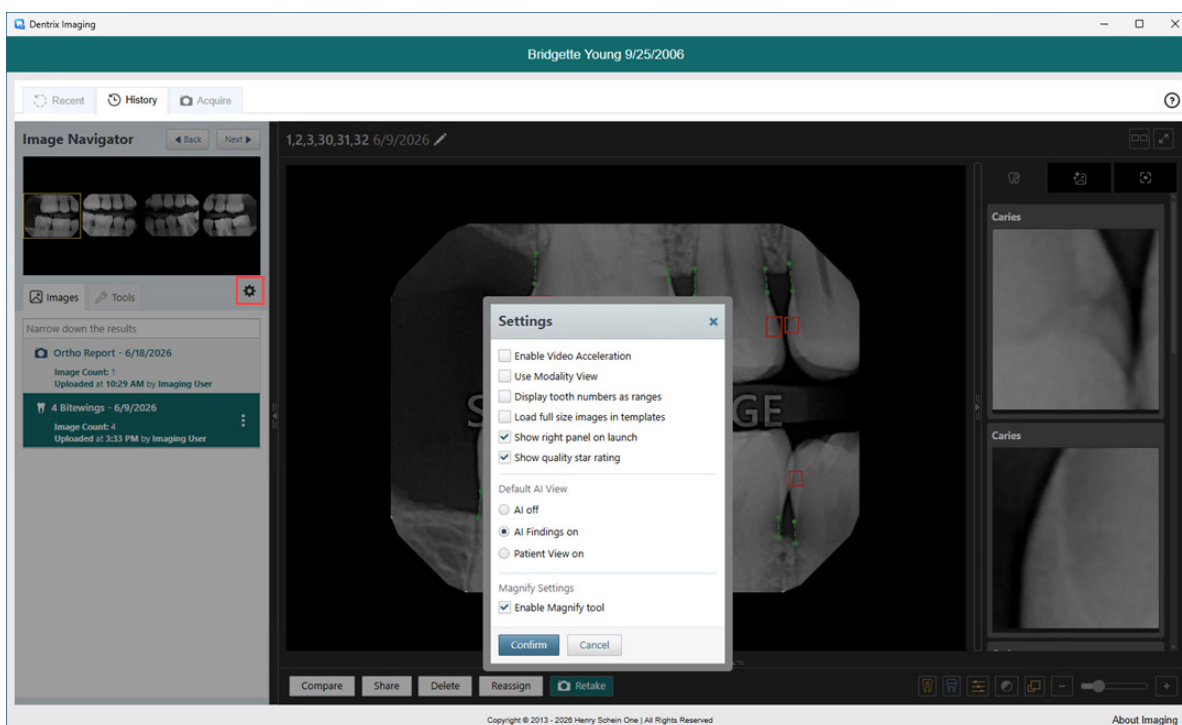
To disable the Magnify tool

1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

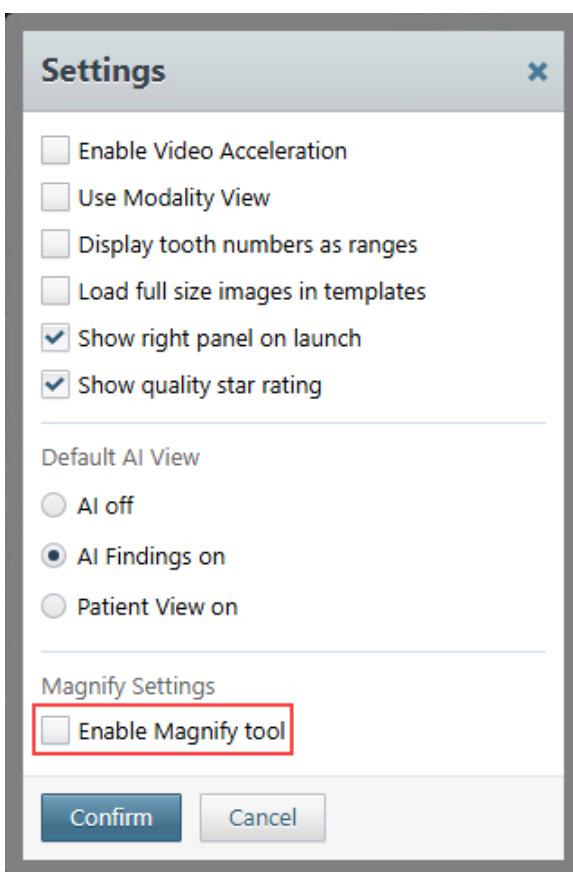
The Dentrix Imaging window appears.



3. Click the the Settings icon.
The **Settings** dialog box appears.

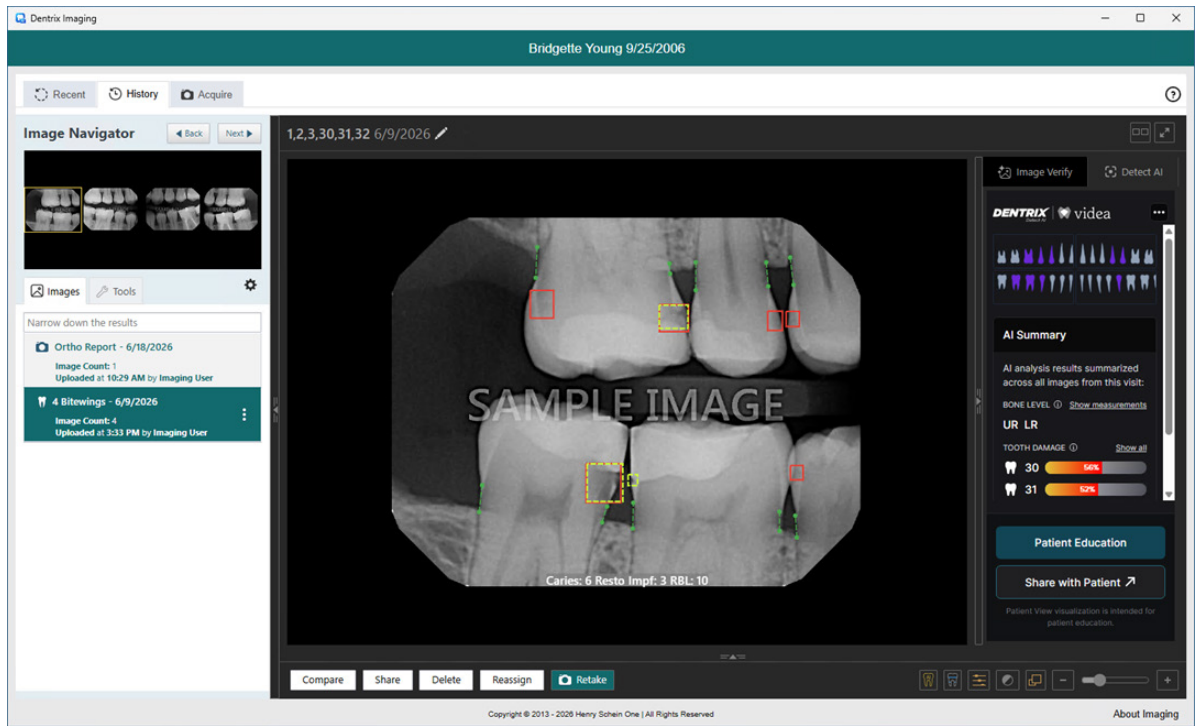


4. Under Magnify Settings, clear the Enable Magnify tool checkbox.



5. Click Confirm.

The Magnify tab and panel close.



Dentrix 26.13

Overview and New Features

This Dentrix 26.13 Release Guide provides information about the Dentrix 26.13 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.13.

Note: For information about using the new features in Dentrix 26.13, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.13?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.13 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

DENTRIX IMAGING

- The image slot labels have been removed from the Ortho Report Composer.
- The image slots in the Ortho Report have been enlarged.
- The image slot labels were removed from and the image slots were enlarged in the Ortho Report preview.
- Patient information now appears as a single-line header at the top of the Ortho Report preview and .pdf.
- The center slot in the Ortho Report preview or .pdf appears as white space or a practice logo.
- All clinical images in the Ortho Report .pdf appear without border, frame, rounded corner, or background color.
- Image enhancements and contrast/brightness adjustments now apply to the Magnify thumbnail images.

MISCELLANEOUS

- Dentrix will no longer install on computers running Microsoft Windows 10.
- Improvements to the Dentrix installer to improve dependability and supportability.
- Performance enhancements to the following:
 - Appointment Book
 - Patient Chart
 - Claims Manager
 - **Enter Payment** dialog box

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 800 N 170 E
City: Salt Lake
State: UT
Zip: 84103
Phone: (313) 450-1000
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: Delta Dental
Group Plan: Delta Dental
Group #: 12345678
Fee Schedule: Standard
Coverage: 100%
Deductible: \$500
Other Max: \$1000

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount
Billing

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

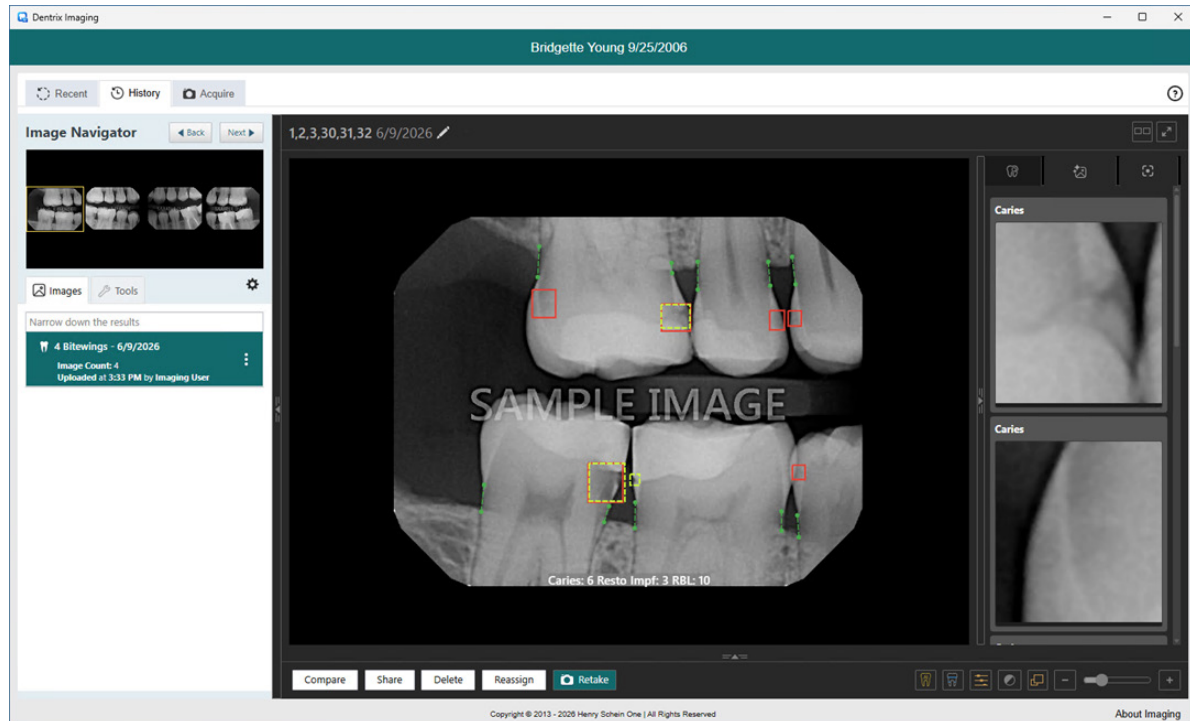
Creating Ortho Reports

You can create orthodontic reports that enable you to create, save, and share composite image documents for treatment planning, claims, and patient communication.

To create an Ortho Report

1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

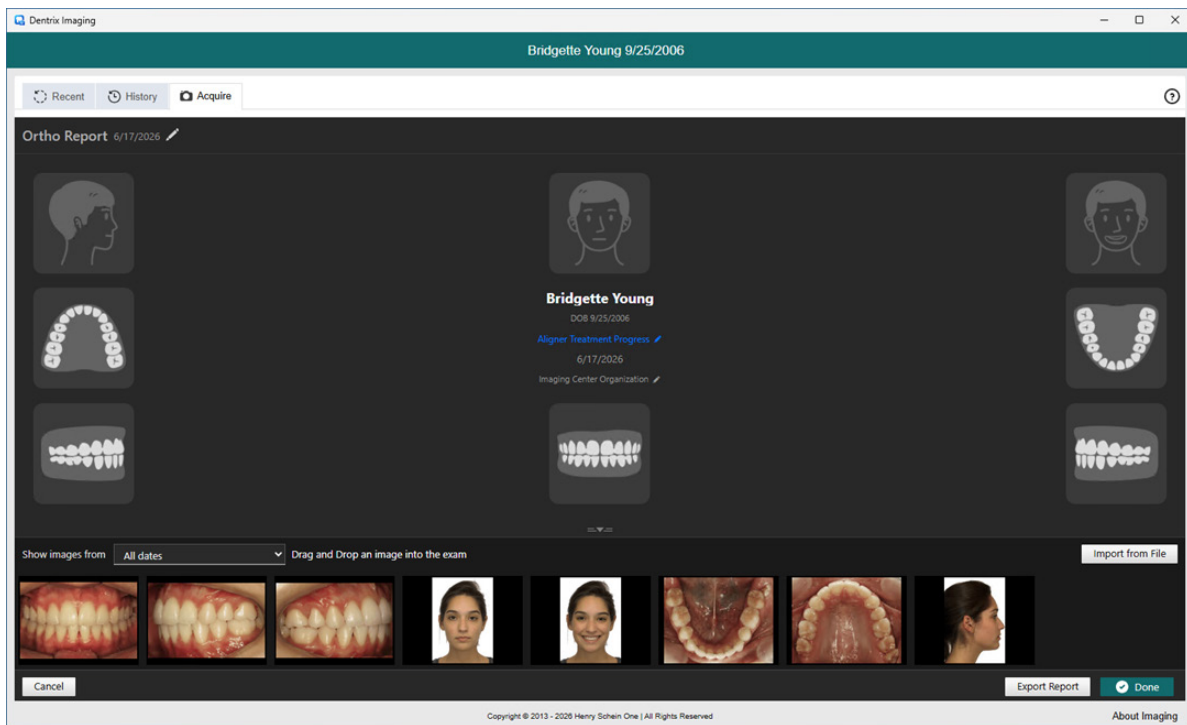
The Dentrix Imaging window appears.



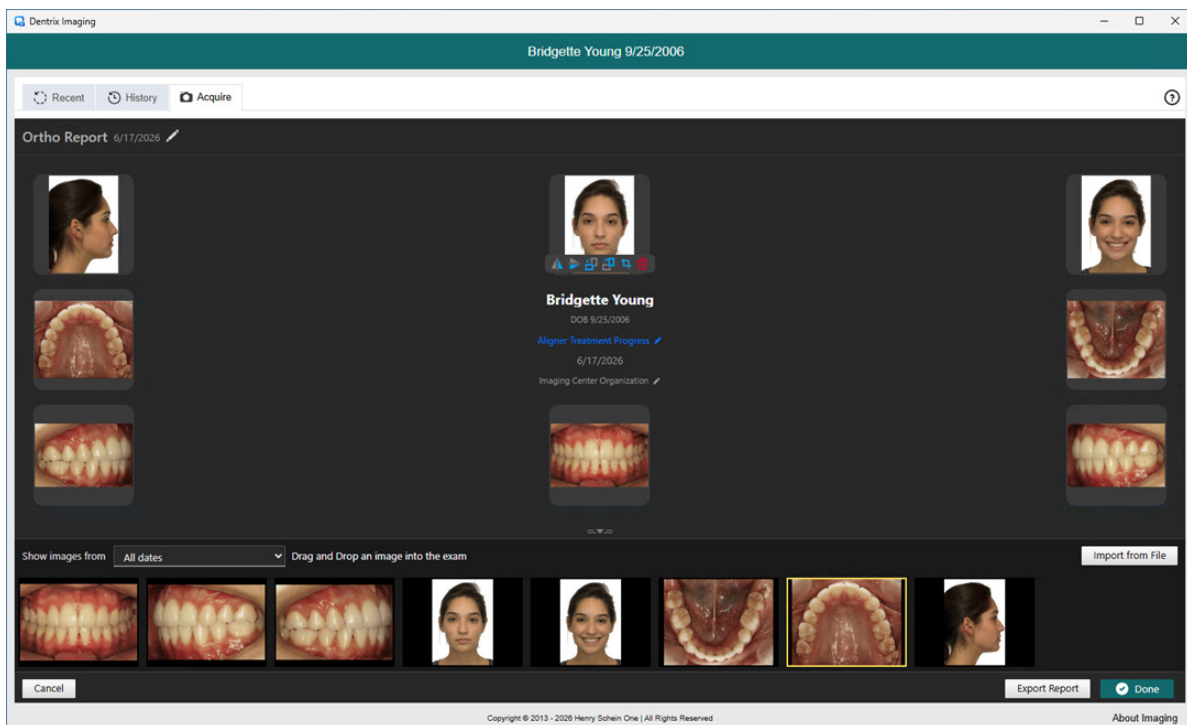
3. Click the **Acquire** tab, and then click the **Standard** tab.
4. From the procedure list, click **Ortho Report**.

The Ortho Report panel appears.

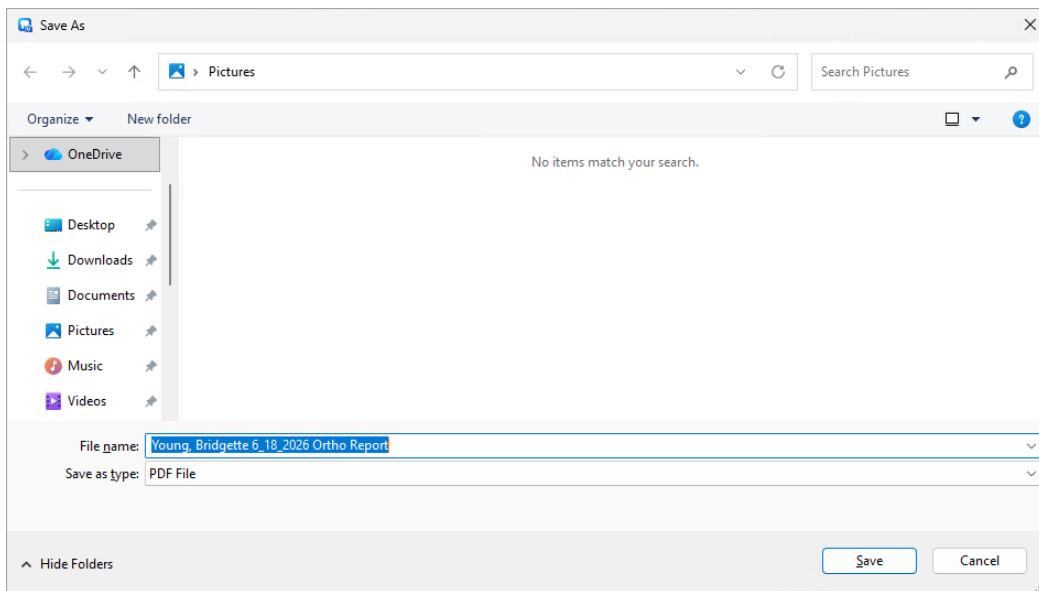
Note: If you have not already acquired the selected patient's 2D Oral/Facial photos, the panel will be blank. To add images/photos to the panel, you can acquire them using Dentrix Imaging, or if you acquired them previously, you can import them by clicking the **Import from File** button.



5. Drag each image to its corresponding icon (Profile, Front, Front Smile, Mandibular, Maxillary, Close Bite Right, Close Bite Front, Close Bite Left).



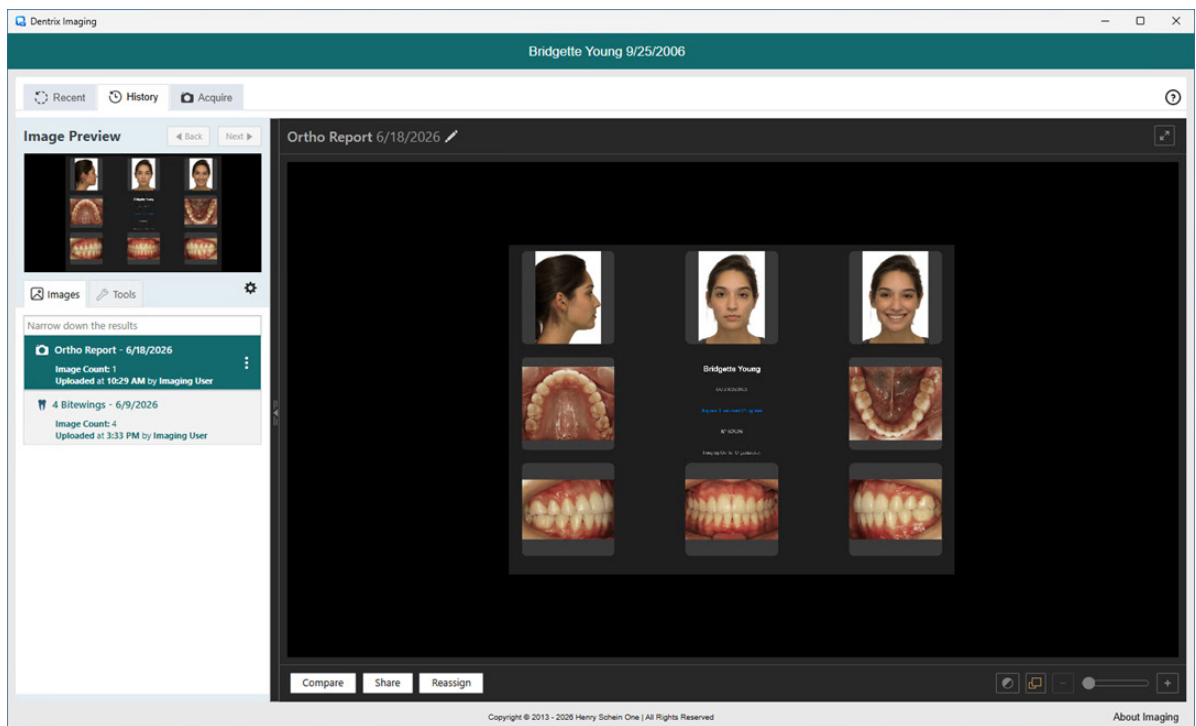
6. To save the report and export it to PDF, click **Export Report**.
The **Save As** dialog box appears.



7. Click **Save**.

8. Click **Done**.

The saved Ortho Report appears in the **History** panel.



Dentrix 26.12

Overview and New Features

This Dentrix 26.12 Release Guide provides information about the Dentrix 26.12 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.12.

Note: For information about using the new features in Dentrix 26.12, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.12?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.12 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

DENTRIX IMAGING

- You can now disable the Star Rating and Image Quality banner to avoid exposing patients to these quality indicators during an exam.
- A predefined list of possible quality issues now appears in the Verify side panel for images that receive 1, 2, or 3 stars.
- The orange warning icon in the Verify side panel was replaced with a blue informational icon.
- The text of the Image Quality banner now reads “Image Quality Insight Available.”
- You no longer have to repeatedly adjust the Verify side panel when you switch between exams.
- The selected tab in the Verify side panel now remains selected when you switch between exams.
- The Other Info section was removed from the Verify side panel.
- The Ortho Reports text was modified to be more readable.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

David, Karen

Patient Information
Address: 8024 N 170th St, Suite 100, Eden Prairie, MN 55324
Phone: (952) 450-1234
Email: karen.david@gmail.com

Health History
No health history

Primary Dental Insurance
Company: ABC Dental
Group Plan: Group 123
Group #: 123456
Fee Schedule: Standard
Coverage: 80%
Ded. S/P/O: \$1000
Other Max: \$5000

Payments & Billing
0 --> 30 31 -->
-14869... 0.00
Payment Amount: 0.00
Billing: Standard

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

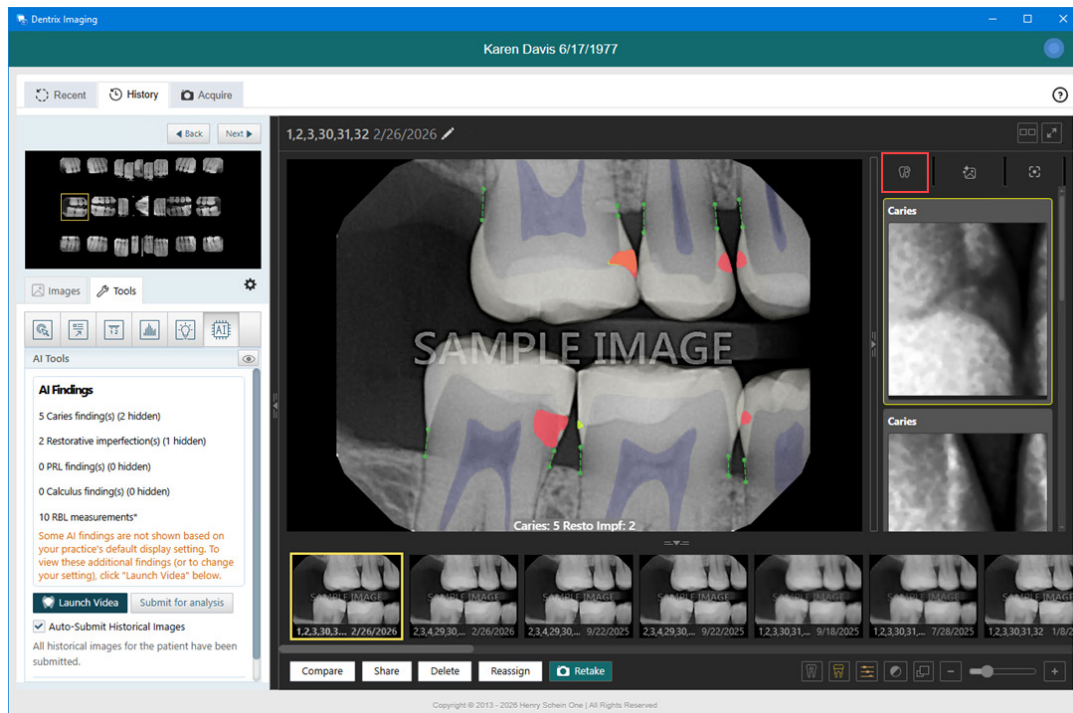
Dentrix Imaging and the Quality Information Tab

The Quality Information banner was updated.

To view the Quality Information banner

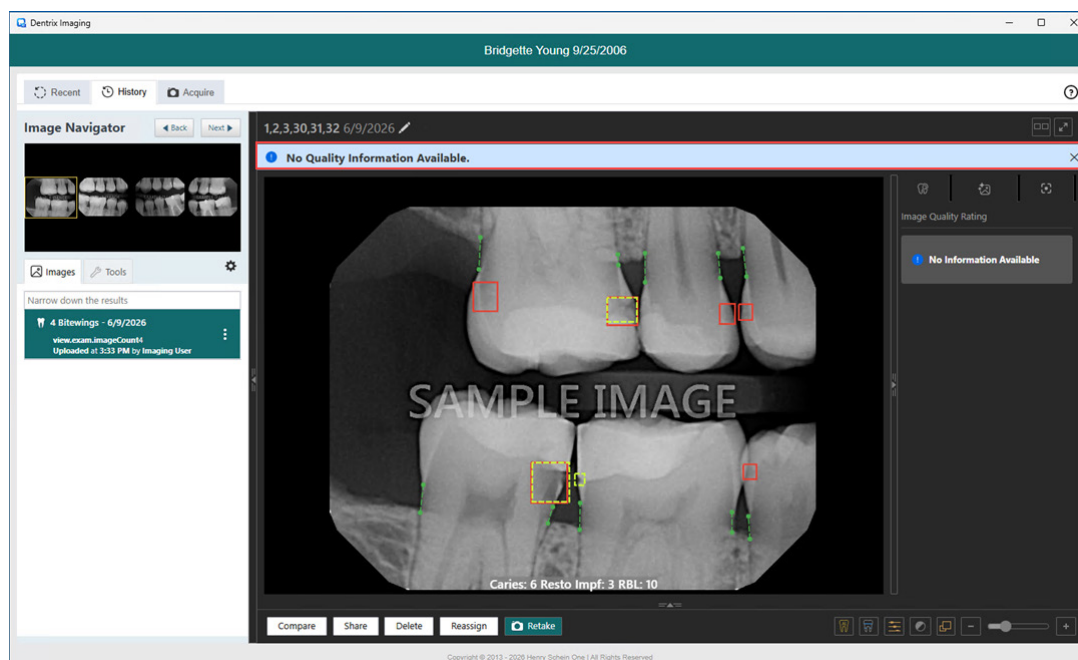
1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

The Dentrix Imaging window appears.



3. Click the Quality Information icon to the immediate right of the Magnify icon.

The Quality Information banner appears.



Dentrix 26.11

Overview and New Features

This Dentrix 26.11 Release Guide provides information about the Dentrix 26.11 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.11.

Note: For information about using the new features in Dentrix 26.11, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.11?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.11 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

DENTRIX IMAGING

- A **Magnify** tab was added to the Impact panel to provide zoomed-in views of AI-detected findings, including caries and PRL, across supported AI providers.
- If any tool other than One Click Tools is active, the **Magnify** tab is inactive, and explanatory messaging appears.

CLAIMS MANAGER

- If you filter unsent or sent claims using date filters such as **Last 30 Days**, **Last 60 Days**, or **Last 90 Days**, the filter that was selected when you closed the Claims Manager remains selected when you reopen the Claims Manager. However, the start date advances according to the calendar date. For example, if you originally opened the Claims Manager on May 5 and filtered claims for the last 60 days, and then reopened the Claims Manager May 6, the filter would still be **Last 60 Days**, but the start date would advance to May 6.
- The word “**Yes**” now appears in the **Attachment** column when claims (unsent or sent) have one or more attachments.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

SKIP TOUR **START TOUR**

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

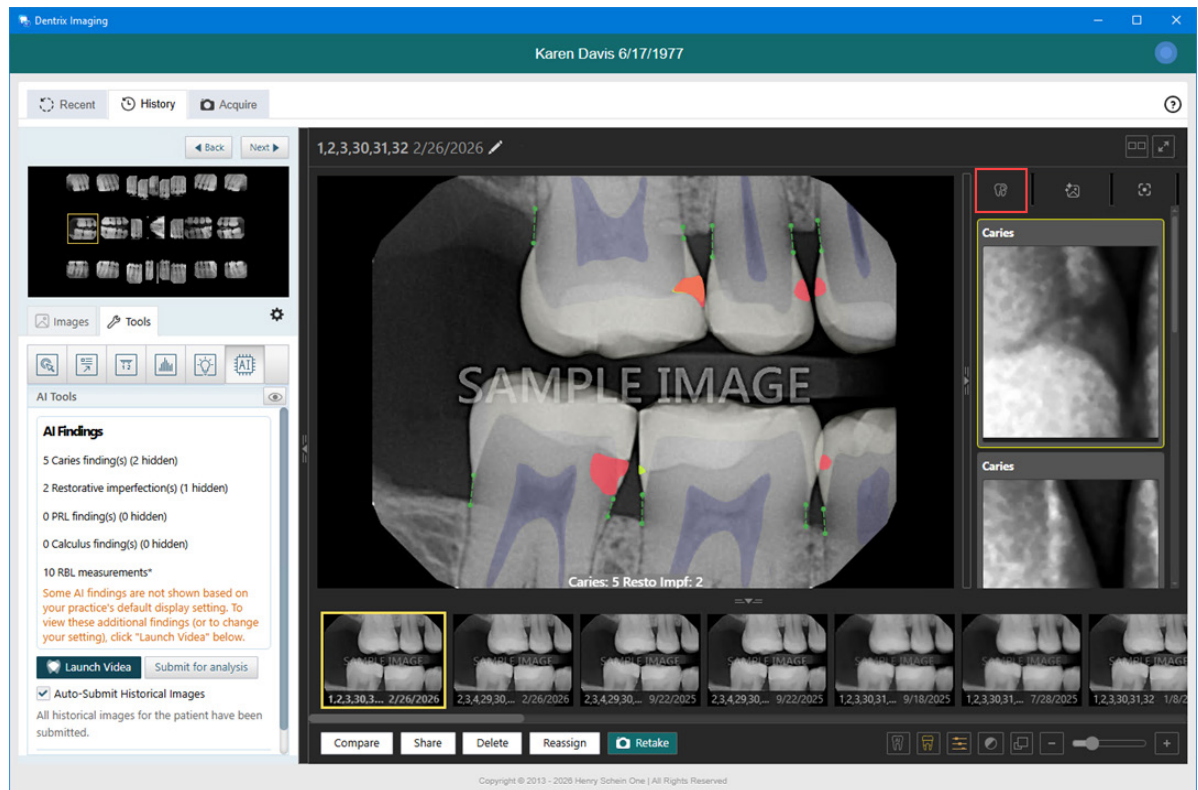
Dentrix Imaging and the Magnify Tab

A **Magnify** tab was added to the Impact panel to provide zoomed-in views of AI-detected findings, including caries and PRL, across supported AI providers. The **Magnify** tab provides you with magnified images of each detected finding, allowing you to quickly assess areas of concern without having to zoom in on an image manually.

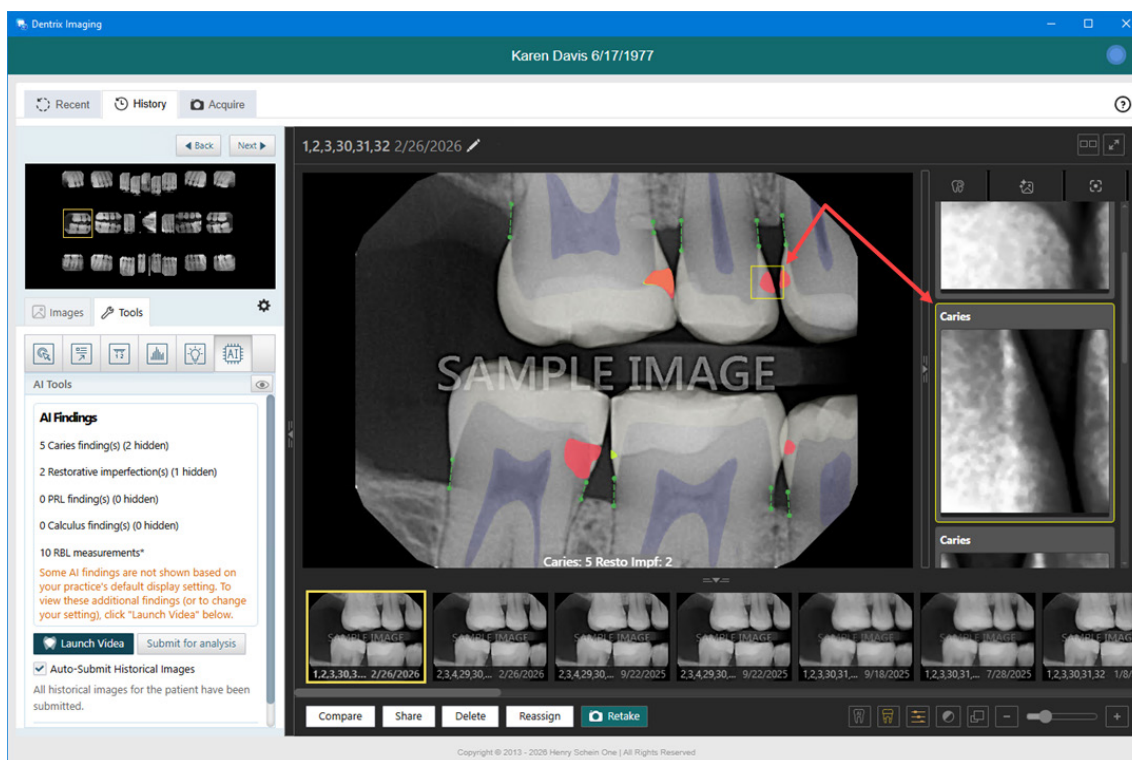
To view the Magnify tab

1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

The Dentrix Imaging window appears.



3. Click the the **Tools** tab, and then click the AI icon.
By default the new **Modify** tab is selected and a close-up view of the first AI-detected finding appears in the Impact panel.
4. To view the close-up of the next finding, do one of the following:
 - Click the next finding in the image.
 - Use the scroll bar to advance to the next desired image.
 A yellow square and/or rectangle appears around the image.



Claims Manager

The Claims Manager window has been modified:

- If you filter unsent or sent claims using date filters such as **Last 30 Days**, **Last 60 Days**, or **Last 90 Days**, the filter that was selected when you closed the Claims Manager remains selected when you reopen the Claims Manager. However, the start date advances according to the calendar date. For example, if you originally opened the Claims Manager on May 5 and filtered claims for the last 60 days, and then reopened the Claims Manager May 6, the filter would still be **Last 60 Days**, but the start date would advance to May 6.
- The word **"Yes"** now appears in the **Attachment** column when claims (unsent or sent) have one or more attachments.

To open the Claims Manager

1. In the Office Manager or the Ledger, click **File**, and then click **Claims Manager**.

The Claims Manager window appears.

Claim Management HIDE SUMMARY

Unsent Sent

All Unsent 12 Not Ready 0 Ready 0 Flagged 3

Filters: All Dates TABLE

	Date of Service	Date Modified	Patient	Carrier	Last Status Note	Claim Progress	Pre-Auth	Attachment
☐	N/A	12/5/2025	Davis, Karen	Equicor Cigna	Created	Validating	Yes	
☐	N/A	12/8/2025	Young, Bridgette A	MetLife	Created	Validating	Yes	
☐	N/A	12/16/2025	Young, Bridgette A	American Western L...	Created	Validating	Yes	
☐	8/12/2025	8/12/2025	Davis, Karen	Equicor Cigna	Created	Validating		Yes
☐	11/11/2025	11/11/2025	Davis, Kelly	Principal Financial G...	Created	Validating		
☐	11/11/2025	11/11/2025	Davis, Lyle	Principal Financial G...	Created	Validating		
☐	8/28/2025	1/19/2026	Davis, Karen	Equicor Cigna	Sent	Validating		Yes
☐	N/A	N/A	Young, Bridgette A	MetLife	Created			Yes
☐	9/29/2025	1/16/2026	Frazier, James	Blue Cross Blue Shield	Sent	Validating		
☐	11/12/2025	1/16/2026	Young, Bridgette A	American Western L...	Sent	Validating		Yes
☐	N/A	12/8/2025	Young, Bridgette A	American Western L...	Revised	Validating	Yes	

CLAIMS LOADED: 12

- To view an attachment, click a claim with **Yes** in the **Attachment** column. The side panel appears.

Claim Management HIDE SUMMARY

Unsent Sent

All Unsent 12 Not Ready 0 Ready 0 Flagged 3

Filters: All Dates TABLE

	Date of Service	Date Modified	Patient	Carrier	Last Status Note	Claim Progress
☐	N/A	12/5/2025	Davis, Karen	Equicor Cigna	Created	Validating
☐	N/A	12/8/2025	Young, Bridgette A	MetLife	Created	Validating
☐	N/A	12/16/2025	Young, Bridgette A	American Wes...	Created	Validating
☐	8/12/2025	8/12/2025	Davis, Karen	Equicor Cigna	Created	Validating
☐	11/11/2025	11/11/2025	Davis, Kelly	Principal Finan...	Created	Validating
☐	11/11/2025	11/11/2025	Davis, Lyle	Principal Finan...	Created	Validating
☐	8/28/2025	1/19/2026	Davis, Karen	Equicor Cigna	Sent	Validating
☐	N/A	N/A	Young, Bridgette A	MetLife	Created	
☐	9/29/2025	1/16/2026	Frazier, James	Blue Cross Blu...	Sent	Validating
☐	11/12/2025	1/16/2026	Young, Bridgette A	American Wes...	Sent	Validating

CLAIMS LOADED: 12

Davis, Karen Validating

Summary Insurance Procedures **Attachments**

Attachments MANAGE

Imaging Attachment

2/26/2026 2:29

SAMPLE IMAGE

Date Acquired 2/26/2026
Date Attached 4/9/2026
Type Radiology Films
Orientation <None>
Note
Dentrax Imaging Image

- Click the **Attachments** tab.

Dentrix 26.10

Overview and New Features

This Dentrix 26.10 Release Guide provides information about the Dentrix 26.10 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.10.

Note: For information about using the new features in Dentrix 26.10, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.10?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.10 includes the following enhancements:

THE REDESIGNED FAMILY FILE

A guided tour of the redesigned Family File is now available. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

DENTRIX IMAGING

- In Comparison mode, the size of the layout changes dynamically as you add or remove images.
- The buttons in the Ortho Report were modified to be more visible.
- The **About Imaging** dialog box was modified for the United Kingdom, Australia, and Canada markets.
- The Videa name and logo were modified to reflect Videa’s rebrand.

SMART IMAGE

- The Smart Image viewer was modified to reflect Videa’s rebranding.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Young, Bridgette A Active FORM STATUS ?

Explore the Family File

Welcome to the updated Family File
Same functionality, fresh look.
Keeps the workflows you know, with an updated design built for new features.

START TOUR

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
	Young, Bridgette A	Child	Female	Yes	09/25/2006

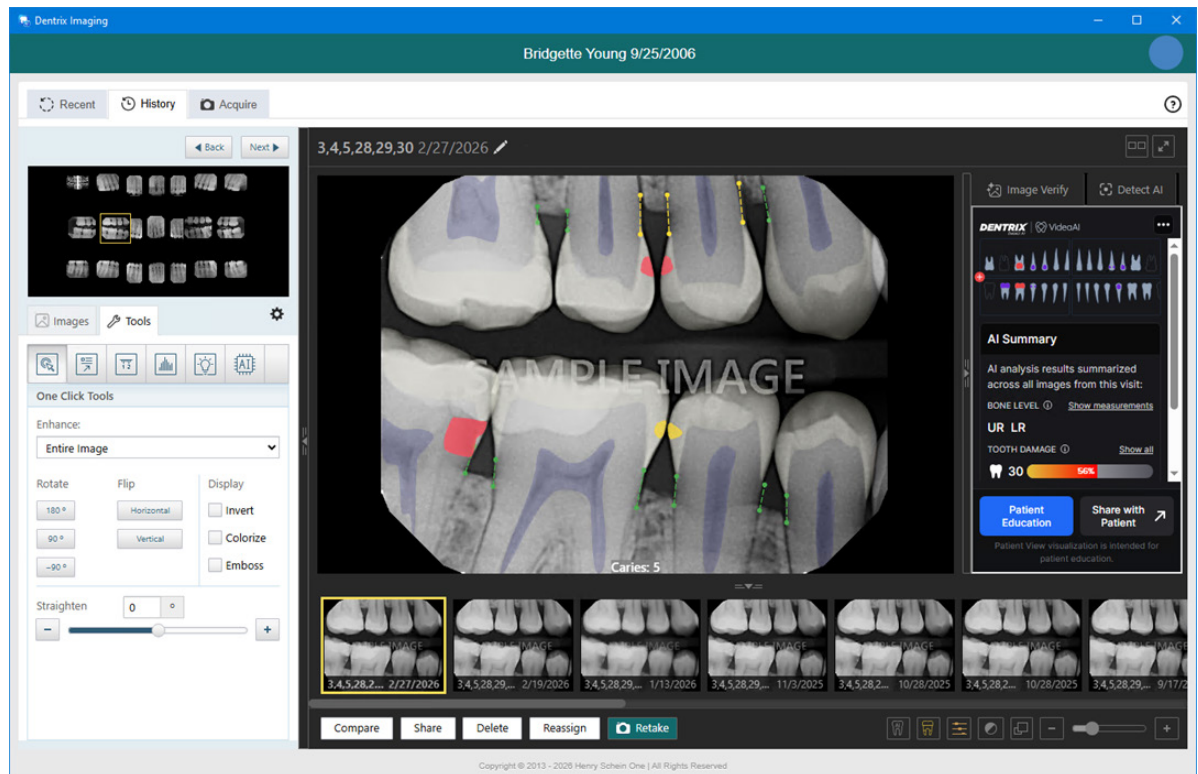
Dentrix Imaging

In Comparison mode, the size of the layout changes dynamically as you add or remove images.

To compare images

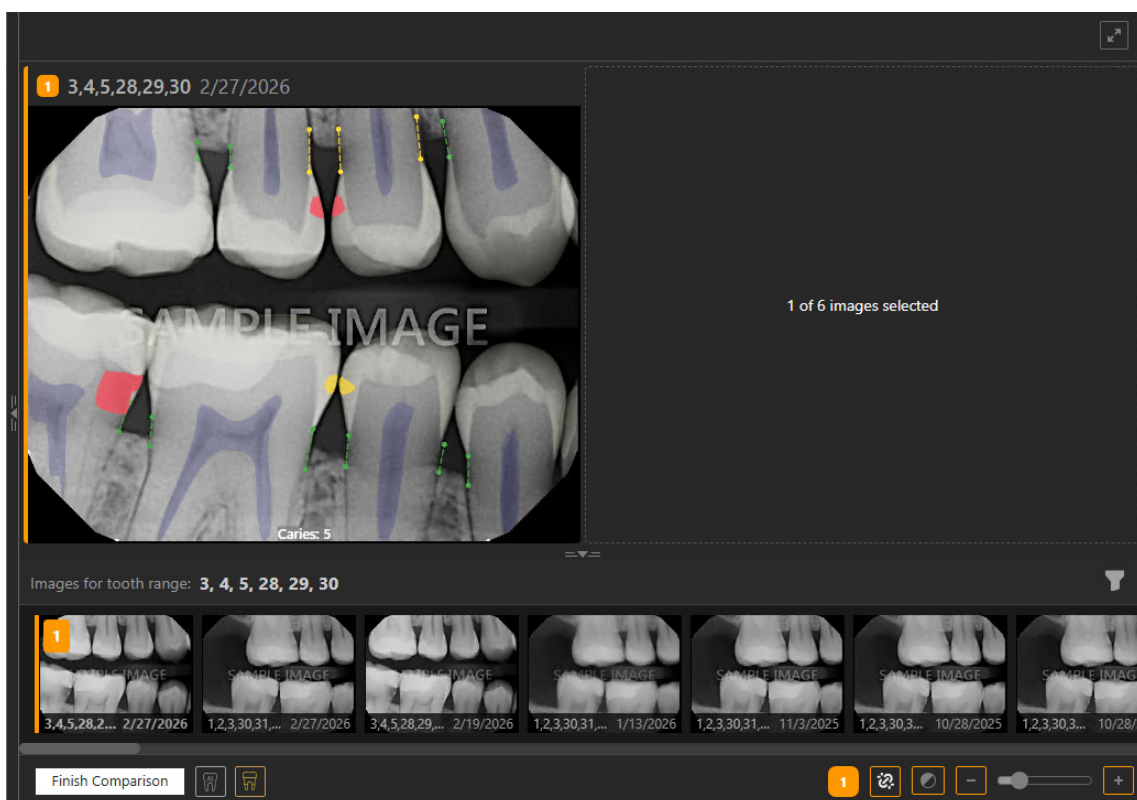
1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

The Dentrix Imaging window appears.

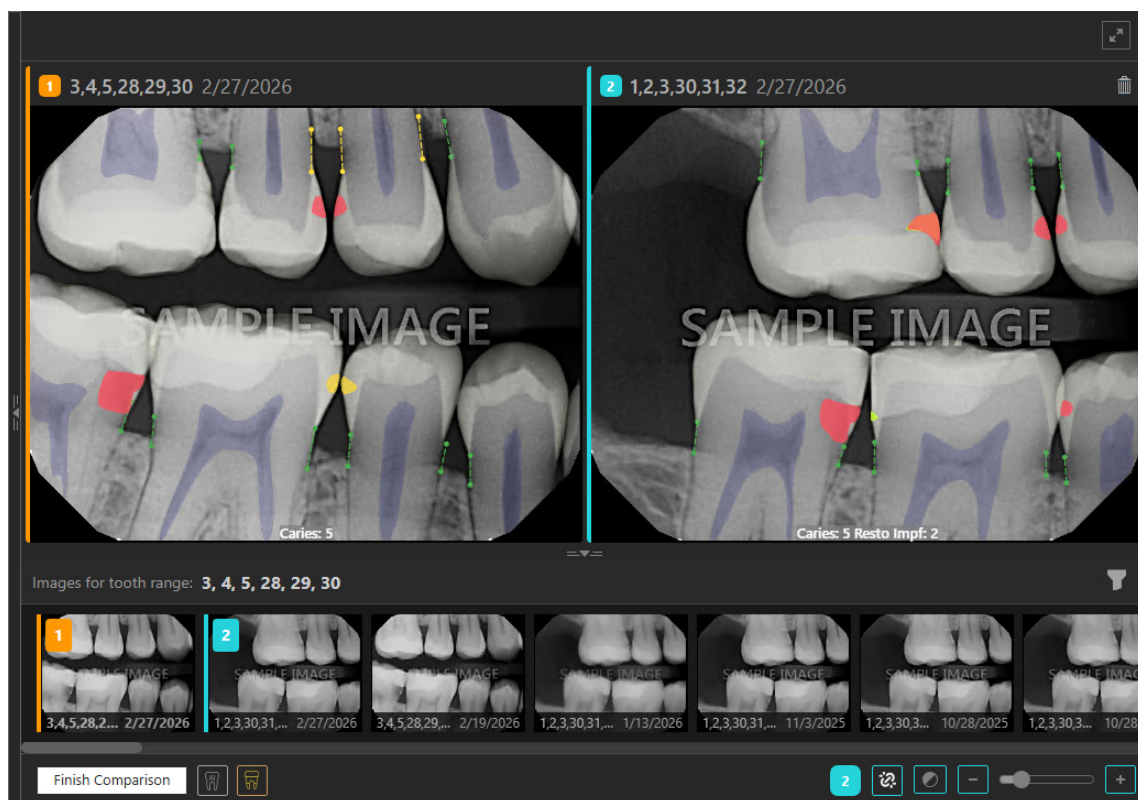


3. Click **Compare**.

The images that have tooth numbers in common with the selected image (the "Original") appear on the Images for tooth range panel. By default, the most recent image appears in the Compare panel.



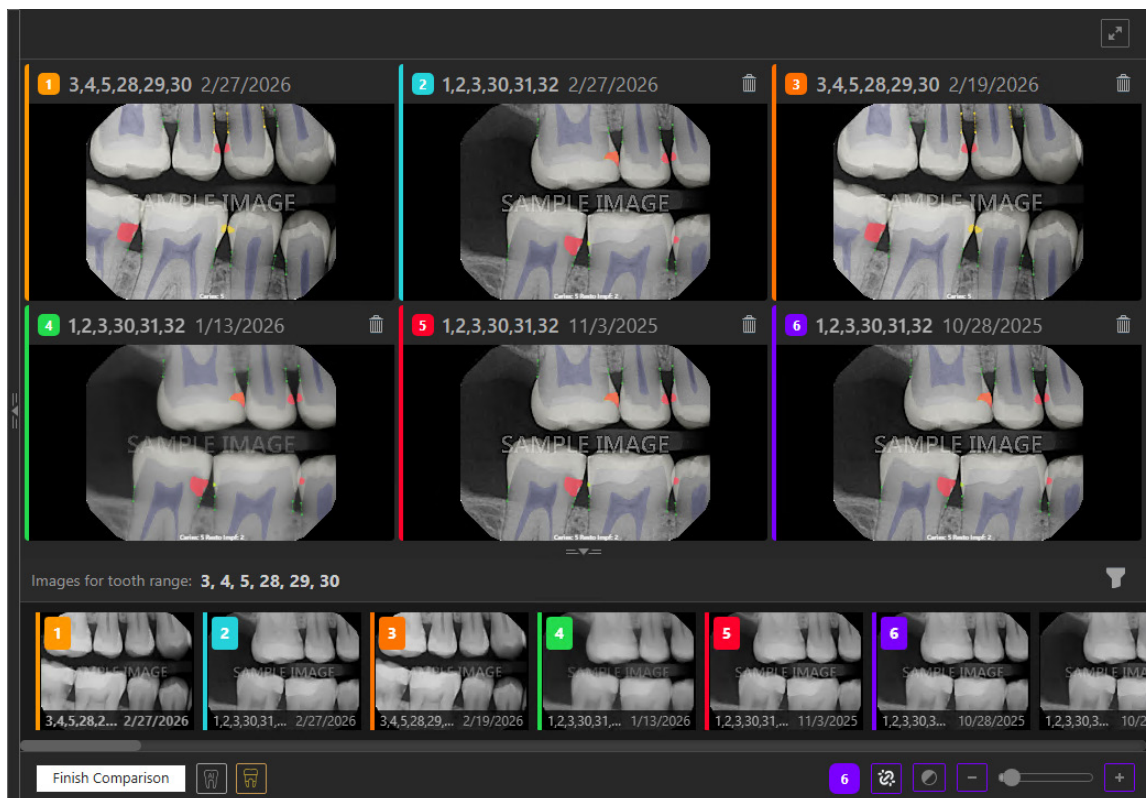
- a. To compare the most recent image to a second image, click the desired image.



- b. To compare three or four images, click another one or two desired images.



- c. To compare five or six images, click another one or two desired images.



Note: If you are using Dentrrix Detect AI, those results will also appear when you compare images.

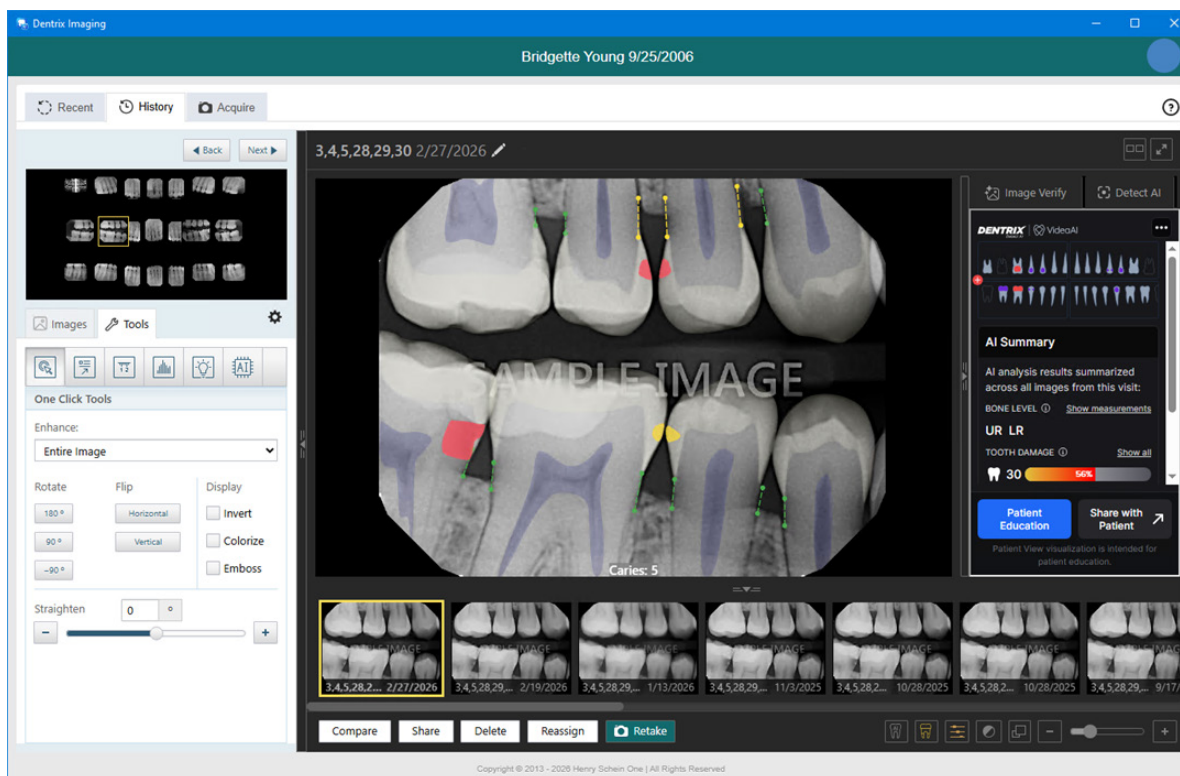
ORTHO REPORT

The buttons in the Ortho Report were modified to be more visible.

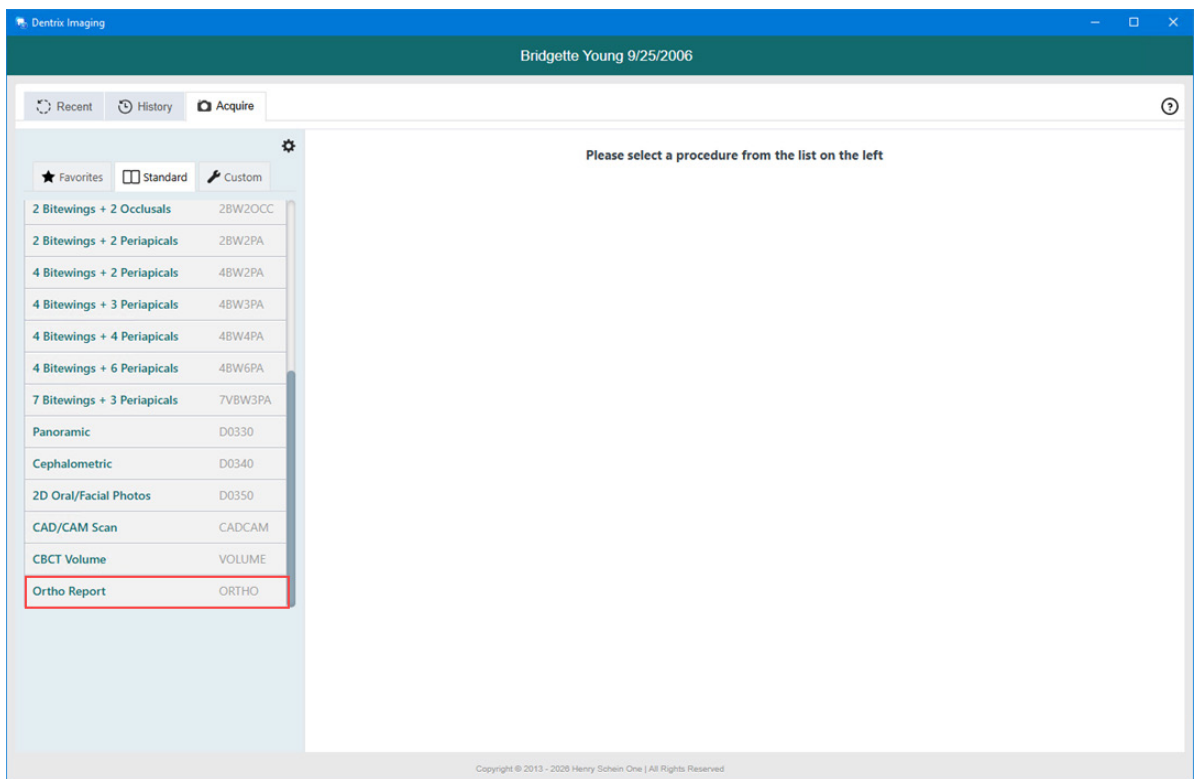
To open the Ortho Report

1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.

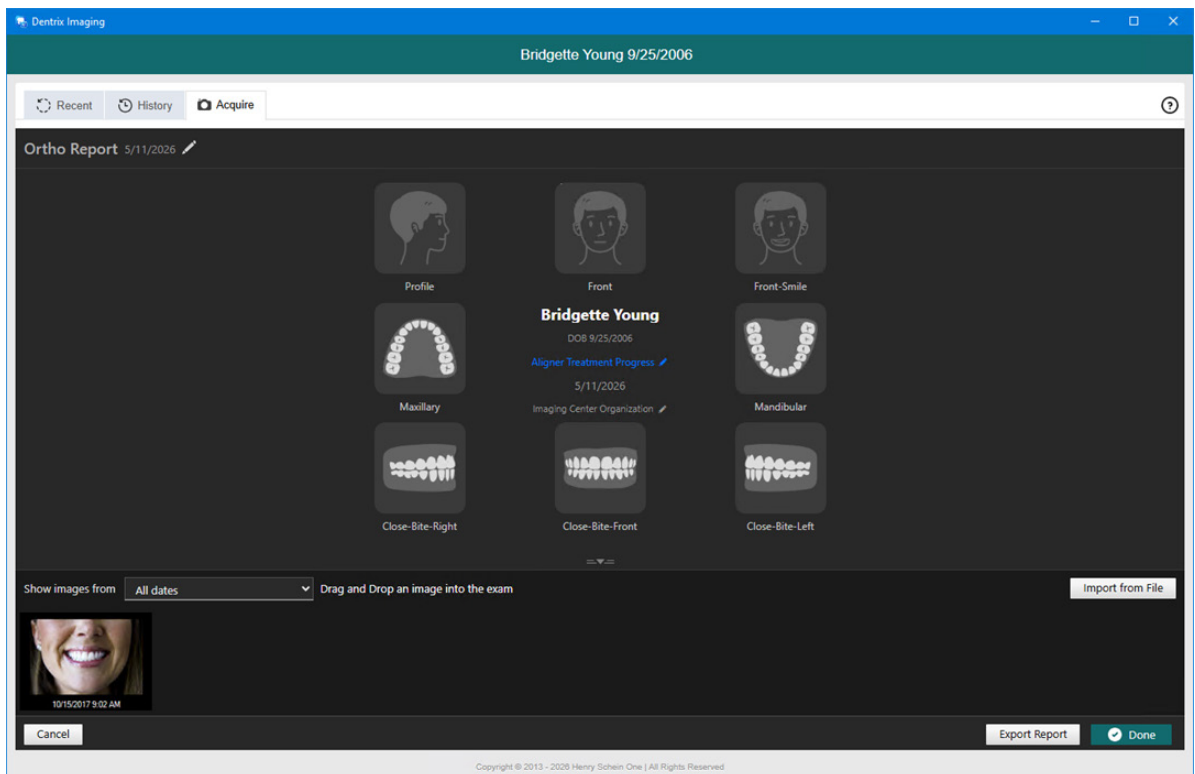
The Dentrix Imaging window appears.



3. Click the **Acquire** tab.
4. Click the **Standard** tab, and then click **Ortho Report**.



The Ortho Report view appears.

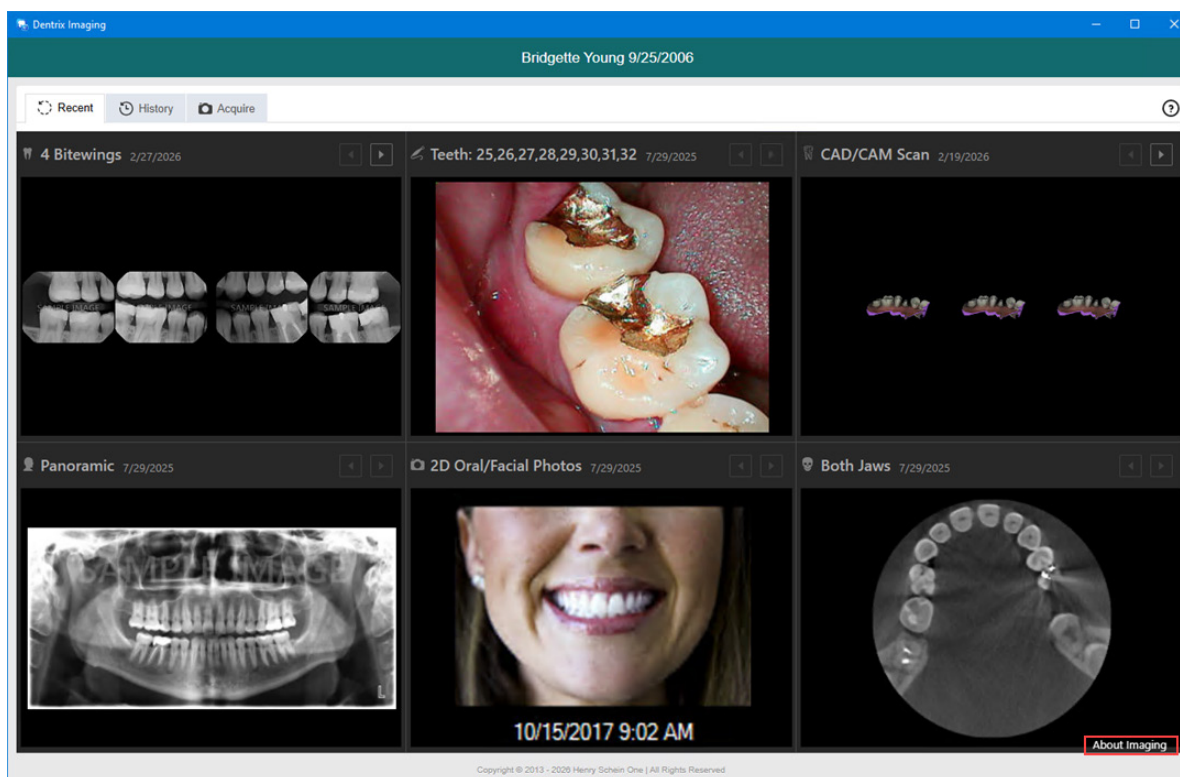


THE ABOUT IMAGING DIALOG BOX

The About Imaging dialog box was modified for the United Kingdom, Australia, and Canada markets.

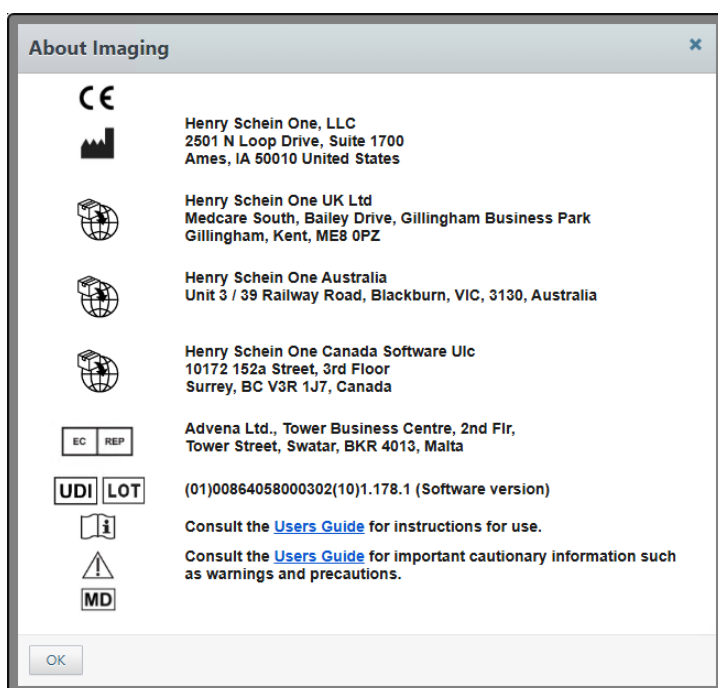
To view the About Imaging dialog box

1. In the Dentrix Imaging window, click the **Recent** tab.



2. Click About Imaging.

The About Imaging dialog box appears.



Dentrix 26.8

Overview and New Features

This Dentrix 26.8 Release Guide provides information about the Dentrix 26.8 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.8.

Note: For information about using the new features in Dentrix 26.8, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.8?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.8 includes the following enhancements:

THE REDESIGNED FAMILY FILE

The redesigned Family File is now available for all Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

CLAIMS MANAGER

- The Claims Manager guided tour no longer prevents new claims data from being updated while the tour is active.
- The phrase, “**Try the New Claims Manager Get paid faster**” was added to the legacy Claims Manager window to encourage practices to try the redesigned Claims Manager.
- The phrase, “**Get paid faster—submit and track claims directly in Dentrix with eClaims**” and a Learn More link were added to the redesigned Claims Manager window.

MISCELLANEOUS

- You can now save credit or debit cards on file to use with Practice Pay.
- A **Note** column was added to the **Claim Status** card in the redesigned Insurance Claim and Preauthorization windows.
- If your practice is registered to use Dentrix Forms but no forms records exist for the practice or the selected patient has no forms records, the Forms window is blank.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Young, Randall [Y00002] New Family File LEAVE FEEDBACK

File Edit Help

Young, Bridgette A Patient FORM STATUS HEALTH HISTORY ?

Patient Information					
Address 185 N 640 E, Cisco, UT, 84515		Consent 08/07/2024	Missed Appointments -	Chart # Y00001	Social Security # -
Mobile Phone # -	Home Phone # (801)555-3043	First Visit 08/07/2024	Last Visit 01/27/2026	DL # -	Birthday 09/25/2006, 19
Status Patient, F, Child	Email -	Provider DDS1		Fee Schedule <Prov Default>	

Health History		Employer	Continuing Care
No health history on file		No employer information on file	01/28/2027 BITEWINGS

Primary Dental Insurance				Notes
Company American Western Life	Group Plan Central City Clinic	Group # 41336	Fee Schedule -	No patient notes yet
Coverage 2500.00	Used 122.00	Ded. S/P/O 50/0/0	Met 0/0/0	
Other Maximums -				

Payment & Billing Information				Referred By
Payment Amount N/A	Amount Past Due N/A	Billing Type 4 ●	Last Payment N/A	No incoming referrals
0 -> 30	31 -> 60	61 -> 90	91 ->	Referred To No outgoing referrals
-14869.00	0.00	0.00	Balance -14869.00	

Status	Name	Position	Gender	Patient	Birthday
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
-	Young, Bridgette	Child	Female	Yes	09/25/2006

Claims Manager

The Claims Manager provides you with an interactive way to review, track, and manage insurance claims directly in Dentrix. The Claims Manager allows you to work with an interactive aging report and view the

status of printed and electronic claims. Recently, the Claims Manager was redesigned to allow you to submit and track claims directly in Dentrix with eClaims.

To open the Claims Manager

1. To open the Claims Manager, in the Office Manager or the Ledger, click **File**, and then click **Claims Manager**.

The legacy Dentrix Claims Manager window appears.

Dentrix Claims Manager

Try the New Claims Manager Get paid faster! New Claims Manager ☐

Claim Management

Rejected 0 Needs Attention 0

Sent Date: 4/15/2026 - 4/29/2026

Sent/Batched	Last Updated	Patient Name	Carrier Name	Billed Amount	Status Note	Status	Pre
N/A	11/11/2025	Davis, Kelly	Principal Financial	131.00		Created	
N/A	11/11/2025	Davis, Lyle	Principal Financial	131.00		Created	
N/A	12/5/2025	Davis, Karen	Equicor Cigna	157.00		Created	Yes
N/A	12/8/2025	Young, Bridgette A.	MetLife	190.00		Created	Yes
N/A	12/16/2025	Young, Bridgette A.	American Western	1880.00		Created	Yes
N/A	8/12/2025	Davis, Karen	Equicor Cigna	131.00		Created	
N/A	N/A	Young, Bridgette A.	MetLife	122.00		Created	
N/A	1/19/2026	Davis, Karen	Equicor Cigna	307.00	Yet another note.	Sent	

Claims Loaded: 8

Patient Information

Type: Primary/Dental Claim Date: 11/11/2025
 Current Status: Created Sent Date: N/A
 ERA Received: No Age (days): N/A
 Patient: Davis, Kelly DOB: 7/2/2007
 Subscriber: Davis, Harmon Subscriber ID:
 Billing Provider: DDS1 Smith, Dennis Billing NPI:
 Rendering Provider: DDS1 Smith, Dennis Billing TIN: DDS1TIN
 Pay-To Provider: DDS1 Smith, Dennis Payor ID: 61271
 Insurance: Principal Financial Group Insurance Ref: Pending from Payor
 Carrier Phone: (800)323-8722
 Claim Control:

Procedures: Billed Amount: 131.00

Date	Procedure	Fee	Tooth/Surface	Ins Paid
11/11/2025	D1110	85.00		0.00
11/11/2025	D0120	46.00		0.00

Attachments: None

Claim Status Notes:

Date	Status	Notes
11/11/2025	Created	

2. To open the redesigned Claims Manager, click the **New Claims Manager** toggle.

The redesigned Claims Manager appears.

Dentrix Claims Manager

Get paid faster—submit and track claims directly in Dentrix with eClaims. [LEARN MORE](#)

Claim Management HIDE SUMMARY

All Unsent 8 Not Ready 0 Ready 0 Flagged 1

Unsent Sent

Custom Range FILTERS TABLE

Sent	Updated	Patient	Claim Status	Carrier	Description	Pre-Auth
☐	N/A	8/12/2025	Davis, Karen	Created	Equicor Cigna	
☐	N/A	11/11/2025	Davis, Kelly	Created	Principal Finan...	
☐	N/A	11/11/2025	Davis, Lyle	Created	Principal Finan...	
☐	N/A	1/19/2026	Davis, Karen	Processing	Equicor Cigna	Yet another note.

CLAIMS LOADED: 12

Patient Information

Davis, Karen Created

Summary Insurance Procedures Attachments

Claim Summary

Type: Primary/Dental
 Age: 0 days
 Date of Service: 8/12/2025
 Sent Date: -
 Insurance Reference #: -
 Claim Control #: -

Attachment Status

ID Status Notes

No attachment status is available yet. Status updates will appear once the claim is received by the carrier.

Procedures Billed Amount: \$131.00

Date	Tooth	Surface	Procedure
8/12/2025	-	-	-
8/12/2025	-	-	D1110 - Proxibudavis.adult

[Unlock Full Access](#)

3. To learn more, click **Learn More** or **Unlock Full Access**.

The Dentrix Claims webpage opens in your default browser.

DENTRIX For fast services call: 833-486-8228

Cleaner claims start here

Getting paid shouldn't depend on chasing errors, tracking down attachments, or fixing preventable issues after a claim is sent. Dentrix Claims Processing helps practices submit more complete, accurate claims, so payments move forward with fewer interruptions. You'll be able to:

- Catch claim issues earlier with smarter, built-in workflow checks
- Reduce rework with clearer, more actionable visibility into claim status and next steps
- Keep supporting images connected to the claim with Dentrix Imaging

Together, Claims Processing and Imaging help simplify submissions and support a more efficient revenue cycle.

CONTACT FORM:

FIRST NAME * LAST NAME *

EMAIL ADDRESS * PRACTICE PHONE *

PRACTICE NAME * PRACTICE ZIP *

NUMBER OF LOCATIONS * How can we help you?

Select... [Dropdown]

☐ I consent to be contacted by Henry Schein One, LLC and its affiliates regarding this request and to receive marketing messages by automated means, text and/or prerecorded messages at the number provided. Consent is not required as a condition of service.

By submitting this form, I agree to the [Terms of Use](#) and [Privacy Policy](#).

[Show Me How It Works](#)

4. To learn more, complete the following:
 - Type your contact information in the form.
 - Select the consent to be contacted by Henry Schein One, LLC checkbox.
 - Click **Show Me How It Works**.

A representative from Henry Schein One will contact you.

Practice Pay

If you have enabled Dentrix Pay, you can use Practice Pay to accept a patient's credit or debit card payment without using a payment device, or when you cannot connect to a payment device. You can now save credit or debit cards on file to use with Practice Pay.

To save a credit or debit card on file to use with Practice Pay

1. In the Ledger toolbar, click the Saved Credit Cards icon.

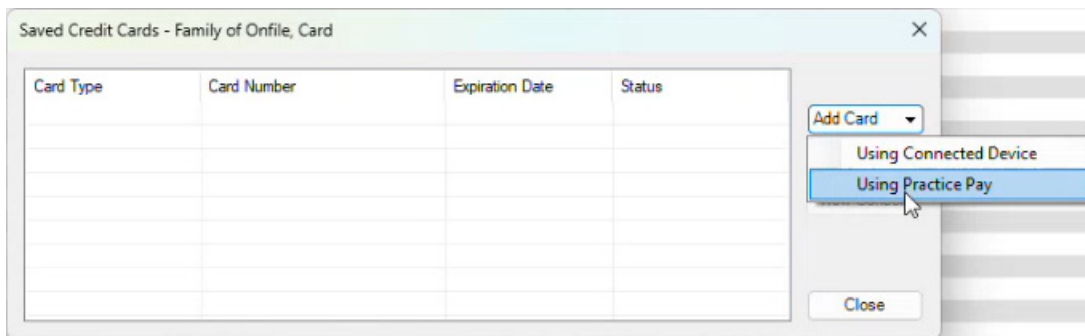
The **Saved Credit Cards** dialog box appears.

Saved Credit Cards - Family of Onfile, Card

Card Type	Card Number	Expiration Date	Status

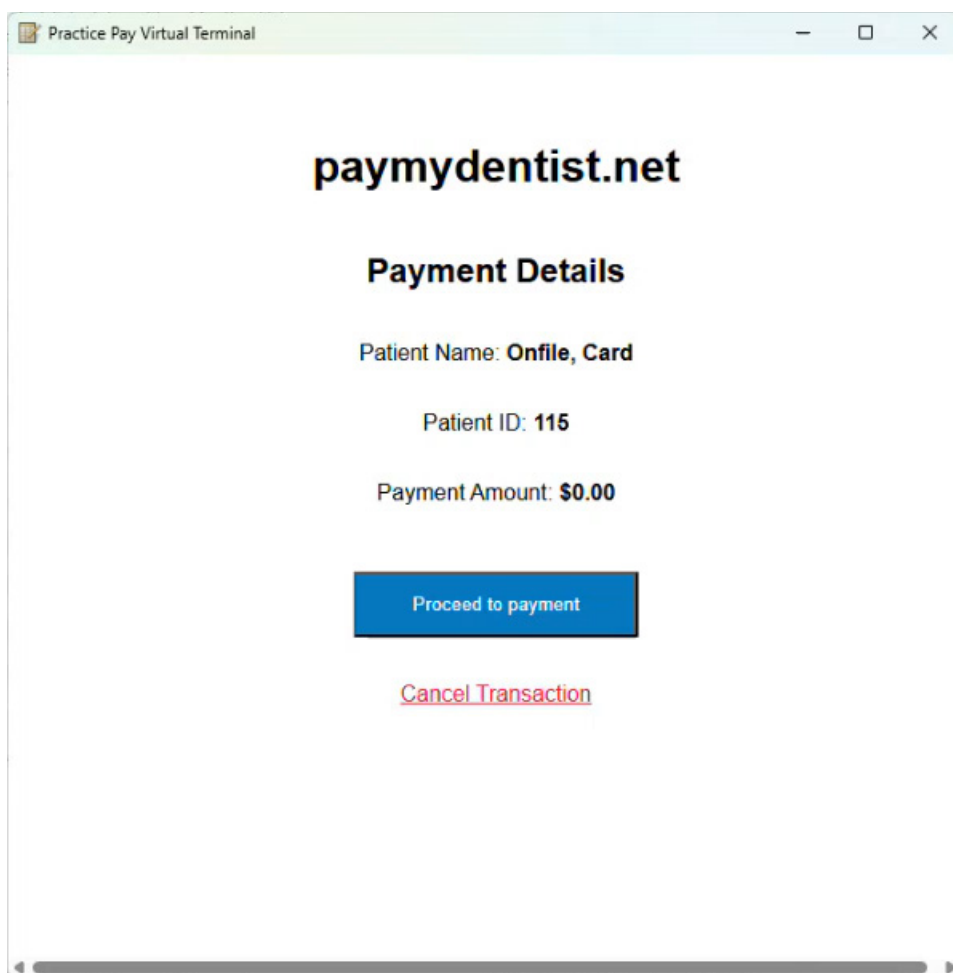
[Add Card](#) [Remove](#) [View Consent](#) [Close](#)

- Click **Add Card**, and then from the menu, click **Using Practice Pay**.



The **Credit Card on File Consent** dialog box appears.

- In the **Patient/Representative signature** text box, have the patient sign the form, and then click **OK**. The **Practice Pay Virtual Terminal** dialog box appears.



Note: To save the card, you must make what is referred to as a \$0.00 dollar off payment.

4. Click **Proceed to payment**.

The **Practice Pay Virtual Terminal** dialog box changes to include card information.

Practice Pay Virtual Terminal

paymydentist.net

Payment Details

Patient Name: Onfile, Card

Patient ID: 115

Payment Amount: \$0.00

Card Information * Denotes a required field

* Card Number:

* Expiration:

* CVV:

Transaction Information

Amount: **\$0.00**

[Make Payment](#) [Cancel Transaction](#)

5. Type the card number, select the expiration date, type the CVV number, and then click **Make Payment**.
6. Close the Practice Pay Virtual Terminal dialog box, and then click **Yes** if the payment was successful. The **Saved Credit Cards** dialog box reappears listing the credit/debit card you just saved.

Saved Credit Cards - Family of Onfile, Card

Card Type	Card Number	Expiration Date	Status
Visa	*****0076	05/2030	Active

[Add Card](#) [Remove](#) [View Consent](#) [Close](#)

Note: The card you saved becomes the default payment method in the **Enter Payment** dialog box for the selected patient.

Redesigned Insurance Claim Window

A **Note** column was added to the **Claim Status** card in the redesigned Insurance Claim and Preauthorization windows.

To open the redesigned Insurance Claim window

1. In the Ledger, double-click the desired insurance claim.

If you have not previously opened the redesigned Insurance Claim window, the legacy Insurance Claim window appears.

Primary Dental Insurance Claim (01/27/2026) Received

File View Secondary Create Medical Enter Payment Remarks Submit Benefits/Cov Help

Try the New Claim Window
Get paid faster! ☐ Try the New Claim Window

Patient: Young, Bridgette A
Subscriber: Young, Randall
Employer: Central City Clinic

Carrier: American Western Life
Group Plan: Central City Clinic
(Release of Info/Assign of Benefits) (Secondary Insurance)
eClaims Ready: (eClaims is not set up)

Billing Provider: Smith, Dennis
Rendering Provider: Smith, Dennis
Pay-To Provider: Smith, Dennis

Claim Information: Non-Standard

Diagnostic Codes:

Tooth Surface	Description	Date	Code	Fee	Ins Paid
	Intraoral Occlusal Image	01/27/2026	D0240	40.00	40.00
	Intraoral Occlusal Image	01/27/2026	D0240	40.00	40.00
	Bitewing Two Image	01/27/2026	D0272	42.00	42.00

Total Billed:	122.00	Pmt Date	Pmt Amt	Description	Prov
Est Ins Portion:	122.00	02/02/2026	122.00	Ck# 12345	DDS1
Itemized Total:	122.00				
Total Paid:	122.00				
Total Credit Adj:	0.00				
Total Chrg Adj:	0.00				
Ded S/P/O:	0/0/0				

Adj Date	Adj Amt	Type	Prov

Create: 01/27/2026 Sent: 02/02/2026 Insurance Plan Note
Partial Payment: This is a test note.

Claim Status [Add/Edit Status](#)

Date	Status	Note
02/02/2026	Received	
01/27/2026	Created	

Remarks for Unusual Services
(No Note)

2. Click the Try the New Claim Window toggle.
The redesigned Insurance Claim window appears.

Young, Bridgette A - Primary Dental Insurance Claim (1/27/2026) Received

New Claim Window ☒ LEAVE FEEDBACK

Young, Bridgette A Primary Secondary PLAN DETAILS ENTER PAYMENT SUBMIT ?

Primary Insurance

Subscriber	Employer	Carrier	Group Plan	Payor ID	☒ Release of Info ☒ Assignment of Benefits
Young, Randall	Central City Clinic	American Western Life	Central City Clinic		

Billing Provider Smith, Dennis

Rendering Provider Smith, Dennis

Pay-To-Provider Smith, Dennis

Claim Information Non-Standard

Procedures

Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid
		Intraoral Occlusal Image	01/27/2026	D0240	\$40.00	\$40.00
		Intraoral Occlusal Image	01/27/2026	D0240	\$40.00	\$40.00
		Bitewing Two Image	01/27/2026	D0272	\$42.00	\$42.00

Attachments

Type	Description
Radiology Films	Imaging Attachment

Diagnostic Codes

When a diagnostic code is added, it will appear here.

Payments

Date	Description	Provider	Amount
02/02/2026	Ck# 12345	DDS1	\$122.00

Adjustments

When an adjustment is made, it will appear here.

Claim Financial Summary

Total Billed	\$122.00
Est. Ins. Portion	\$122.00
Itemized Total	\$122.00
Total Paid	\$122.00
Total Credit Adj.	\$0.00
Total Charge Adj.	\$0.00
Ded S/P/O:	0/0/0

Claim Status

Created	Sent	Partial Payment
01/27/2026	02/02/2026	

Insurance Plan Note

This is a test note.

Remarks For Unusual Services

Click to add a remark.

Claim Status Note

Date	Claim Status	Note
02/02/2026	Received	
01/27/2026	Created	

- To enter a Claim Status note, double-click the Claim Status card.
The Claim Status dialog box appears

Claim Status

Claim Status

Update the claim's status, and view or add notes to status history.

Claim Sent

2/2/2026

Update Claim Status

Status

Sent

Provider / Staff Member

Note

Note

ADD

Claim Status History

☐ Claim is Partially Paid

Status	Source	Date	Time	Actions
Received	System	2/2/2026	12:20 PM	
Created	System	1/27/2026	12:27 PM	

CANCEL

SAVE & CLOSE

4. To add a note, type the note in the **Note** text box, and then click **Save & Close**.

Dentrix 26.7

Overview and New Features

This Dentrix 26.7 Release Guide provides information about the Dentrix 26.7 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.7.

Note: For information about using the new features in Dentrix 26.7, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.7?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.7 includes the following enhancements:

THE REDESIGNED FAMILY FILE

The redesigned Family File is now available for all Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

LEDGER

The redesigned Ledger is available to a limited number of Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Ledger](#) in the Dentrix Help.

DENTAL SAVINGS PLANS FROM DENTALPLANS

- A QR code is now automatically included on treatment case printouts for uninsured patients:
 - No extra setup is required if you are using Dentrix 26.6 and later.
 - When patients scan the QR code, they are taken directly to the dental savings plans on the DentalPlans website that your office already accepts.
 - Each QR code is unique to your practice.
- Benefits to your practice include:
 - Increased treatment acceptance for uninsured patients from 40 to 80%
 - Simplified referral process with an automated solution
 - Improved patient outcomes by reducing financial barriers to care
 - Increased revenue by converting uninsured patients at the point of care, without adding operational burdens to your practice

DENTRIX IMAGING

- If you use Carestream devices to acquire images, they now appear first in the device list.
- If you use 3Shape, you can now use 3Shape Unite mDNS to discover your devices automatically.
- The filename extension for exported images was changed from JPEG to JPG.

MISCELLANEOUS

- In the Patient Chart, tooltips were added to the Referred By  and Referred To  icons in the Progress Notes panel.
- The Practice Notifications icon/button  was added to the Appointment Book, the Office Manager, and the Ledger.

- If you have enabled passwords, the logged-in provider or staff member is now automatically selected in the **Claim Status Notes** dialog box.
- In Dentrix Forms, you can now revert updated patient information to its previously blank state. This feature is useful when patients enter information that is incorrect, sensitive, inappropriate, or unrelated.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Young, Randall [Y00002]
New Family File
LEAVE FEEDBACK

File Edit Help

What's New

Young, Bridgette A

Patient
FORM STATUS
HEALTH HISTORY
?

Patient Information

Address 185 N 640 E, Cisco, UT, 84515		Consent 08/07/2024	Missed Appointments -	Chart # Y00001	Social Security # -
Mobile Phone # -	Home Phone # (801)555-3043	First Visit 08/07/2024	Last Visit 01/27/2026	DL # -	Birthday 09/25/2006, 19
Status Patient, F, Child		Email -	Provider DDS1	Fee Schedule <Prov Default>	

Health History

No health history on file

Employer

No employer information on file

Continuing Care

05/13/2026 PROPHY

01/28/2027 BITEWINGS

Primary Dental Insurance

2 DENTAL, 1 MEDICAL

CompanyGroup PlanGroup #Fee Schedule

American Western LifeCentral City Clinic41336-

CoverageUsedDed. S/P/OMet

2500.00122.0050/0/00/0/0

Other Maximums-

Notes

No patient notes yet

Payment & Billing Information

Payment Amount N/A	Amount Past Due N/A	Billing Type 4	Last Payment N/A
0 -> 3031 -> 60	61 -> 9091 ->	Balance	
-14869.000.00	0.000.00	-14869.00	

Referred By

No incoming referrals

Referred To

No outgoing referrals

Status	Name	Position	Gender	Patient	Birthday
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
-	Young, Bridgette	Child	Female	Yes	09/25/2006

Previewing the Redesigned Ledger

At Henry Schein One, we're redesigning the Ledger window to make it more intuitive and easier to use.

To preview the redesigned Ledger

1. Open the legacy Ledger, and select a patient.
The Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001] New Ledger View Beta ☐

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Prov	Ins	Balance
11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					46.00	DDS1		46.00
11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					85.00	DDS1		131.00
11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00								131.00
12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00								131.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		171.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		211.00
01/27/2026	Bridgette A Young				D0272	Bitewing Two Image					42.00	DDS1		253.00
02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					-122.00	DDS1		131.00
02/02/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00								131.00
02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00								131.00

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
-14869.00	0.00	0.00	0.00	-14869.00	0.00
Billing Type: (4) Insurance Family - Dual Insurance Last Payment: 0.00 Date: 02/02/2026 Last Ins. Payment: 122.00 Date: 02/02/2026 Last Statement Date: Outstanding Billed to Medical/Dental: 0.00/253.00 Est. In-Network Adjustment *: N/A Est. In-Network Allowed Amount *: N/A Expected from Dental Insurance *: 131.00 Family Portion of Balance *: 0.00 * Based on Pending Claims and Today's Charges					Est. In-Network Adjustment: N/A Est. In-Network Allowed Amount: N/A Est. Dental Ins. Portion: 0.00 Est. Patient Portion: 0.00 Payment Agreement Summary: Past Amount: N/A Past Due: N/A Amt Past Due: N/A Due Date: N/A Future Due Payment Plans Summary: Original Bal.: 0.00 Payment: 0.00 Remain Bal.: 0.00 Due Date:

- To preview the new Ledger, click the New Ledger View Beta toggle.

The redesigned Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001] New Ledger View Beta ☒

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A **Ledger** Ledger + History Treatment Plan

Date	↑	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025		11/12/2025	Bridgette A Young				D0120		Periodic oral evaluation					\$46.00	DDS1		\$46.00
11/12/2025		11/12/2025	Bridgette A Young				D1110		Prophylaxis-adult					\$85.00	DDS1		\$131.00
11/12/2025		11/12/2025	Bridgette A Young				Ins	Ⓢ	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026		01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026		01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026		01/27/2026	Bridgette A Young				D0272		Bitewing Two Image					\$42.00	DDS1		\$253.00
02/02/2026		02/02/2026	Bridgette A Young			12345	Pay		Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026		01/27/2026	Bridgette A Young				Ins		Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026		02/02/2026	Bridgette A Young				Ins	Ⓢ	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
-14869.00	0.00	0.00	0.00	-14869.00	0.00
Billing Type: (4) Insurance Family - Dual Insurance Last Payment: 0.00 Date: 02/02/2026 Last Ins. Payment: 122.00 Date: 02/02/2026 Last Statement Date: Outstanding Billed to Medical/Dental: 0.00/253.00 Est. In-Network Adjustment *: N/A Est. In-Network Allowed Amount *: N/A Expected from Dental Insurance *: 131.00 Family Portion of Balance *: 0.00 * Based on Pending Claims and Today's Charges					Est. In-Network Adjustment: N/A Est. In-Network Allowed Amount: N/A Est. Dental Ins. Portion: 0.00 Est. Patient Portion: 0.00 Payment Agreement Summary: Past Amount: N/A Past Due: N/A Amt Past Due: N/A Due Date: N/A Future Due Payment Plans Summary: Original Bal.: 0.00 Payment: 0.00 Remain Bal.: 0.00 Due Date:

- To view a claim, double-click it.

If you have switched to the new claim window, the redesigned Insurance Claim window appears.

Young, Bridgette A - Primary Dental Insurance Claim (11/12/2025) Batched

New Claim Window ☒ LEAVE FEEDBACK

Young, Bridgette A Primary Secondary

[PLAN DETAILS](#) [ENTER PAYMENT](#) [SUBMIT](#)

Primary Insurance

Subscriber	Employer	Carrier	Group Plan	Payor ID	Release of Info
Young, Randall	Central City Clinic	American Western Life	Central City Clinic		Assignment of Benefits

Billing Provider Smith, Dennis

Rendering Provider Smith, Dennis

Pay-To-Provider Smith, Dennis

Claim Information Non-Standard

Procedures

Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid
		Periodic oral evaluation	11/12/2025	D0120	\$46.00	\$0.00
		Prophylaxis-adult	11/12/2025	D1110	\$85.00	\$0.00

Attachments

Type	Description
Radiology Films	Imaging Attachment

Diagnostic Codes

When a diagnostic code is added, it will appear here.

Payments

When a payment is made, it will appear here.

Adjustments

When an adjustment is made, it will appear here.

Claim Financial Summary

Total Billed	\$131.00
Est. Ins. Portion	\$131.00
Itemized Total	\$0.00
Total Paid	\$0.00
Total Credit Adj.	\$0.00
Total Charge Adj.	\$0.00
Ded S/P/O:	0/0/0

Claim Status

Created	Sent	Partial Payment
11/12/2025	11/12/2025	
Date	Claim Status	
01/16/2026	Sent	
11/12/2025	Batched	
11/12/2025	Created	

Insurance Plan Note

This is a test note.

Remarks For Unusual Services

Click to add a remark.

4. To view all the transactions for the selected patient, click the **Ledger + History** tab.

Dentrix Ledger + History - Young, Bridgette A [Y00001]

New Ledger View Beta ☒

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A Ledger **Ledger + History** Treatment Plan

Date	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025	11/12/2025	Bridgette A Young				D0120		Periodic oral evaluation	2				\$46.00	DDS1		\$46.00
11/12/2025	11/12/2025	Bridgette A Young				D1110		Prophylaxis-adult	2				\$85.00	DDS1		\$131.00
11/12/2025	11/12/2025	Bridgette A Young				Ins	@	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	12/08/2025	Bridgette A Young				Ins		Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	01/27/2026	Bridgette A Young				D0272		Biteewing Two Image	2				\$42.00	DDS1		\$253.00
02/02/2026	02/02/2026	Bridgette A Young			12345	Pay		Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	01/27/2026	Bridgette A Young				Ins		Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	02/02/2026	Bridgette A Young				Ins	@	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-30	31-60	61-90	91-120	Family Balance	Today's Charges
-14863.00	0.00	0.00	0.00	-14863.00	0.00
					Est. In-Network Adjustment
					Est. In-Network Allowed Amount
					Est. Dental Ins. Portion
					Est. Patient Portion

Billing Type (4) Insurance Family - Dual Insurance

Last Payment 0.00 **Date** 02/02/2026

Last Ins. Payment 122.00

Last Statement Date 02/02/2026

Outstanding Billed to Medical/Dental 0.00/253.00

Est. In-Network Adjustment * N/A

Est. In-Network Allowed Amount * N/A

Expected from Dental Insurance * 131.00

Family Portion of Balance * 0.00

* Based on Pending Claims and Today's Charges

Payment Agreement Summary

Past Amount	N/A	Past Due	N/A
Asst Past Due	N/A	Due Date	N/A

Future Due Payment Plans Summary

Original Bal.	0.00	Payment	0.00
Remain Bal.	0.00	Due Date	0.00

5. To view the selected patient's treatment plans, click the **Treatment Plan** tab.

Dentrix Ledger, Treatment Plan - Young, Bridgette A [VO0001]

New Ledger View Beta

FileOptionsViewTransactionInsurancePrintTask SchedulerClose MonthHelp

Young, Bridgette A

LedgerLedger + HistoryTreatment Plan

Date	↑	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
12/01/2025		12/01/2025	Bridgette A Young				D0120		Periodic oral evaluation					\$46.00	DDS1		\$46.00
12/01/2025		12/01/2025	Bridgette A Young				D0274		Bitewing Four Image					\$59.00	DDS1		\$105.00
12/01/2025		12/01/2025	Bridgette A Young				D1110		Prophylaxis-adult					\$85.00	DDS1		\$190.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Pr Dental PreAuth- Batched 190.00					\$0.00			\$190.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Sc Dental PreAuth- Created 190.00					\$0.00			\$190.00
12/16/2025		12/16/2025	Bridgette A Young	30			D2792		Crown-full cast noble metal					\$950.00	DDS1		\$1,140.00
12/16/2025		12/16/2025	Bridgette A Young	30			D3330		Endo therapy - molar (ex rest)					\$930.00	DDS1		\$2,070.00
12/16/2025		12/16/2025	Bridgette A Young				Ins		Pr Dental PreAuth- Created 1880.00					\$0.00			\$2,070.00

0->30	31->60	61->90	91->	Family Balance	
-14869.00	0.00	0.00	0.00	-14869.00	Treatment Plan Total2070.00

Billing Type [4] Insurance Family - Dual Insurance		Date 02/02/2026	
Last Payment	0.00	Payment Agreement Summary	
Last Ins. Payment	122.00	Past Amount	N/A Past Due N/A
Last Statement Date		Amt Past Due	N/A Due Date N/A
Outstanding Billed to Medical/Dental	0.00/253.00	Future Due Payment Plans Summary	
Est. In-Network Adjustment *	N/A	Original Bal.	0.00 Payment 0.00
Est. In-Network Allowed Amount *	N/A	Remain Bal.	0.00 Due Date
Expected from Dental Insurance *	131.00		
Family Portion of Balance *	0.00		
* Based on Pending Claims and Today's Charges			

Dental Savings Plans from DentalPlans

You can enroll your uninsured or under insured patients in a dental savings plan from DentalPlans. Through the :DentalPlans.com portal, you can:

- Purchase Plans – Increase treatment plan acceptance rates.
- Verify Eligibility – Verify your patients' plan membership eligibility.
- Learn More – Learn more about how to reach new patients and reactivate dormant ones and how dental savings plans benefit you and your patients.
- Order Free Brochures – Grow your practice with free patient marketing materials.

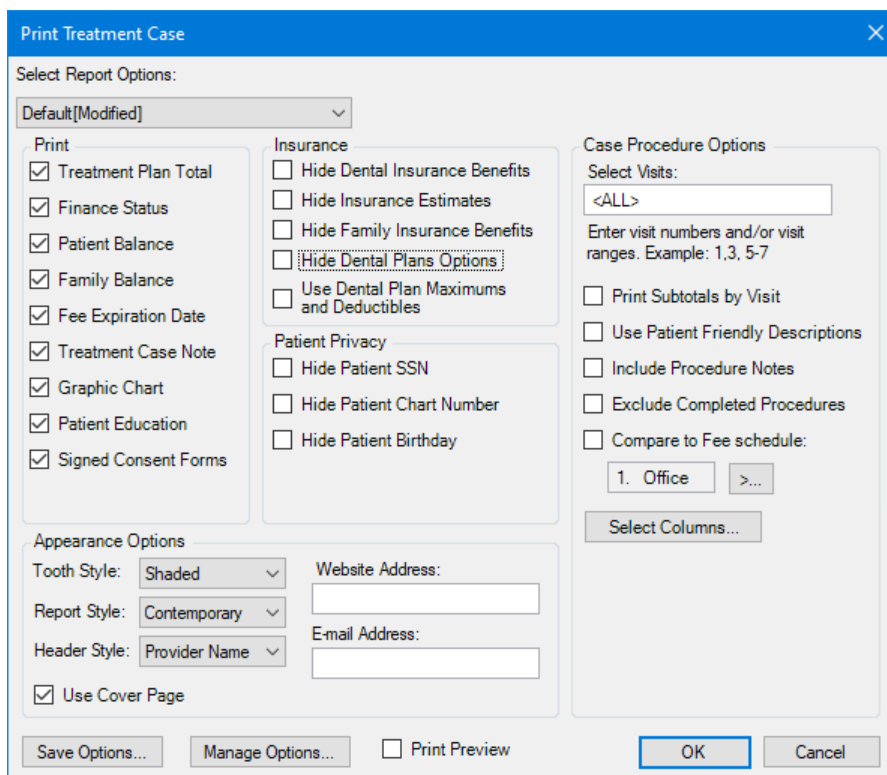
Benefits to your practice include:

- Increase treatment acceptance for uninsured patients from 40 to 80%
- Simplify your referral process with an automated solution
- Improve patient outcomes by reducing financial barriers to care
- Increase revenue by converting uninsured patients at the point of care, without adding operational burdens to your practice

You can now enroll your uninsured or under insured patients in a dental savings plan using a QR code specific to your practice that is automatically included on treatment case printouts for uninsured patients.

To enroll a patient in a dental savings plan using a QR code

1. In the Treatment Planner, click the **File** menu, point to **Print**, and then click **Print Treatment Case**. The **Print Treatment Case** dialog box appears.



Print Treatment Case

Select Report Options:

Default[Modified]

Print

- ☒ Treatment Plan Total
- ☒ Finance Status
- ☒ Patient Balance
- ☒ Family Balance
- ☒ Fee Expiration Date
- ☒ Treatment Case Note
- ☒ Graphic Chart
- ☒ Patient Education
- ☒ Signed Consent Forms

Insurance

- ☐ Hide Dental Insurance Benefits
- ☐ Hide Insurance Estimates
- ☐ Hide Family Insurance Benefits
- ☐ Hide Dental Plans Options
- ☐ Use Dental Plan Maximums and Deductibles

Patient Privacy

- ☐ Hide Patient SSN
- ☐ Hide Patient Chart Number
- ☐ Hide Patient Birthday

Case Procedure Options

Select Visits:

<ALL>

Enter visit numbers and/or visit ranges. Example: 1,3, 5-7

- ☐ Print Subtotals by Visit
- ☐ Use Patient Friendly Descriptions
- ☐ Include Procedure Notes
- ☐ Exclude Completed Procedures
- ☐ Compare to Fee schedule:

1. Office >...

Select Columns...

Appearance Options

Tooth Style: Shaded

Report Style: Contemporary

Header Style: Provider Name

☒ Use Cover Page

Website Address:

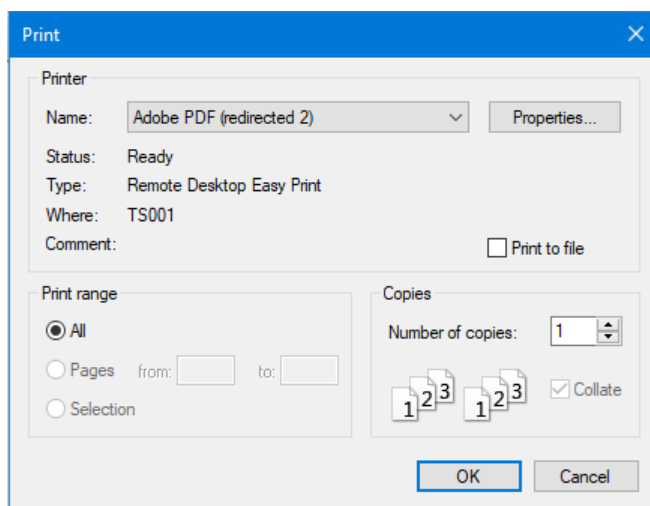
Email Address:

Save Options... Manage Options... ☐ Print Preview OK Cancel

Important: To prevent the DentalPlans QR code from printing, select **Hide Dental Plans Options**, and then click **OK**. You can also do this from the Office Manager.

- Click **OK**.

The **Print** dialog box appears.



Print

Printer

Name: Adobe PDF (redirected 2) Properties...

Status: Ready

Type: Remote Desktop Easy Print

Where: TS001

Comment: ☐ Print to file

Print range

☒ All

☐ Pages from: to:

☐ Selection

Copies

Number of copies: 1

☒ Collate

OK Cancel

- From the **Name** list, select the desired printer, and then click **OK**.

The treatment case prints with the QR code.

Dennis Smith, D.D.S.

Name: Bridgette A. Young
Birthdate: 09/25/2006
Social Security Number: [REDACTED]
Chart Number: YO0001

TREATMENT CASE

Treatment Plan

DATE	VISIT	TOOTH	SURF	CODE	PROV	DESCRIPTION	FEE	PATIENT	PRIMARY	SECONDARY
12/01/2025	0			D0120	DDS1	Periodic oral evaluation	46.00	0.00	46.00	0.00
12/01/2025	0			D0274	DDS1	Biteewing Four Image	59.00	0.00	59.00	0.00
12/01/2025	0			D1110	DDS1	Prophylaxis-adult	85.00	0.00	85.00	0.00
12/16/2025	0	30		D2792	DDS1	Crown-full cast noble metal	950.00	0.00	475.00	475.00
12/16/2025	0	30		D3330	DDS1	Endo therapy - molar (ex rest)	930.00	0.00	744.00	186.00

INSURANCE PROVIDER(S)

Primary: American Western Life
Secondary: MetLife

TOTALS

Fee	Patient	Primary	Secondary
2070.00	0.00	1409.00	661.00

FINANCIAL SUMMARY

Treatment Plan Total	2070.00
Estimated Deductible to be Applied	0.00
Estimated Insurance Payment	2070.00
Estimated Patient's Portion	0.00
Finance Status	
Patient Balance	131.00
Family Balance	-14869.00
Fee Expiration Date	08/25/2025

No Dental Insurance?

We accept dental savings plans, reducing your out-of-pocket costs on the spot. Call 844-371-2959 to join a plan and start saving.

Visit DentalPlans.com/PA/PA48711

SCAN ME

Alternate Cases:

Case notes:

DDS1 - 1220 South 630 East Suite #500
American Fork, UT 84003 PHONE: (801) 555-4121

4. Have your patient scan the QR code and select the plan that best meets his or her needs (one of your office's preferred plans).

Notes:

- Patients can join individual or family plans.
- You can print a plan brochure for patients to learn more and join later.
- You can send a plan brochure through an email message.
- You select up to 5 plans as your practice's preferred plans.

Plan Accepted By Dr. Frank Butler at 5520 Old National Hwy Ste 100, ATLANTA, GA 30349

Aetna Vital Savings?	Individual Plan \$169.95 Price Per Year Select	Family Plan \$214.95 Price Per Year Select	Plan Information
iDental Discount Plan	Individual Plan \$154.95 Price Per Year Select	Family Plan \$209.95 Price Per Year Select	Plan Information
Aetna Dental Access	Individual Plan \$154.95 Price Per Year Select	Family Plan \$209.95 Price Per Year Select	Plan Information
Aetna Vital Savings? Plus	Individual Plan \$184.95 Price Per Year Select	Family Plan \$219.95 Price Per Year Select	Plan Information
Humana Dental Access	Individual Plan \$154.95 Price Per Year Select	Family Plan \$209.95 Price Per Year Select	Plan Information

Dentrix 26.6

Overview and New Features

This Dentrix 26.6 Release Guide provides information about the Dentrix 26.6 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.6.

Note: For information about using the new features in Dentrix 26.6, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.6?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.6 includes the following enhancements:

THE REDESIGNED FAMILY FILE

The redesigned Family File is now available for all Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

LEDGER

The redesigned Ledger is available to a limited number of Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Ledger](#) in the Dentrix Help.

DENTRIX IMAGING

- Image Verify provides you with immediate, visual feedback on the quality and completeness of the images you capture so you can quickly identify any images you may need to retake before patients leave.
- Image Verify image and sensor types:
 - During acquisition – Intraoral X-ray (excluding phosphor plate)
 - Image viewer – All intraoral X-ray (including phosphor plate and 2D panoramic)
 - Not supported – CAD/CAM, CBCT, and Ceph
- Image Verify uses AI to evaluate each acquired image and assigns a 1 to 5 star rating based on image clarity.
 - Ratings from 1 to 3 stars trigger a message in a banner reading, “Consider Review or Retake.”
 - Ratings from 4 to 5 stars indicate that the image quality is acceptable, and the Feedback Panel to the right of the image indicates, “No Issues Detected.”
 - Edge cases (no AI response, for example) receive no stars, and the banner reads, “No Quality Information Available.”
- The Feedback Panel opens by default appearing automatically 5 seconds after images are acquired.
- Tooth structure assessment (full or part of tooth) detects key anatomical including crown, root, and missing teeth.

SMART IMAGE

- A conversion message (Conversion in Progress) was added for on-demand conversions.
- Smart Image no longer sends teeth to Dentrix Imaging for procedure posting.

DENTRIX FORMS

- Before you can send your patients text messages via SMS, mobile carrier regulations now require you to register your practice.

MISCELLANEOUS

- When claims are resent from the Claims Manager, the resent date of the claim is updated to the system date at the time of the resend, and a resend status note is created.
- By default, the date filter in the Claims Manager for unsent and sent claims is now set to **Last 30 days**.
- If you are creating a voice note in the Signature Manager, the Signature Manager refreshes automatically when you close it.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Young, Randall [Y00002]
New Family File
LEAVE FEEDBACK

File Edit Help

What's New

Young, Bridgette A

Patient
FORM STATUS
HEALTH HISTORY
?

Patient Information

Address 185 N 640 E, Cisco, UT, 84515		Consent 08/07/2024	Missed Appointments -	Chart # Y00001	Social Security # -
Mobile Phone # -	Home Phone # (801)555-3043	First Visit 08/07/2024	Last Visit 01/27/2026	DL # -	Birthday 09/25/2006, 19
Status Patient, F, Child		Email -	Provider DDS1	Fee Schedule <Prov Default>	

Health History

No health history on file

Employer

No employer information on file

Continuing Care

05/13/2026 PROPHY

01/28/2027 BITEWINGS

Primary Dental Insurance

2 DENTAL, 1 MEDICAL

CompanyGroup PlanGroup #Fee Schedule

American Western LifeCentral City Clinic41336-

CoverageUsedDed. S/P/OMet

2500.00122.0050/0/00/0/0

Other Maximums-

Notes

No patient notes yet

Payment & Billing Information

Payment Amount N/A	Amount Past Due N/A	Billing Type 4	Last Payment N/A
0 --> 30	31 --> 60	61 --> 90	91 -->
-14869.000.00	0.00	0.00	-14869.00

Referred By

No incoming referrals

Referred To

No outgoing referrals

Status	Name	Position	Gender	Patient	Birthday
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
-	Young, Bridgette	Child	Female	Yes	09/25/2006

Previewing the Redesigned Ledger

At Henry Schein One, we're redesigning the Ledger window to make it more intuitive and easier to use.

To preview the redesigned Ledger

1. Open the legacy Ledger, and select a patient.
The Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001] New Ledger View Beta ☐

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Prov	Ins	Balance
11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					46.00	DDS1		46.00
11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					85.00	DDS1		131.00
11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00								131.00
12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00								131.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		171.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		211.00
01/27/2026	Bridgette A Young				D0272	Bitewing Two Image					42.00	DDS1		253.00
02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					-122.00	DDS1		131.00
02/02/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00								131.00
02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00								131.00

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
-14869.00	0.00	0.00	0.00	-14869.00	0.00
Billing Type: (4) Insurance Family - Dual Insurance Last Payment: 0.00 Date: 02/02/2026 Last Ins. Payment: 122.00 Date: 02/02/2026 Last Statement Date: Outstanding Billed to Medical/Dental: 0.00/253.00 Est. In-Network Adjustment *: N/A Est. In-Network Allowed Amount *: N/A Expected from Dental Insurance *: 131.00 Family Portion of Balance *: 0.00 * Based on Pending Claims and Today's Charges					Est. In-Network Adjustment: N/A Est. In-Network Allowed Amount: N/A Est. Dental Ins. Portion: 0.00 Est. Patient Portion: 0.00 Payment Agreement Summary: Past Amount: N/A Past Due: N/A Am't Past Due: N/A Due Date: N/A Future Due Payment Plans Summary: Original Bal.: 0.00 Payment: 0.00 Remain Bal.: 0.00 Due Date:

- To preview the new Ledger, click the **New Ledger View Beta** toggle.

The redesigned Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001] New Ledger View Beta ☒

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A **Ledger** Ledger + History Treatment Plan

Date	↑	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025		11/12/2025	Bridgette A Young				D0120		Periodic oral evaluation					\$46.00	DDS1		\$46.00
11/12/2025		11/12/2025	Bridgette A Young				D1110		Prophylaxis-adult					\$85.00	DDS1		\$131.00
11/12/2025		11/12/2025	Bridgette A Young				Ins	Ⓢ	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026		01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026		01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026		01/27/2026	Bridgette A Young				D0272		Bitewing Two Image					\$42.00	DDS1		\$253.00
02/02/2026		02/02/2026	Bridgette A Young			12345	Pay		Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026		01/27/2026	Bridgette A Young				Ins		Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026		02/02/2026	Bridgette A Young				Ins	Ⓢ	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
-14869.00	0.00	0.00	0.00	-14869.00	0.00
Billing Type: (4) Insurance Family - Dual Insurance Last Payment: 0.00 Date: 02/02/2026 Last Ins. Payment: 122.00 Date: 02/02/2026 Last Statement Date: Outstanding Billed to Medical/Dental: 0.00/253.00 Est. In-Network Adjustment *: N/A Est. In-Network Allowed Amount *: N/A Expected from Dental Insurance *: 131.00 Family Portion of Balance *: 0.00 * Based on Pending Claims and Today's Charges					Est. In-Network Adjustment: N/A Est. In-Network Allowed Amount: N/A Est. Dental Ins. Portion: 0.00 Est. Patient Portion: 0.00 Payment Agreement Summary: Past Amount: N/A Past Due: N/A Am't Past Due: N/A Due Date: N/A Future Due Payment Plans Summary: Original Bal.: 0.00 Payment: 0.00 Remain Bal.: 0.00 Due Date:

- To view a claim, double-click it.

If you have switched to the new claim window, the redesigned Insurance Claim window appears.

Young, Bridgette A - Primary Dental Insurance Claim (11/12/2025) Batched New Claim Window LEAVE FEEDBACK ×

Young, Bridgette A Primary Secondary PLAN DETAILS ENTER PAYMENT PRINT REFRESH DELETE SUBMIT ?

Primary Insurance

Subscriber	Employer	Carrier	Group Plan	Payor ID	Release of Info
Young, Randall	Central City Clinic	American Western Life	Central City Clinic		Assignment of Benefits

Billing Provider **Rendering Provider** **Pay-To-Provider** **Claim Information**

Smith, Dennis	Smith, Dennis	Smith, Dennis	Non-Standard
---------------	---------------	---------------	--------------

Procedures

Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid
		Periodic oral evaluation	11/12/2025	D0120	\$46.00	\$0.00
		Prophylaxis-adult	11/12/2025	D1110	\$85.00	\$0.00

Attachments **Diagnostic Codes**

Type	Description
Radiology Films	Imaging Attachment

When a diagnostic code is added, it will appear here.

Payments **Claim Financial Summary**

When a payment is made, it will appear here.

Total Billed	\$131.00
Est. Ins. Portion	\$131.00
Itemized Total	\$0.00
Total Paid	\$0.00
Total Credit Adj.	\$0.00
Total Charge Adj.	\$0.00
Ded S/P/O:	0/0/0

Adjustments **Insurance Plan Note**

When an adjustment is made, it will appear here.

This is a test note.

Remarks For Unusual Services

Click to add a remark.

Claim Status

Created	Sent	Partial Payment
11/12/2025	11/12/2025	
Date	Claim Status	
01/16/2026	Sent	
11/12/2025	Batched	
11/12/2025	Created	

4. To view all the transactions for the selected patient, click the **Ledger + History** tab.

Dentrix Ledger + History - Young, Bridgette A [Y00001] New Ledger View Beta ON ×

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A Ledger Ledger + History Treatment Plan

Date	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025	11/12/2025	Bridgette A Young				D0120		Periodic oral evaluation	2				\$46.00	DDS1		\$46.00
11/12/2025	11/12/2025	Bridgette A Young				D1110		Prophylaxis-adult	2				\$85.00	DDS1		\$131.00
11/12/2025	11/12/2025	Bridgette A Young				Ins	@	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	12/08/2025	Bridgette A Young				Ins		Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	01/27/2026	Bridgette A Young				D0272		Biting Two Image	2				\$42.00	DDS1		\$253.00
02/02/2026	02/02/2026	Bridgette A Young			12345	Pay		Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	01/27/2026	Bridgette A Young				Ins		Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	02/02/2026	Bridgette A Young				Ins	@	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-30	31-60	61-90	91-120	Family Balance	Today's Charges
-14863.00	0.00	0.00	0.00	-14863.00	0.00
					Est. In-Network Adjustment
					N/A
					Est. In-Network Allowed Amount
					N/A
					Est. Dental Ins. Portion
					0.00
					Est. Patient Portion
					0.00

Billing Type (4) Insurance Family - Dual Insurance

Last Payment 0.00 **Date** 02/02/2026

Last Ins. Payment 122.00

Last Statement Date 02/02/2026

Outstanding Billed to Medical/Dental 0.00/253.00

Est. In-Network Adjustment * N/A

Est. In-Network Allowed Amount * N/A

Expected from Dental Insurance * 131.00

Family Portion of Balance * 0.00

* Based on Pending Claims and Today's Charges

Payment Agreement Summary

Past Amount	N/A	Past Due	N/A
Asst Past Due	N/A	Due Date	N/A

Future Due Payment Plans Summary

Original Bal.	0.00	Payment	0.00
Remain Bal.	0.00	Due Date	0.00

5. To view the selected patient's treatment plans, click the **Treatment Plan** tab.

Dentrix Ledger, Treatment Plan - Young, Bridgette A [Y00001]

FileOptionsViewTransactionInsurancePrintTask SchedulerClose MonthHelp

New Ledger View BetaON

Young, Bridgette A

LedgerLedger + HistoryTreatment Plan

Date	↑	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
12/01/2025		12/01/2025	Bridgette A Young				D0120		Periodic oral evaluation					\$46.00	DDS1		\$46.00
12/01/2025		12/01/2025	Bridgette A Young				D0274		Bitewing Four Image					\$59.00	DDS1		\$105.00
12/01/2025		12/01/2025	Bridgette A Young				D1110		Prophylaxis-adult					\$85.00	DDS1		\$190.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Pr Dental PreAuth- Batched 190.00					\$0.00			\$190.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Sc Dental PreAuth- Created 190.00					\$0.00			\$190.00
12/16/2025		12/16/2025	Bridgette A Young	30			D2792		Crown-full cast noble metal					\$950.00	DDS1		\$1,140.00
12/16/2025		12/16/2025	Bridgette A Young	30			D3330		Endo therapy - molar (ex rest)					\$930.00	DDS1		\$2,070.00
12/16/2025		12/16/2025	Bridgette A Young				Ins		Pr Dental PreAuth- Created 1880.00					\$0.00			\$2,070.00

0->30	31->60	61->90	91->	Family Balance	
-14863.00	0.00	0.00	0.00	-14863.00	
					Treatment Plan Total2070.00

Billing Type [4] Insurance Family - Dual Insurance			
Last Payment	0.00	Date	02/02/2025
Last Ins. Payment	122.00		
Last Statement Date			
Outstanding Billed to Medical/Dental		0.00/253.00	
Est. In-Network Adjustment *		N/A	
Est. In-Network Allowed Amount *		N/A	
Expected from Dental Insurance *		131.00	
Family Portion of Balance *		0.00	
* Based on Pending Claims and Today's Charges			

		Payment Agreement Summary	
Paid Amount	N/A	Paid Due	N/A
Am Paid Due	N/A	Due Date	N/A
		Future Due Payment Plans Summary	
Original Bal.	0.00	Payment	0.00
Remain Bal.	0.00	Due Date	

Dentrix Imaging

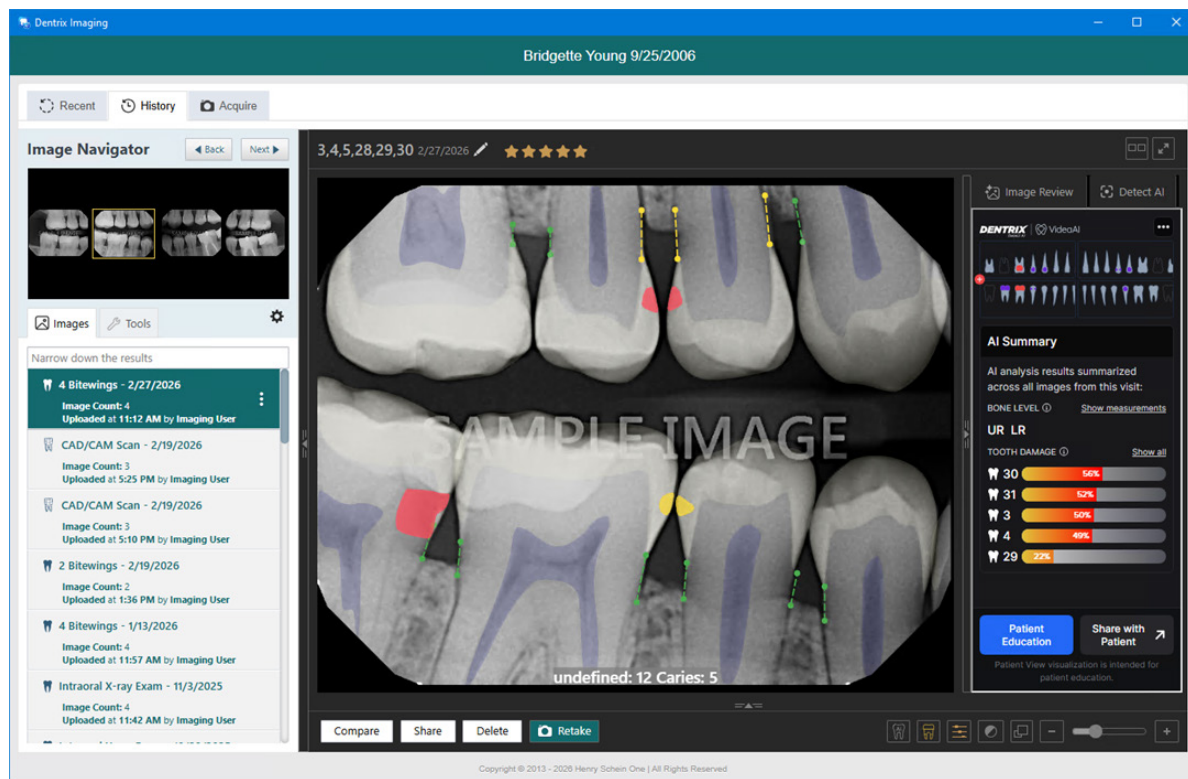
Image Verify provides you with immediate, visual feedback on the quality and completeness of the images you capture so you can quickly identify any images you may need to retake before patients leave.

Image Verify uses AI to evaluate each acquired image and assigns a 1 to 5 star rating based on image quality.

To acquire an image

1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrix Imaging icon.
The Dentrix Imaging window appears.
3. Click **Acquire**, and then click the desired procedure group tab (**Favorites**, **Standard**, or **Custom**).
4. Click the desired procedure, such as **4 Bitewings**, and then under **Acquisition method for this imaging exam**, select the acquisition method from the list.
5. Click **Start**.

The Dentrix Imaging window appears with the **History** tab selected. A number of gold stars appears above the image to indicate the quality of the image.



Notes:

- 1 to 3 stars trigger a message in a banner reading, "Consider Review or Retake."
- 4 to 5 stars trigger a message to the right of the image in the Feedback Panel reading, "No Issues Detected."
- No stars trigger a message in a banner reading, "No Quality Information Available."

Dentrix Forms

Before you can send your patients text messages via SMS, mobile carrier regulations now require you to register your practice.

Mobile carriers mandate that all healthcare practices must complete this registration before sending application-to-person (A2P) text messages.

The registration process:

- Verifies your practice as a legitimate sender
- Helps prevent spam and protects patients
- Is required before any SMS features can be used

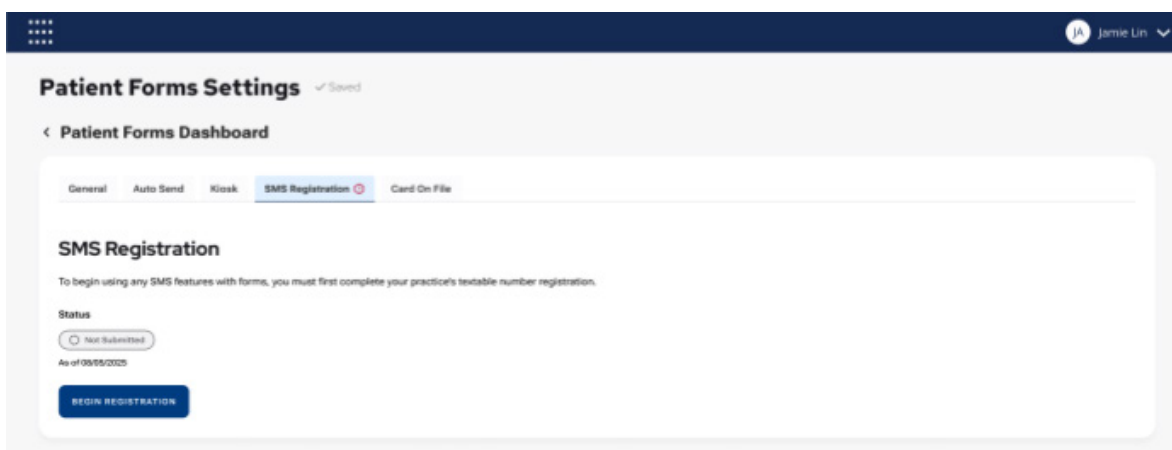
Once your registration is approved, Dentrix SMS features will automatically be enabled for your practice location.

To register your practice to send text messages via SMS

1. Have the following information ready before you begin. All details must exactly match your official legal or tax documents.

Field	Instructions
Legal Business Name	Must match IRS and legal documents exactly. Do not use DBA names unless they are registered.
Website URL	Example: https://yourpractice.com; If you do not have a website, a public business social media page (such as Facebook) is acceptable.
Business Type	Example: LLC, Corporation, Partnership, Non-Profit.
Employer Identification Number (EIN)	9-digit identification number in hyphenated format (12-3456789)
Company Type	Private; Public (NYSE ticker required); US Non-Profit.
Business Address	Must match your legal or tax records exactly.
Street Address	Legal business address.
City	Legal business address.
State	Legal business address.
Postal Code	Legal business address.
Country	Legal business address.

- In a Dentrix module, such as the Appointment Book, click the Forms toolbar button. The Forms Builder opens in your default browser.



- Click the Settings (gear) icon.
- Click the **SMS Registration** tab, and then click **Begin Registration**.
- To register, complete the following:
 - From the Form Builder, click the Settings (gear) icon.
 - Click the **SMS Registration** tab.
 - Click **Begin Registration**.

The **SMS Registration Form** appears.

The screenshot displays the 'Patient Forms Settings' dashboard with the 'SMS Registration' tab selected. An 'SMS Registration Form' modal is open, requiring completion of business information and address. The form includes fields for Legal Business Name, Website URL, Business Type, Business Registration Number (EIN), Company Type, and Business Address (Street Address Line 1, Street Address Line 2 (Optional), City, and State). A 'SUBMIT' button is at the bottom of the form. The background dashboard shows a 'BEGIN REGISTRATION' button and a status indicator 'Not Submitted'.

Patient Forms Settings ✓ Saved

← Patient Forms Dashboard

General Auto-Send Kiosk **SMS Registration**

SMS Registration

To begin using any SMS features with forms, you must first complete your business registration.

Status

Not Submitted

As of 08/05/2025 11:33 AM

BEGIN REGISTRATION

SMS Registration Form ✕

Please complete all fields accurately as per your business tax documents.

Business Information

Legal Business Name
e.g. Ascend Dental Inc.

Website URL
e.g. "https://www.dentrixascend.com"

Business Type
Select Item

Business Registration Number (EIN)
e.g. 12-3456789

Company Type
Select Item

Business Address

Street Address Line 1

Street Address Line 2 (Optional)

City

State
Select Item

SUBMIT

- d. Type your **Business Information**.
- e. Type your **Business Address**.
- f. Click **Submit**.

Important:

- Do not close the window until you see a confirmation that your submission is complete.
 - You cannot edit submissions once they are submitted and are in a "pending" status.
6. To view your registration status, click the **SMS Registration** tab.

Dentrix 26.5

Overview and New Features

This Dentrix 26.5 Release Guide provides information about the Dentrix 26.5 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.5.

Note: For information about using the new features in Dentrix 26.5, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.5?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.5 includes the following enhancements:

THE REDESIGNED FAMILY FILE

The redesigned Family File is now available for all Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

LEDGER

The redesigned Ledger is available to a limited number of Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Ledger](#) in the Dentrix Help.

DENTRIX IMAGING

- You can now compare two, four, or six X-rays side by side enabling you to more easily evaluate changes over time with number and color indicators.
- The font size of the date in the image header was increased to be more readable.
- The vertical size of the procedure menu was increased to reduce scrolling.
- Support for workstation-level settings was added via the Acquisition Agent. Workstation settings apply to all users on a specific workstation.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Young, Randall [Y00002]

File Edit Help

What's New

Young, Bridgette A ▾ Patient FORM STATUS HEALTH HISTORY ? ▾

Patient Information

Address 185 N 640 E, Cisco, UT, 84515	Consent 08/07/2024	Missed Appointments -	Chart # Y00001	Social Security # -
Mobile Phone # -	Home Phone # (801)555-3043	First Visit 08/07/2024	DL # -	Birthdate 09/25/2006, 19
Status Patient, F, Child	Email -	Last Visit 01/27/2026	Provider DDS1	Fee Schedule <Prov Default>

Health History
☐ No health history on file

Employer
No employer information on file

Continuing Care
01/28/2027 BITEWINGS
05/13/2026 PROPHY

Primary Dental Insurance < 2 dental, 1 medical > DETAILS

Company American Western Life	Group Plan Central City Clinic	Group # 41336	Fee Schedule -
Coverage 2500.00	Used 122.00	Ded S/P/O 50/0/0	Met 0/0/0
Other Coverage -			

Notes
No patient notes yet

Payment & Billing Information

Payment Amount N/A	Amount Past Due N/A	Billing Type 4 ●	Last Payment N/A
0 → 30 -14869.00	31 → 60 0.00	61 → 90 0.00	91 → 0.00
Balance -14869.00			

Referred By
No incoming referrals

Referred To
No outgoing referrals

Status	Name	Position	Gender	Patient	Birthdate
HoH Guar Ins	Young, Randall	Married	Male	Yes	08/18/1972
Ins	Young, Tina	Married	Female	Yes	06/14/1976
-	Young, Bridgette	Child	Female	Yes	09/25/2006

Previewing the Redesigned Ledger

At Henry Schein One, we're redesigning the Ledger window to make it more intuitive and easier to use.

To preview the redesigned Ledger

1. Open the legacy Ledger, and select a patient.

The Ledger window appears.

Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Prov	Ins	Balance
11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					\$46.00	DDS1		\$46.00
11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					\$85.00	DDS1		\$131.00
11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	Bridgette A Young				D0272	Bitewing Two Image					\$42.00	DDS1		\$253.00
02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-30	31-60	61-90	91-120	Family Balance	Today's Charges
-14893.00	0.00	0.00	0.00	-14893.00	0.00
					Est. In-Network Adjustment
					Est. In-Network Allowed Amount
					Est. Dental Ins. Portion
					Est. Patient Portion

Billing Type: (4) Insurance Family - Dual Insurance
 Last Payment: 0.00 Date: 02/02/2026
 Last Statement Date: 02/02/2026
 Outstanding Billed to Medical/Dental: 0.00/253.00
 Est. In-Network Adjustment: N/A
 Est. In-Network Allowed Amount: N/A
 Expected from Dental Insurance: 131.00
 Family Portion of Balance: 0.00
 * Based on Pending Claims and Today's Charges

Payment Agreement Summary
 Past Amount: N/A Past Due: N/A
 Amt Past Due: N/A Due Date: N/A

Future Due Payment Plans Summary
 Original Bal: 0.00 Payment: 0.00
 Remain Bal: 0.00 Due Date: 0.00

- To preview the new Ledger, click the New Ledger View Beta toggle.

The redesigned Ledger window appears.

Date	Entry Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025	11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					\$46.00	DDS1		\$46.00
11/12/2025	11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					\$85.00	DDS1		\$131.00
11/12/2025	11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	01/27/2026	Bridgette A Young				D0272	Bitewing Two Image					\$42.00	DDS1		\$253.00
02/02/2026	02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	01/27/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-30	31-60	61-90	91-120	Family Balance	Today's Charges
-14893.00	0.00	0.00	0.00	-14893.00	0.00
					Est. In-Network Adjustment
					Est. In-Network Allowed Amount
					Est. Dental Ins. Portion
					Est. Patient Portion

Billing Type: (4) Insurance Family - Dual Insurance
 Last Payment: 0.00 Date: 02/02/2026
 Last Statement Date: 02/02/2026
 Outstanding Billed to Medical/Dental: 0.00/253.00
 Est. In-Network Adjustment: N/A
 Est. In-Network Allowed Amount: N/A
 Expected from Dental Insurance: 131.00
 Family Portion of Balance: 0.00
 * Based on Pending Claims and Today's Charges

Payment Agreement Summary
 Past Amount: N/A Past Due: N/A
 Amt Past Due: N/A Due Date: N/A

Future Due Payment Plans Summary
 Original Bal: 0.00 Payment: 0.00
 Remain Bal: 0.00 Due Date: 0.00

- To view a claim, double-click it.

If you have switched to the new claim window, the redesigned Insurance Claim window appears.

Young, Bridgette A - Primary Dental Insurance Claim (11/12/2025) Batched New Claim Window ☒ LEAVE FEEDBACK ☐ X

Young, Bridgette A Primary Primary Secondary [PLAN DETAILS](#) [ENTER PAYMENT](#)

Primary Insurance		Carrier		Group Plan		Payor ID		☒ Release of Info ☒ Assignment of Benefits	
Subscriber Young, Randall		Employer Central City Clinic		Carrier American Western Life		Group Plan Central City Clinic			
Billing Provider Smith, Dennis		Rendering Provider Smith, Dennis		Pay-To-Provider Smith, Dennis		Claim Information Non-Standard			

Procedures						
Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid
		Periodic oral evaluation	11/12/2025	D0120	\$46.00	\$0.00
		Prophylaxis-adult	11/12/2025	D1110	\$85.00	\$0.00

Attachments		Diagnostic Codes
Type	Description	When a diagnostic code is added, it will appear here.
Radiology Films	Imaging Attachment	

Payments	Claim Financial Summary
When a payment is made, it will appear here.	Total Billed
	\$131.00
When an adjustment is made, it will appear here.	Est. Ins. Portion
	\$131.00
	Itemized Total
	\$0.00
	Total Paid
	\$0.00
	Total Credit Adj.
	\$0.00
	Total Charge Adj.
	\$0.00
	Ded S/P/O:
	0/0/0

Claim Status			Insurance Plan Note
Created	Sent	Partial Payment	This is a test note.
11/12/2025	11/12/2025		
Date	Claim Status		Remarks For Unusual Services Click to add a remark.
01/16/2026	Sent		
11/12/2025	Batched		
11/12/2025	Created		

4. To view all the transactions for the selected patient, click the **Ledger + History** tab.

Dentrix Ledger + History - Young, Bridgette A [Y00001]

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A Ledger Ledger + History Treatment Plan New Ledger View Beta ☒

Date	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025	11/12/2025	Bridgette A Young				D0120		Periodic oral evaluation					\$46.00	DDS1		\$46.00
11/12/2025	11/12/2025	Bridgette A Young				D1110		Prophylaxis-adult					\$85.00	DDS1		\$131.00
11/12/2025	11/12/2025	Bridgette A Young				Ins	@	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	12/08/2025	Bridgette A Young				Ins		Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	01/27/2026	Bridgette A Young				D0240		Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	01/27/2026	Bridgette A Young				D0272		Biting Two Image					\$42.00	DDS1		\$253.00
02/02/2026	02/02/2026	Bridgette A Young			12345	Pay		Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	01/27/2026	Bridgette A Young				Ins		Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	02/02/2026	Bridgette A Young				Ins	@	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0->30 31->60 61->90 91-> Family Balance Today's Charges				0.00
-14893.00 0.00 0.00 0.00 -14893.00				Est. In-Network Adjustment
				N/A
				Est. In-Network Allowed Amount
				N/A
				Est. Dental Ins. Portion
				0.00
				Est. Patient Portion
				0.00
Billing Type (4) Insurance Family - Dual Insurance				
Last Payment		0.00	Date	02/02/2025
Last Ins. Payment		122.00		
Last Statement Date				
Outstanding Billed to Medical/Dental		0.00/253.00		
Est. In-Network Adjustment *		N/A		
Est. In-Network Allowed Amount *		N/A		
Expected from Dental Insurance *		131.00		
Family Portion of Balance *		0.00		
* Based on Pending Claims and Today's Charges				
Payment Agreement Summary				
Past Amount	N/A	Past Due	N/A	
Ant. Past Due	N/A	Due Date	N/A	
Future Due Payment Plans Summary				
Original Bal.	0.00	Payment	0.00	
Remain Bal.	0.00	Due Date		

5. To view the selected patient's treatment plans, click the **Treatment Plan** tab.

Dentrux Ledger, Treatment Plan - Young, Bridgette A [Y00001]

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A

Ledger

Ledger + History

Treatment Plan

New Ledger View Beta

Date

↑

Entry Date

Name

Tooth

Surface

Check #

Code

*

Description

N

R

D

M

Amount

Provider

Insurance

Balance

12/01/202512/01/2025Bridgette A YoungD0120Periodic oral evaluation\$46.00DDS1\$46.00

12/01/202512/01/2025Bridgette A YoungD0274Bitewing Four Image\$59.00DDS1\$105.00

12/01/202512/01/2025Bridgette A YoungD1110Prophylaxis-adult\$85.00DDS1\$190.00

12/08/202512/08/2025Bridgette A YoungInsPr Dental PreAuth- Batched 190.00\$0.00\$190.00

12/08/202512/08/2025Bridgette A YoungInsSc Dental PreAuth- Created 190.00\$0.00\$190.00

12/16/202512/16/2025Bridgette A Young30D2792Crown-full cast noble metal\$950.00DDS1\$1,140.00

12/16/202512/16/2025Bridgette A Young30D3330Endo therapy - molar (ex rest)\$930.00DDS1\$2,070.00

12/16/202512/16/2025Bridgette A YoungInsPr Dental PreAuth- Created 1880.00\$0.00\$2,070.00

0->30

31->60

61->90

91->

Family Balance

-14863.00

0.00

0.00

0.00

-14863.00

Billing Type (4) Insurance Family - Dual Insurance

Last Payment 0.00

Last Ins. Payment 122.00

Last Statement Date

Outstanding Billed to Medical/Dental 0.00/253.00

Ext. In-Network Adjustment * N/A

Est. In-Network Allowed Amount * N/A

Expected from Dental Insurance * 131.00

Family Portion of Balance * 0.00

* Based on Pending Claims and Today's Charges

Treatment Plan Total

2070.00

Payment Agreement Summary

Past Amount N/A

Past Due N/A

Amt Past Due N/A

Due Date N/A

Future Due Payment Plans Summary

Original Bal. 0.00

Payment 0.00

Remain Bal. 0.00

Due Date

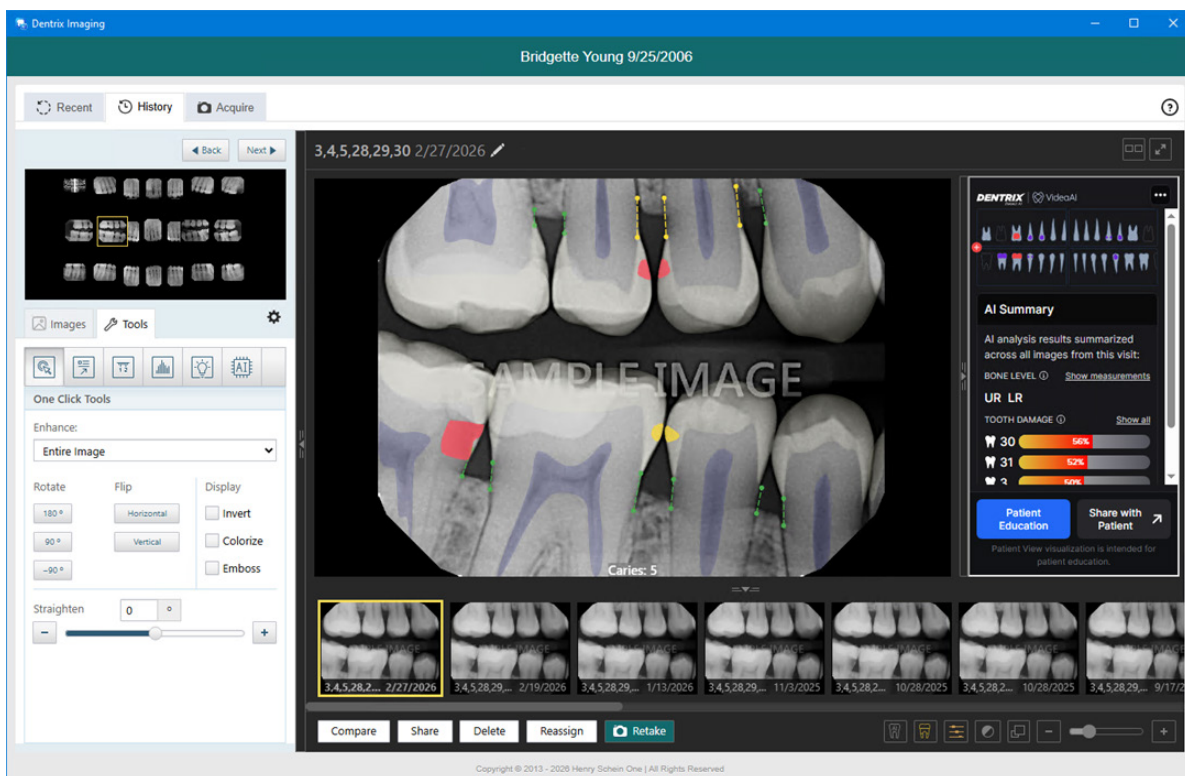
Dentrux Imaging

You can now compare two, four, or six X-rays side by side enabling you to more easily evaluate changes over time.

To compare images

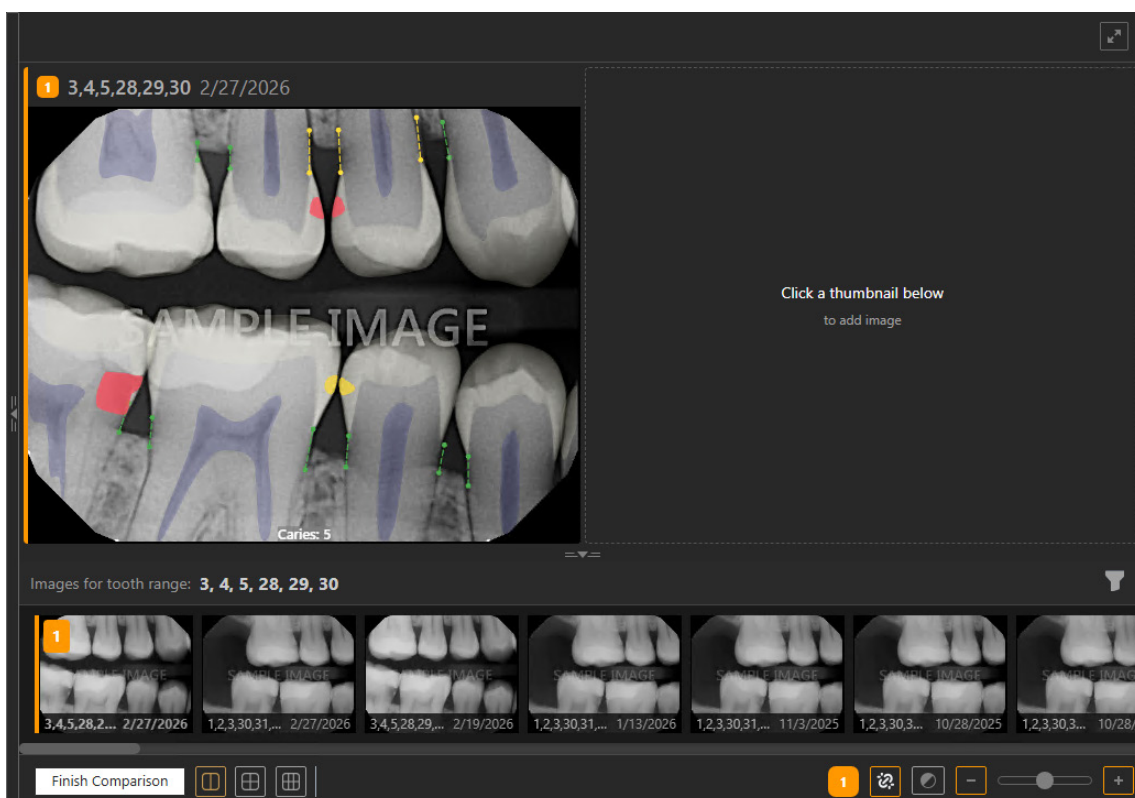
1. Open the Patient Chart and select a patient.
2. In the Imaging toolbar, click the Launch Dentrux Imaging icon.

The Dentrux Imaging window appears.

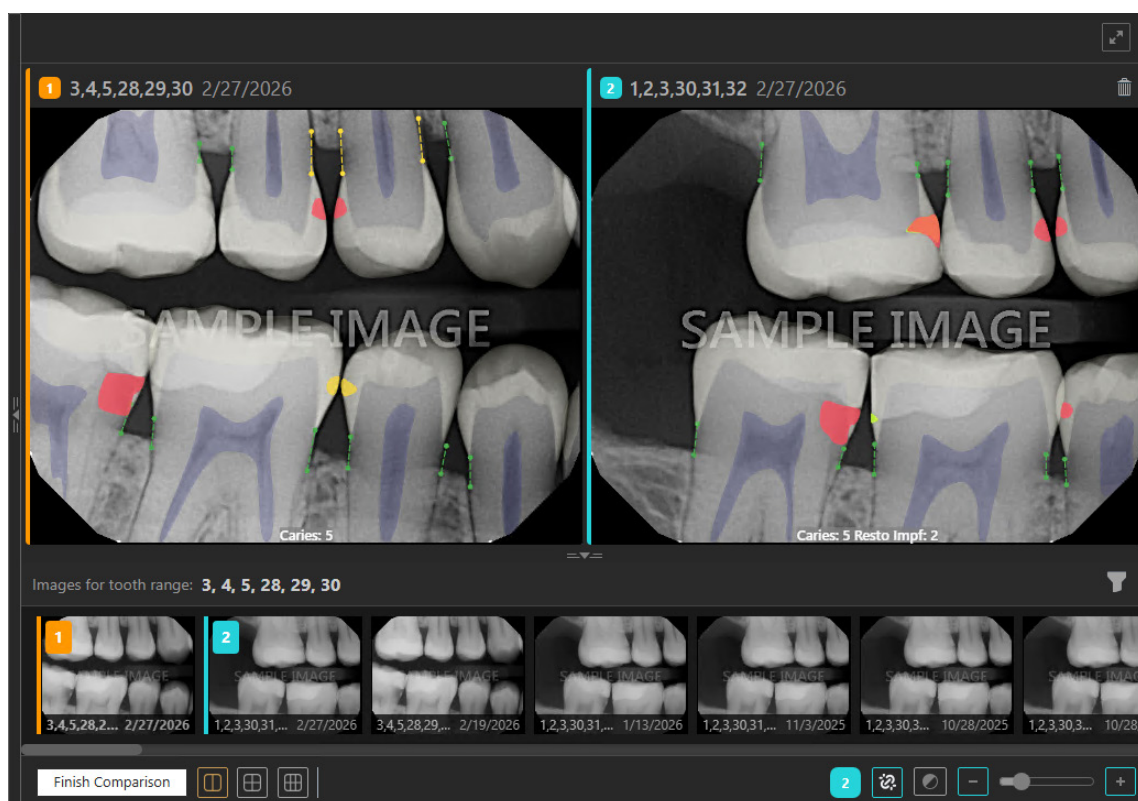


3. Click Compare.

The images that have tooth numbers in common with the selected image (the "Original") appear on the Images for tooth range panel. By default, the most recent image appears in the Compare panel.



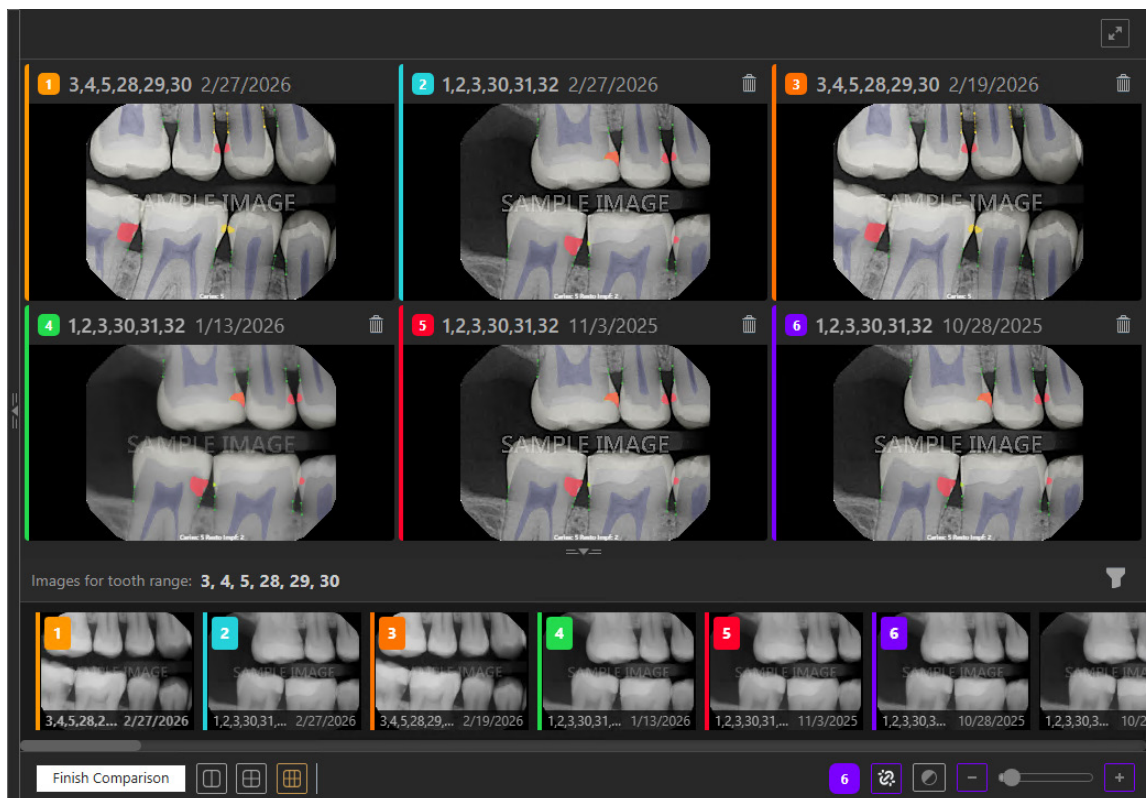
- a. To compare the most recent image to a second image, click the desired image.



- b. To compare four images, click the Four images icon, and then click another two images.



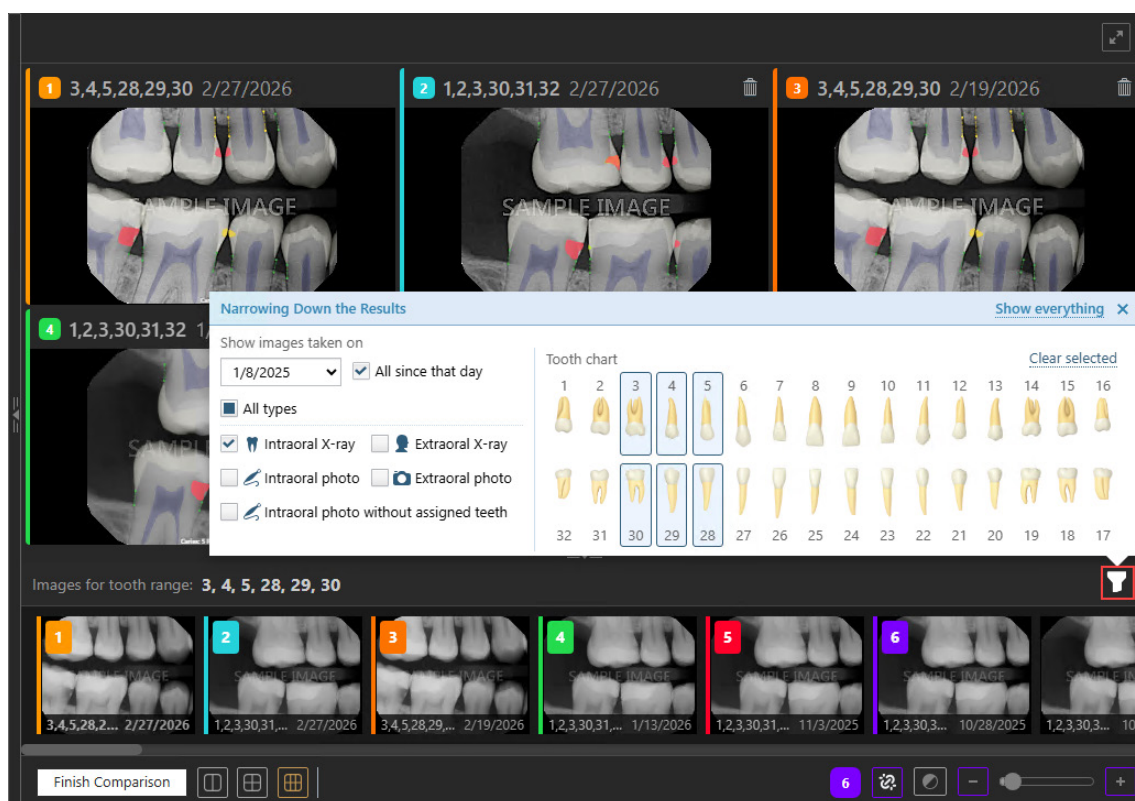
- c. To compare six images, click the Six images icon, and then click another two images.



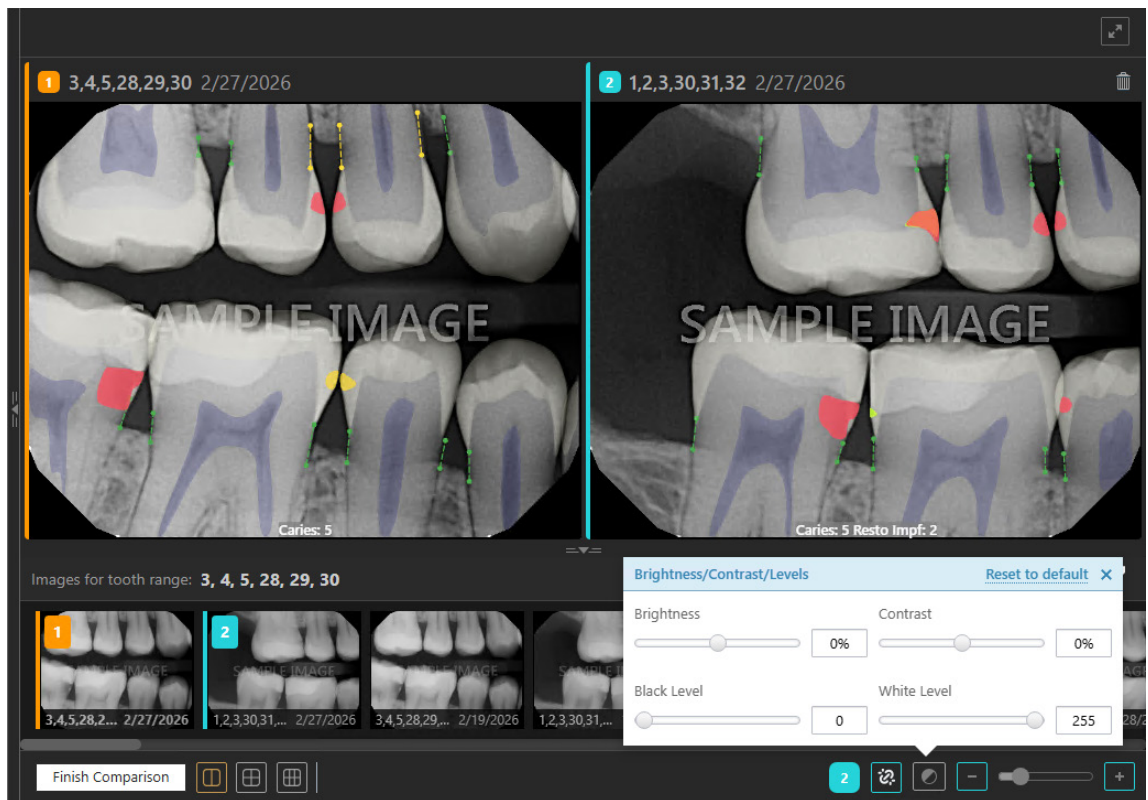
Note: If you are using Dentrux Detect AI, those results will also appear when you compare images.

4. If needed, you can filter the Images for tooth range panel to display only the images that match the filter criteria that you specify.

- a. Click the Filter images icon (at the top of the panel) to view the available filters.

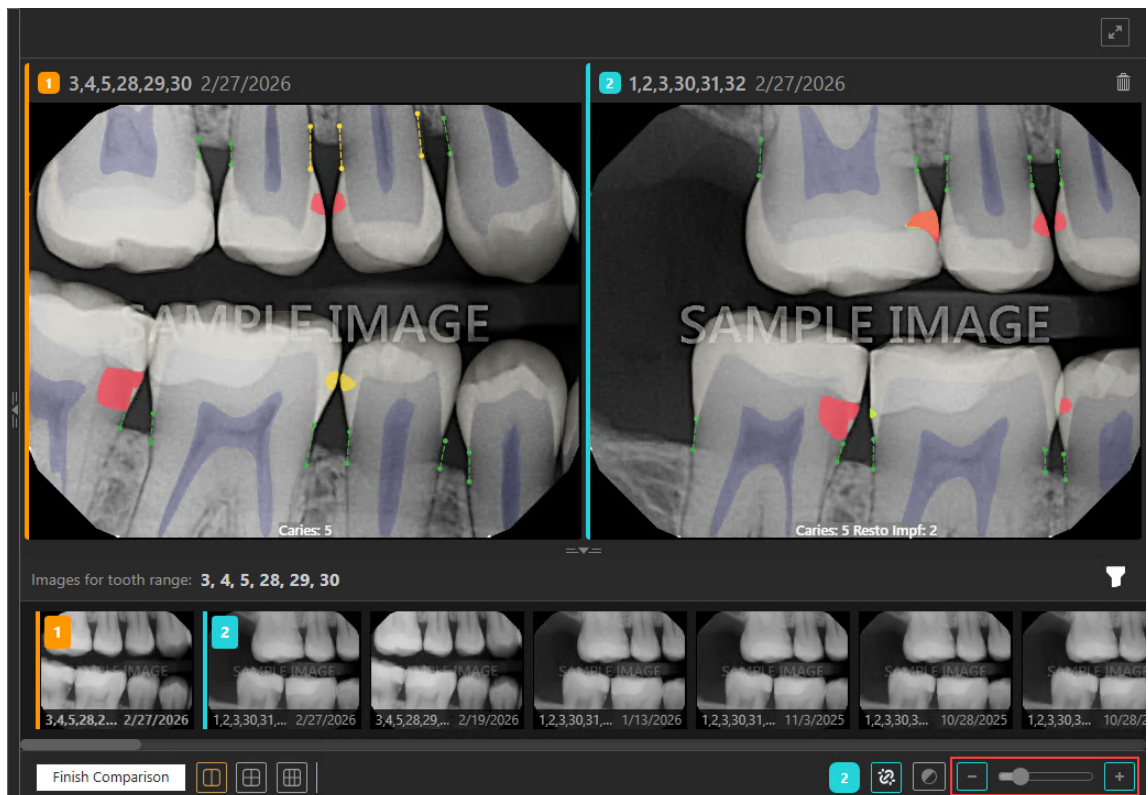


- b. Set up any of the following filters:
- **Date** – To view the images according to a different date, select the desired date in the list under **Show images taken on**. To view all images that have been acquired on and after the selected date, select the **All since that day** check box. To view the images that were acquired only on the selected date, clear the **All since that day** check box.
 - **Type** – To view images in any category (intraoral X-rays, intraoral photos, intraoral photos without tooth numbers assigned, extraoral X-rays, extraoral photos, CAD/CAM/iOS scans, and 3D volumes), select the **All types** check box. To view images in only certain categories, make sure the check boxes of only those categories are selected; the other check boxes must be cleared.
 - **Teeth** – If the Intraoral X-ray and/or Intraoral photo check boxes are selected, to view those types of images for specific teeth, select the desired teeth on the Tooth Chart. The tooth filter does not apply to intraoral photos that do not have tooth numbers assigned to them and extraoral X-rays (which apply to all teeth), and extraoral photos (which apply to all teeth). To clear all tooth selections, click the **Clear selected** link.
 - **Show everything** – To set the filter options to their default states and display all the patient's images, click the **Show everything** link.
- c. To close the menu, click the X in the upper-right corner of or anywhere outside of the **Narrowing Down the Results** menu.
5. The first image on the Images for tooth range panel is selected by default, but you can select a different image to compare with the original.
 6. To modify how an image is being viewed, in the Compare panel, click the desired numbered image (1-6), and then do any of the following for the selected image:
 - **Adjust the brightness, contrast, and black /white levels icon** – Click to change the brightness, contrast, and black and white levels of the selected image.

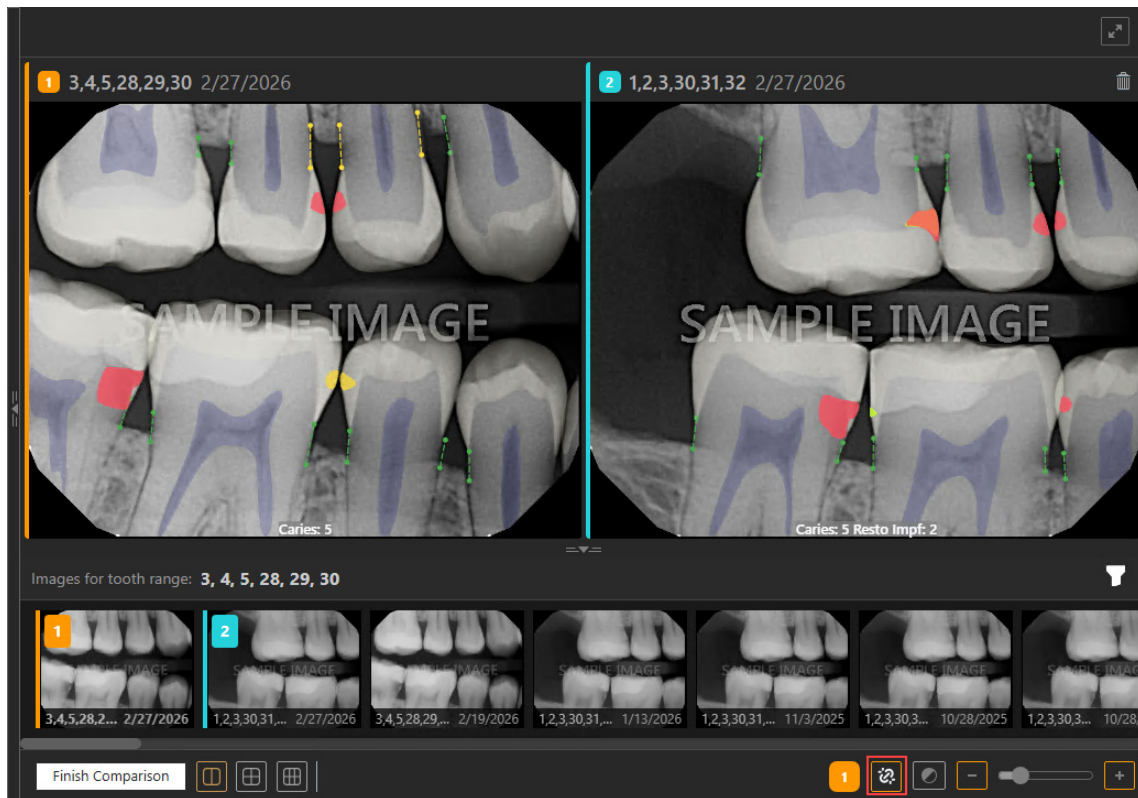


Note: You can perform brightness/contrast adjustments over the entire image area canvas. The zoomed size of the image does not affect the range of the brightness/contrast adjustments you make.

- Zoom slider – Use the Zoom slider to zoom in and out.



7. Linking the images being compared allows the zooming and panning of one image to be synchronized with the other. To link images, do the following:
 - a. Click the desired image (zoomed and panned or not).

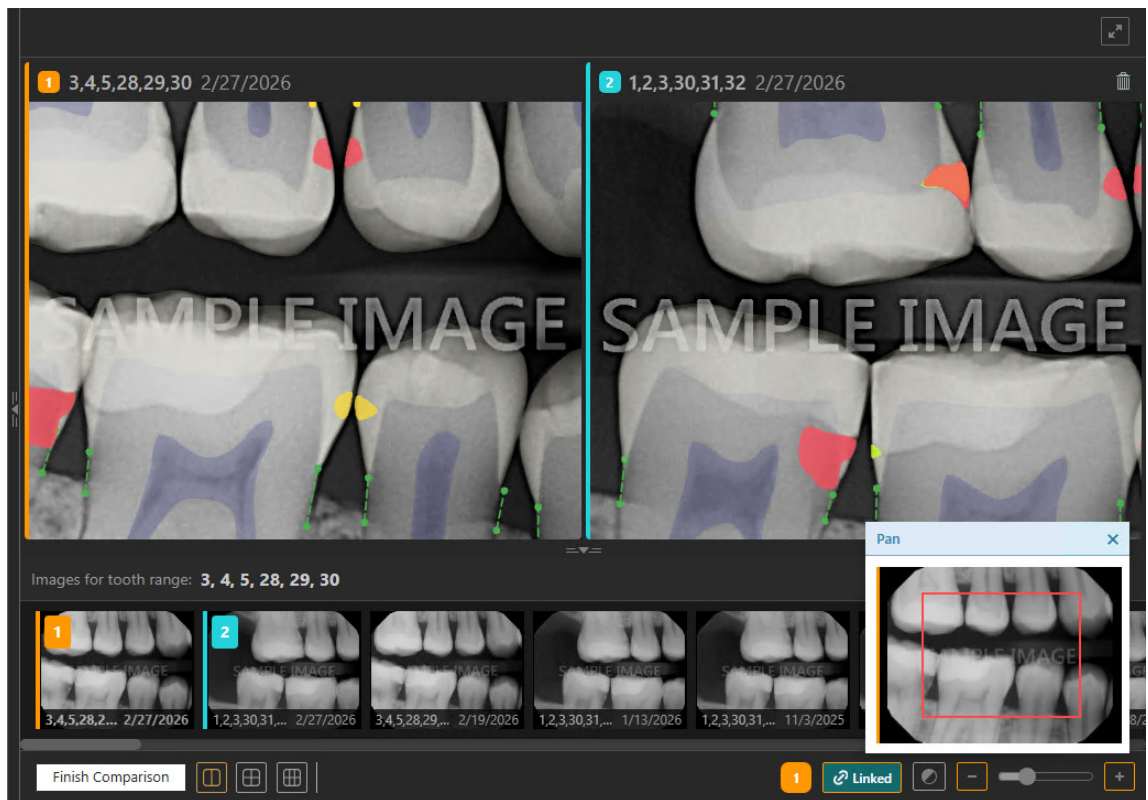


- b. Click the Link/unlink zoom factor icon.

The images are linked.

Note: If you alter the zoom and/or pan of an image before linking it to the other, when you link them, the zoom factor and the position of the pan box (red box) of the other image is synchronized to be the same as the first.

Now, as you zoom in and out and pan, both images are affected.



Note: To unlink the images, click the **Linked** button.

8. Click **Finish Comparison**.

Dentrix 26.4

Overview and New Features

This Dentrix 26.4 Release Guide provides information about the Dentrix 26.4 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.4.

Note: For information about using the new features in Dentrix 26.4, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.4?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.4 includes the following enhancements:

THE REDESIGNED FAMILY FILE

The redesigned Family File is now available for all Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Family File](#) in the Dentrix Help.

LEDGER

The redesigned Ledger is available to a limited number of Beta offices to view and try out. We invite your feedback. For more information, please refer to [Previewing the new Ledger](#) in the Dentrix Help.

FORMS

- You can now resend forms to patients whether they have a future scheduled appointment or not.
- The tooltip for the Send Reminder button in the Forms dialog box was updated to read, “Resend Forms that are Not Started.”

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Davis, Karen (DA0003)

File Edit Help

What's New

Patient FORM STATUS HEALTH HISTORY ?

Contact Information		Appointment Details		Patient Information			
Mobile Phone #	Home Phone #	First Visit	Last Visit	Chart #	Gender	Birthdate	Social Security #
-	(801)555-1530	08/06/2024	09/22/2025	DA0003	Female	06/17/1977, 48	000-00-0007
Email		Next Visit	Missed Appointments	Provider	Fee Schedule	DL #	HofH / Guarantor
-		-	1 Missed, 1 Broken	DDS1	<Prov Default>	-	Yes
Address				Ins. Subscriber	Position		
1768 N 150 W, Cisco, UT, 84515				Yes	Single		

Primary Dental Insurance				Continuing Care	
1 dental					
Company	Group Plan	Group #	Fee Schedule	02/13/2026	PROPHY
Equicor Cigna	Noble	18550	-	09/23/2026	BITEWINGS
Coverage	Used	Ded S/P/O	Met		
3500.00	0.00	25/0/0	0/0/0		
Other Coverage					
-					

Payment & Billing Information					Employer	
Payment Amount	Amount Past Due	Billing Type	Last Payment		Noble Finance	
-	-	1	0.00			
0 --> 30	31 --> 60	61 --> 90	91 -->	Balance		
1577.00	0.00	0.00	0.00	1577.00		

Notes SHOW NOTES

Notes are Hidden
Click "Show Notes" to see any notes on file.

Emergency Contact			
Contact Name	Relationship	Phone #	
-	-	-	

Upcoming Appointments				Referrals			
				Referred	Referral Type	Individual or Source	Date of Referral
				By	Patient	Mr. Dean Little	08/06/2024

Previewing the Redesigned Ledger

At Henry Schein One, we're redesigning the Ledger window to make it more intuitive and easier to use.

To preview the redesigned Ledger

1. Open the legacy Ledger, and select a patient.

The Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001]

File Options View Transaction Insurance Print Task Scheduler Close Month Help

New Ledger View Beta ☐

Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Prov	Ins	Balance
11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					46.00	DDS1		46.00
11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					85.00	DDS1		131.00
11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00								131.00
12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00								131.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		171.00
01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					40.00	DDS1		211.00
01/27/2026	Bridgette A Young				D0272	Bitewing Two Image					42.00	DDS1		253.00
02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					-122.00	DDS1		131.00
02/02/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00								131.00
02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00								131.00

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
-14893.00	0.00	0.00	0.00	-14893.00	0.00
Billing Type: [4] Insurance Family - Dual Insurance					Est. In-Network Adjustment
Last Payment: 0.00					Est. In-Network Allowed Amount
Last Ins. Payment: 122.00					Est. Dental Ins. Portion
Last Statement Date: 02/02/2026					Est. Patient Portion
Outstanding Billed to Medical/Dental: 0.00/253.00					Payment Agreement Summary
Est. In-Network Adjustment: N/A					Pat Amount: N/A
Est. In-Network Allowed Amount: N/A					Pat Due: N/A
Expected from Dental Insurance: 131.00					Future Due Payment Plans Summary
Family Portion of Balance: 0.00					Original Bal: 0.00
* Based on Pending Claims and Today's Charges					Payment: 0.00
					Remain Bal: 0.00

- To preview the new Ledger, click the **New Ledger View Beta** toggle.
The redesigned Ledger window appears.

Dentrix Ledger - Young, Bridgette A [Y00001]

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A

Ledger Ledger + History Treatment Plan

New Ledger View Beta ☒

Date	Entry Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025	11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation					\$46.00	DDS1		\$46.00
11/12/2025	11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult					\$85.00	DDS1		\$131.00
11/12/2025	11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	01/27/2026	Bridgette A Young				D0272	Bitewing Two Image					\$42.00	DDS1		\$253.00
02/02/2026	02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	01/27/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0-->30	31-->60	61-->90	91-->	Family Balance	Today's Charges
-14893.00	0.00	0.00	0.00	-14893.00	0.00
Billing Type: [4] Insurance Family - Dual Insurance					Est. In-Network Adjustment
Last Payment: 0.00					Est. In-Network Allowed Amount
Last Ins. Payment: 122.00					Est. Dental Ins. Portion
Last Statement Date: 02/02/2026					Est. Patient Portion
Outstanding Billed to Medical/Dental: 0.00/253.00					Payment Agreement Summary
Est. In-Network Adjustment: N/A					Pat Amount: N/A
Est. In-Network Allowed Amount: N/A					Pat Due: N/A
Expected from Dental Insurance: 131.00					Future Due Payment Plans Summary
Family Portion of Balance: 0.00					Original Bal: 0.00
* Based on Pending Claims and Today's Charges					Payment: 0.00
					Remain Bal: 0.00

- To view a claim, double-click it.
If you have switched to the new claim window, the redesigned Insurance Claim window appears.

Young, Bridgette A - Primary Dental Insurance Claim (11/12/2025) Batched New Claim Window LEAVE FEEDBACK ?

Young, Bridgette A Primary Secondary PLAN DETAILS ENTER PAYMENT SUBMIT

Primary Insurance

Subscriber	Employer	Carrier	Group Plan	Payor ID	Release of Info
Young, Randall	Central City Clinic	American Western Life	Central City Clinic		Assignment of Benefits

Billing Provider **Rendering Provider** **Pay-To-Provider** **Claim Information**

Smith, Dennis	Smith, Dennis	Smith, Dennis	Non-Standard
---------------	---------------	---------------	--------------

Procedures

Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid
		Periodic oral evaluation	11/12/2025	D0120	\$46.00	\$0.00
		Prophylaxis-adult	11/12/2025	D1110	\$85.00	\$0.00

Attachments **Diagnostic Codes**

Type	Description
Radiology Films	Imaging Attachment

When a diagnostic code is added, it will appear here.

Payments **Claim Financial Summary**

When a payment is made, it will appear here.

Total Billed	\$131.00
Est. Ins. Portion	\$131.00
Itemized Total	\$0.00
Total Paid	\$0.00
Total Credit Adj.	\$0.00
Total Charge Adj.	\$0.00
Ded S/P/O:	0/0/0

Adjustments **Insurance Plan Note**

When an adjustment is made, it will appear here.

This is a test note.

Remarks For Unusual Services

Click to add a remark.

Claim Status

Created	Sent	Partial Payment
11/12/2025	11/12/2025	
Date	Claim Status	
01/16/2026	Sent	
11/12/2025	Batched	
11/12/2025	Created	

4. To view all the transactions for the selected patient, click the **Ledger + History** tab.

Dentrix Ledger + History - Young, Bridgette A [Y00001]

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A Ledger Ledger + History Treatment Plan New Ledger View Beta ON

Date	Entry Date	Name	Tooth	Surface	Check #	Code	Description	N	R	D	M	Amount	Provider	Insurance	Balance
11/12/2025	11/12/2025	Bridgette A Young				D0120	Periodic oral evaluation	2				\$46.00	DDS1		\$46.00
11/12/2025	11/12/2025	Bridgette A Young				D1110	Prophylaxis-adult	2				\$85.00	DDS1		\$131.00
11/12/2025	11/12/2025	Bridgette A Young				Ins	Pr Dental Claim - Batched 131.00					\$0.00			\$131.00
12/08/2025	12/08/2025	Bridgette A Young				Ins	Sc Dental Claim - Batched 131.00					\$0.00			\$131.00
01/27/2026	01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$171.00
01/27/2026	01/27/2026	Bridgette A Young				D0240	Intraoral Occlusal Image					\$40.00	DDS1		\$211.00
01/27/2026	01/27/2026	Bridgette A Young				D0272	Biting Two Image	2				\$42.00	DDS1		\$253.00
02/02/2026	02/02/2026	Bridgette A Young			12345	Pay	Insurance Payment-Check					(\$122.00)	DDS1		\$131.00
02/02/2026	01/27/2026	Bridgette A Young				Ins	Pr Dental Claim - Rec'd 122.00					\$0.00			\$131.00
02/02/2026	02/02/2026	Bridgette A Young				Ins	Sc Dental Claim - Created 122.00					\$0.00			\$131.00

0->30	31->60	61->90	91->	Family Balance	Today's Charges
-14893.00	0.00	0.00	0.00	-14893.00	0.00
					Est. In-Network Adjustment
					Est. In-Network Allowed Amount
					Est. Dental Ins. Portion
					Est. Patient Portion
Billing Type: (4) Insurance Family - Dual Insurance					
Last Payment: 0.00 Date: 02/02/2025					
Last Ins. Payment: 122.00					
Last Statement Date:					
Outstanding Billed to Medical/Dental: 0.00/253.00					
Est. In-Network Adjustment: N/A					
Est. In-Network Allowed Amount: N/A					
Expected from Dental Insurance: 131.00					
Family Portion of Balance: 0.00					
* Based on Pending Claims and Today's Charges					
Payment Agreement Summary					
Past Amount: N/A Past Due: N/A					
Past Past Due: N/A Due Date: N/A					
Future Due Payment Plans Summary					
Original Bal.: 0.00 Payment: 0.00					
Remain Bal.: 0.00 Due Date:					

5. To view the selected patient's treatment plans, click the **Treatment Plan** tab.

Dentrux Ledger, Treatment Plan - Young, Bridgette A [Y00001]

File Options View Transaction Insurance Print Task Scheduler Close Month Help

Young, Bridgette A

Ledger

Ledger + History

Treatment Plan

New Ledger View Beta

Date	↑	Entry Date	Name	Tooth	Surface	Check #	Code	*	Description	N	R	D	M	Amount	Provider	Insurance	Balance
12/01/2025		12/01/2025	Bridgette A Young				D0120		Periodic oral evaluation					\$46.00	DDS1		\$46.00
12/01/2025		12/01/2025	Bridgette A Young				D0274		Bitewing Four Image					\$59.00	DDS1		\$105.00
12/01/2025		12/01/2025	Bridgette A Young				D1110		Prophylaxis-adult					\$85.00	DDS1		\$190.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Pr Dental PreAuth- Batched 190.00					\$0.00			\$190.00
12/08/2025		12/08/2025	Bridgette A Young				Ins		Sc Dental PreAuth- Created 190.00					\$0.00			\$190.00
12/16/2025		12/16/2025	Bridgette A Young	30			D2792		Crown-full cast noble metal					\$950.00	DDS1		\$1,140.00
12/16/2025		12/16/2025	Bridgette A Young	30			D3330		Endo therapy - molar (ex rest)					\$930.00	DDS1		\$2,070.00
12/16/2025		12/16/2025	Bridgette A Young				Ins		Pr Dental PreAuth- Created 1880.00					\$0.00			\$2,070.00

0->30	31->60	61->90	91->	Family Balance	
-14863.00	0.00	0.00	0.00	-14863.00	

Treatment Plan Total	2070.00
-----------------------------	---------

Billing Type (4) Insurance Family - Dual Insurance	Date
Last Payment 0.00	Date 02/02/2026
Last Ins. Payment 122.00	
Last Statement Date	
Outstanding Billed to Medical/Dental	0.00/253.00
Est. In-Network Adjustment *	N/A
Est. In-Network Allowed Amount *	N/A
Expected from Dental Insurance *	131.00
Family Portion of Balance *	0.00
* Based on Pending Claims and Today's Charges	

Payment Agreement Summary	
Past Amount	N/A
Amst Past Due	N/A
Future Due Payment Plans Summary	
Original Bal.	0.00
Payment	0.00
Remain Bal.	0.00
Due Date	

Forms

Enhancements to Forms include the following:

- You can now resend forms to patients whether they have a future scheduled appointment or not.
- The tooltip for the **Send Reminder** button in the **Forms** dialog box was updated to read, "Resend Forms that are Not Started."

Forms: Abbott, Ken

Resend Forms that are Not Started

ON-DEMAND FORM

SEND REMINDER

Form Name	Delivery	Sent Date	Status	Actions
Patient Registration Form	Automated	1/27/2026	IN PROGRESS	
Medical History Form	Automated	1/27/2026	COMPLETE	
Insurance Information	Automated	1/27/2026	NOT STARTED	

Dentrix 26.3

Overview and New Features

This Dentrix 26.3 Release Guide provides information about the Dentrix 26.3 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.3.

Note: For information about using the new features in Dentrix 26.3, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.3?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.3 includes the following enhancements:

THE REDESIGNED FAMILY FILE

At Henry Schein One, we’re redesigning the Family File to make it more intuitive and easier to use.

CLAIMS MANAGER

- The Claims Manager icon was redesigned to be more visible and distinctive in the Office Manager and Ledger toolbars. It also appears in the legacy Insurance Claim window and the taskbar when you minimize the Claims Manager.
- A tour of the redesigned Claims Manager is now available.

MISCELLANEOUS

- You can now enable surcharging in Dentrix Pay.
- In Dentrix Chat, you can now open hyperlinks sent through Chat.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Davis, Karen (DA0003)

File Edit Help

What's New

Patient FORM STATUS HEALTH HISTORY ?

Contact Information		Appointment Details		Patient Information			
Mobile Phone #	Home Phone #	First Visit	Last Visit	Chart #	Gender	Birthdate	Social Security #
-	(801)555-1530	08/06/2024	09/22/2025	DA0003	Female	06/17/1977, 48	000-00-0007
Email		Next Visit	Missed Appointments	Provider	Fee Schedule	DL #	HofH / Guarantor
-		-	1 Missed, 1 Broken	DDS1	<Prov Default>	-	Yes
Address				Ins. Subscriber	Position		
1768 N 150 W, Cisco, UT, 84515				Yes	Single		

Primary Dental Insurance				Continuing Care	
1 dental					
Company	Group Plan	Group #	Fee Schedule	02/13/2026	PROPHY
Equicor Cigna	Noble	18550	-	09/23/2026	BITEWINGS
Coverage	Used	Ded S/P/O	Met		
3500.00	0.00	25/0/0	0/0/0		
Other Coverage					
-					

Payment & Billing Information				Employer	
Payment Amount	Amount Past Due	Billing Type	Last Payment	Noble Finance	
-	-	1	0.00		
0 --> 30	31 --> 60	61 --> 90	91 -->	Balance	
1577.00	0.00	0.00	0.00	1577.00	

Notes SHOW NOTES

Notes are Hidden
Click "Show Notes" to see any notes on file.

Emergency Contact			
Contact Name	Relationship	Phone #	
-	-	-	

Upcoming Appointments				Referrals			
				Referred	Referral Type	Individual or Source	Date of Referral
				By	Patient	Mr. Dean Little	08/06/2024

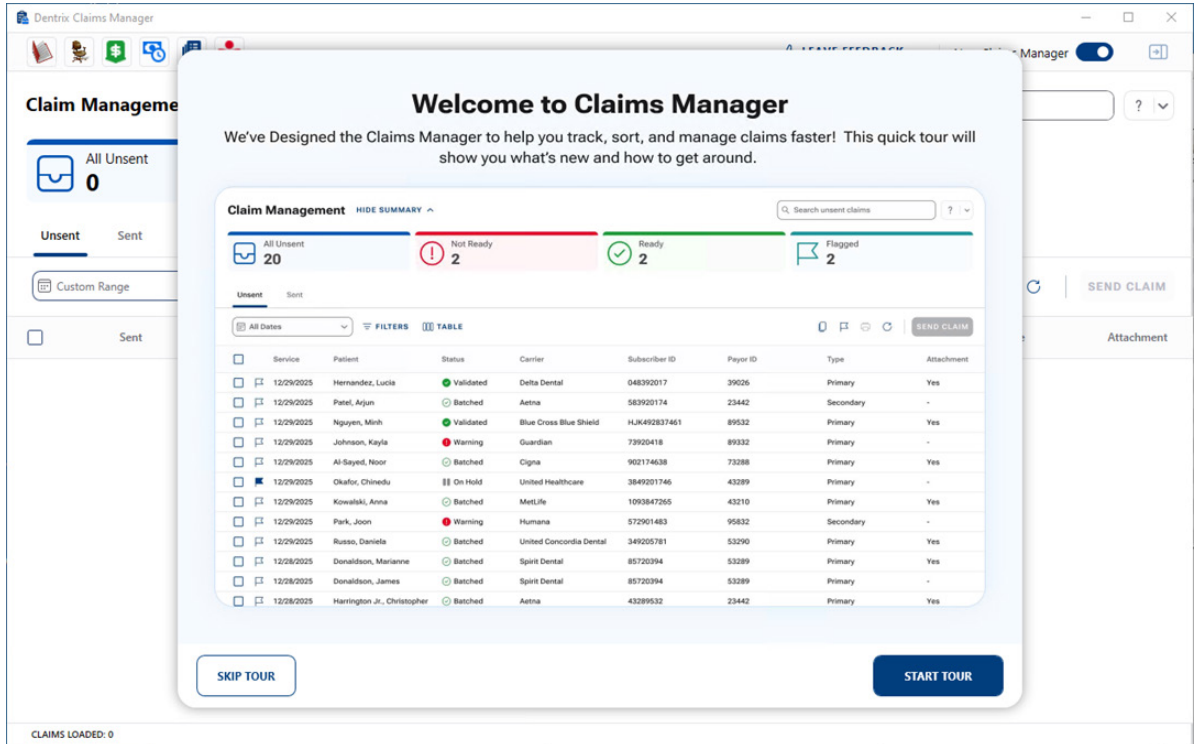
Claims Manager

At Henry Schein One, we've redesigned the Claims Manager window to make it more intuitive and easier to use.

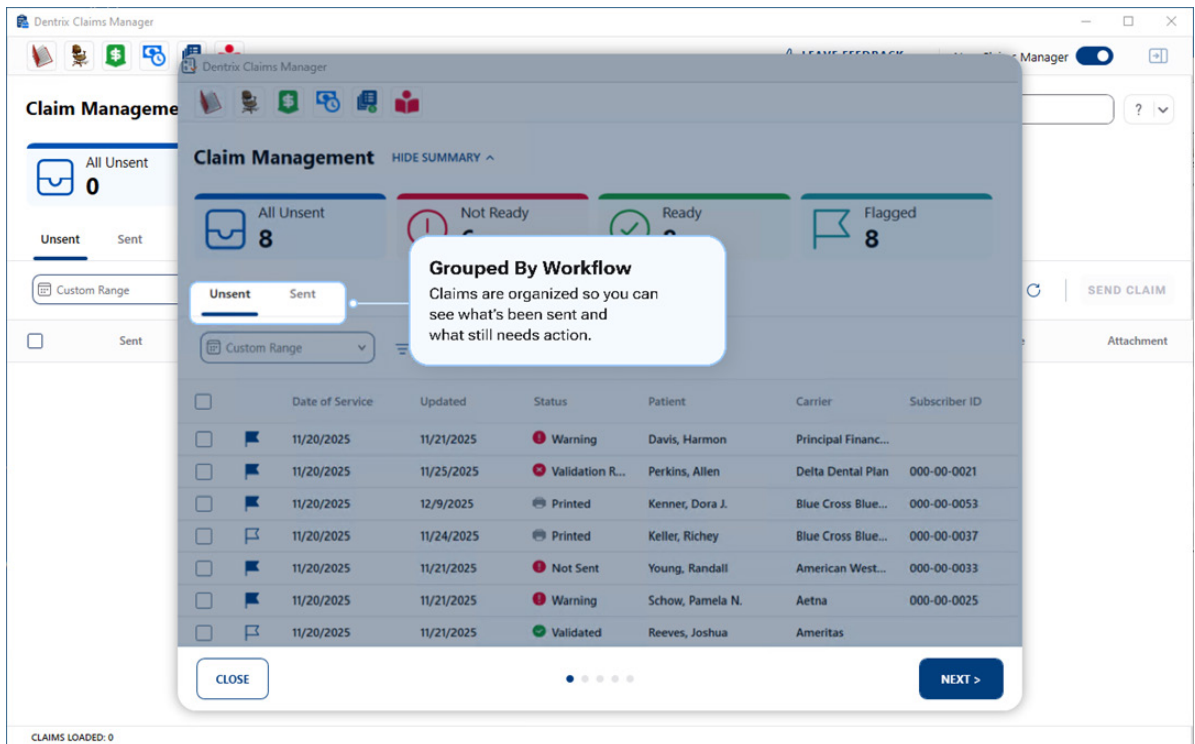
To open the Claims Manager

1. In the Ledger toolbar, click the Claims Manager icon .

The Claims Manager window and the Claims Manager tour appear.



- To view the tour, click **Start Tour**.



- Click **Next**.

Claim Management

Summary: All Unsent (2), Not Ready (4), Ready (2), Flagged (2)

Quick Filters
Click to see claims that need your attention.

Updated	Status	Patient	Carrier	Subscriber ID	Payer ID	Type
11/21/2025	Warning	Davis, Harrison	Principal Finan...	000-00-0021	61271	Primary
11/25/2025	Validated	Perkins, Allen	Delta Dental P...	000-00-0021	77777	Primary
12/9/2025	Printed	Kennet, Dora J.	Blue Cross Blu...	000-00-0053	84801	Primary
11/24/2025	Printed	Keller, Richey	Blue Cross Blu...	000-00-0037	84801	Primary
11/21/2025	Not Sent	Young, Randall	American Wes...	000-00-0033	AHG81	Primary
11/21/2025	Warning	Schow, Pamela N.	Aetna	000-00-0025	60054	Primary
11/21/2025	Validated	Reevett, Joshua	Ameritas	47009	47009	Primary
11/21/2025	System	Perkins, Samuel	Delta Dental P...	000-00-0021	77777	Primary
11/21/2025	Created	Myers, Henry	Lacoin National	000-00-0016	73288	Primary
11/21/2025	Printed	Little, Matthew	American Wes...	000-00-0015	AHG81	Primary
11/24/2025	Not Sent	Little, Dean	American Wes...	000-00-0015	AHG81	Primary
11/21/2025	Created	Gleason, Alice	Guardian	000-00-0008	64245	Primary
11/21/2025	Warning	Farret, Lisa	American Wes...	AHG81	AHG81	Primary
11/21/2025	Validated	Davis, Lyle	Principal Finan...	61271	61271	Primary
11/21/2025	Batched	Davis, Karen	Equicor Cigna	000-00-0007	62308	Primary

4. Click Next.

Claim Details
View procedures, attachments, and status updates for each claim.

Perkins, Samuel

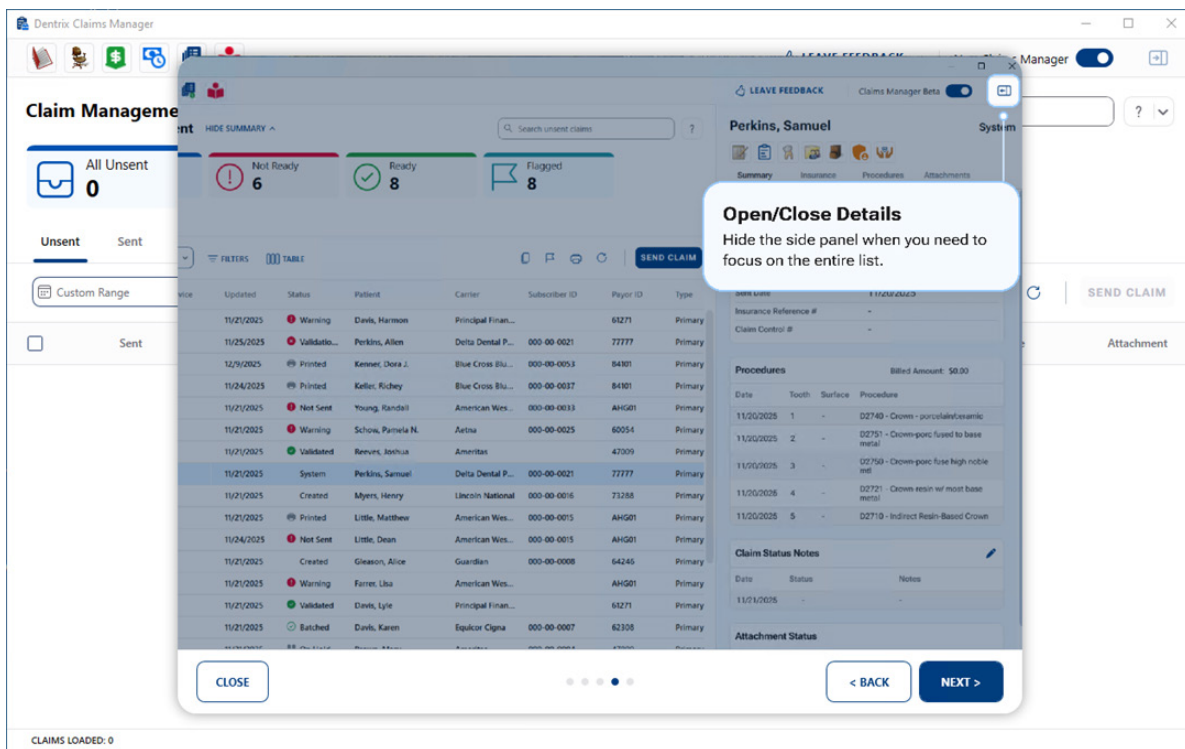
Claim Summary

Date	Tooth	Surface	Procedure
11/20/2025	1	-	D2749 - Crown - porcelain/ceramic
11/20/2025	2	-	D2751 - Crown-porc fused to base metal
11/20/2025	3	-	D2750 - Crown-porc fuse high noble metal
11/20/2025	4	-	D2721 - Crown resin w/ most base metal
11/20/2025	5	-	D2719 - Indirect Resin-Based Crown

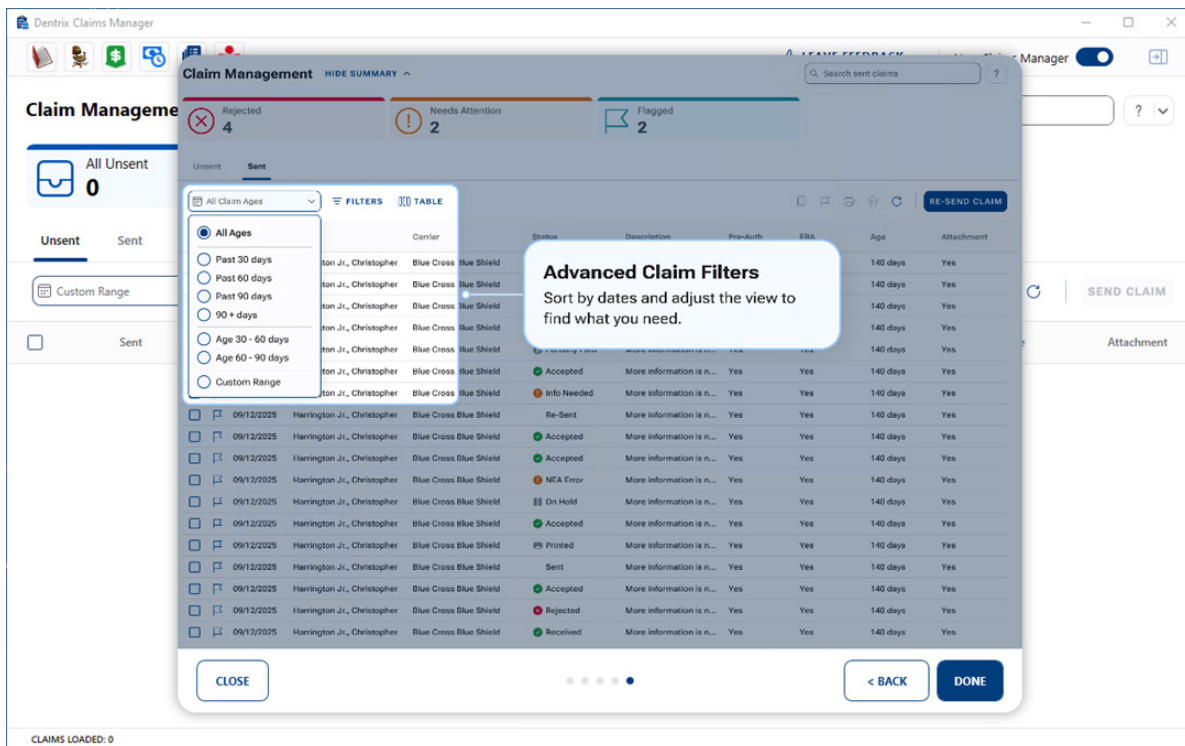
Claim Status Notes

Date	Status	Notes
11/21/2025	-	-

5. Click Next.



6. Click Next.



7. Click Done.

The Claims Manager appears.

Enabling Surcharging in Dentrix Pay

REQUIREMENTS

- Ingenico Lane 3600
- Dentrix 26.3 or higher

Note: Before enabling surcharging, you must notify both Worldpay and Mastercard using their required forms to ensure the Card Brands are properly informed, as each has specific timing rules that must be followed. Only after completing these notifications should you click the "Save Surcharge" button and then confirm "Yes" in the acknowledgement popup, which will configure Dentrix Pay and the payment device to allow surcharging.

Important: While Henry Schein One products facilitate surcharges, use of such products may be restricted by laws, rules, regulations, orders, directives, or other matters enacted, in force or effective by, for or with respect to any federal, state, local or other government, governing authority, agency or other body to which you may be subject. Where and when surcharging may be permitted, it may be subject to requirements, including customer notice and consent requirements, that are not addressed by or may conflict with the features of Henry Schein One products. By enabling surcharges and using the associated Dentrix features, you acknowledge and agree that you have independently reviewed applicable legal or other restrictions and requirements and you further acknowledge and agree that you remain solely responsible for determining whether and when you are permitted to surcharge, and for following any requirements associated with your choice to surcharge.

To enable surcharging in Dentrix Pay

1. In the Office Manager, click **Maintenance**, point to **Practice Setup**, point to **Dentrix Pay**, and then click **Enable Dentrix Pay**.

The **Dentrix Pay Setup** dialog box appears.

The screenshot shows the 'Dentrix Pay Setup' dialog box with the 'Surcharging' tab selected. The dialog contains the following elements:

- Account and Device Settings | Ledger Posting Options | Features | Surcharging** (tab bar)
- Text:** "Before enabling surcharging, you must notify both Worldpay and Mastercard using their required forms to ensure the Card Brands are properly informed, as each has specific timing rules that must be followed. Only after completing these notifications should you click the 'Save Surcharge' button and then confirm 'Yes' in the acknowledgement popup, which will configure Dentrix Pay and the payment device to allow surcharging."
- Bullet point:** "• You must fill out the Worldpay and Mastercard Forms found at the links below."
- Links:** [Worldpay Surcharging Form](#) and [Mastercard Surcharging Form](#)
- Check box:** ☒ "By checking this box you acknowledge that you have read, understood, and agree to the following:"
- Text:** "While Henry Schein One products facilitate surcharges, use of such products may be restricted by laws, rules, regulations, orders, directives, or other matters enacted, in force or effective by, for or with respect to any federal, state, local or other government, governing authority, agency or other body to which you may be subject. Where and when surcharging may be permitted, it may be subject to requirements, including customer notice and consent requirements, that are not addressed by or may conflict with the features of Henry Schein One products. By enabling surcharges and using the associated Dentrix features, you acknowledge and agree that you have independently reviewed applicable legal or other restrictions and requirements and you further acknowledge and agree that you remain solely responsible for determining whether and when you are permitted to surcharge, and for following any requirements associated with your choice to surcharge."
- Input field:** "Input Surcharge % between 2.0% and 3.0% : 0.0 %"
- Text:** "Charge Adjustment Type for Surcharge: Dentrix Pay Surcharge Fee"
- Link:** [Additional Surcharge Information](#)
- Buttons:** "Reset / Cancel" and "Save Surcharge"
- Footer:** Worldpay logo, "* Required", "OK", and "Cancel" buttons.

2. Click the **Surcharging** tab.
3. Read the first paragraph, and then do the following:
 - Click the links: Worldpay Surcharging Form and Mastercard Surcharging Form.
 - Complete the forms.
4. After reading the second paragraph, select the check box above the paragraph to acknowledge that you have read, understood, and agree.
5. Set the surcharge percentage from 2.0% to 3.0%.
6. Click **Save Surcharge**.

Dentrix 26.2

Overview and New Features

This Dentrix 26.2 Release Guide provides information about the Dentrix 26.2 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.2.

Note: For information about using the new features in Dentrix 26.2, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.2?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.2 includes the following enhancements:

THE REDESIGNED FAMILY FILE

At Henry Schein One, we’re redesigning the Family File to make it more intuitive and easier to use.

THE REDESIGNED INSURANCE CLAIM AND PREAUTHORIZATION WINDOWS

The redesigned Insurance Claim and Preauthorization windows are now available to select Beta offices to view and try out. We invite your feedback.

- The **Itemize Payment** dialog box is now called the **Itemize By Procedure** dialog box. You can use the **Itemize By Procedure** dialog box to know which procedure you are entering itemized payments for.
- Procedures now remain highlighted in the Insurance Claim and Pre-authorization windows when you enter itemized payments or pre-estimates.

DENTRIX IMAGING

- The **Compare**, **Share**, **Delete**, **Reassign**, and **Retake** buttons in Dentrix Imaging have been redesigned to be more visible.
- You can now use a keyboard shortcut (X) to start acquiring intraoral X-rays in either advanced or simple acquisition mode.

MISCELLANEOUS

- You can now set a date range when you run the Family Ledger Report.
- A new Family Ledger Report was added to the Dentrix Reports window.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Davis, Karen (DA0003)

File Edit Help

What's New

Patient FORM STATUS HEALTH HISTORY ?

Contact Information		Appointment Details		Patient Information			
Mobile Phone #	Home Phone #	First Visit	Last Visit	Chart #	Gender	Birthdate	Social Security #
-	(801)555-1530	08/06/2024	09/22/2025	DA0003	Female	06/17/1977, 48	000-00-0007
Email		Next Visit	Missed Appointments	Provider	Fee Schedule	DL #	HofH / Guarantor
-		-	1 Missed, 1 Broken	DDS1	<Prov Default>	-	Yes
Address				Ins. Subscriber	Position		
1768 N 150 W, Cisco, UT, 84515				Yes	Single		

Primary Dental Insurance				Continuing Care	
1 dental					
Company	Group Plan	Group #	Fee Schedule	02/13/2026	PROPHY
Equicor Cigna	Noble	18550	-	09/23/2026	BITEWINGS
Coverage	Used	Ded S/P/O	Met		
3500.00	0.00	25/0/0	0/0/0		
Other Coverage					
-					

Payment & Billing Information					Employer	
Payment Amount	Amount Past Due	Billing Type	Last Payment		Noble Finance	
-	-	1	0.00			
0 --> 30	31 --> 60	61 --> 90	91 -->	Balance		
1577.00	0.00	0.00	0.00	1577.00		

Notes

Notes are Hidden

Click "Show Notes" to see any notes on file.

Emergency Contact

Contact Name	Relationship	Phone #
-	-	-

Upcoming Appointments

Referrals

Referred By	Referral Type	Individual or Source	Date of Referral
Patient		Mr. Dean Little	08/06/2024

Entering Itemized Payments in the Redesigned Insurance Claim Window

At Henry Schein One, we've redesigned the Insurance Claim window to make it more intuitive and easier to use. If you are participating in the Beta, you can preview the proposed changes.

Note: These changes also apply to the Medical Insurance Claim and Preauthorization windows.

To enter itemized payments in the redesigned Insurance Claim window

1. In the Ledger, open an insurance claim.

The legacy Insurance Claim window appears.

Primary Dental Insurance Claim (11/12/2025) Batched

File
Create Secondary
Create Medical
Enter Payment
Remarks
Submit
Benefits/Cov
Help

Try the New Claim Window
You can switch back anytime if it's not the right fit.

☐ Try the New Claim Window

Patient: Young, Bridgette
Subscriber: Young, Randall
Employer: Central City Clinic

Carrier: American Western Life
Group Plan: Central City Clinic
(Release of Info/Assign of Benefits) (Secondary Insurance)
eClaims Ready: (eClaims is not set up)

Billing Provider: Smith, Dennis

Claim Information: Standard

Rendering Provider: Smith, Dennis

Diagnostic Codes:

Pay-To Provider: Smith, Dennis

Tooth	Surface	Description	Date	Code	Fee	Ins Paid
		Periodic oral evaluation	11/12/2025	D0120	46.00	0.00
		Prophylaxis-adult	11/12/2025	D1110	85.00	0.00

Total Billed: 131.00
Est Ins Portion: 131.00
Itemized Total: 0.00
Total Paid: 0.00
Total Credit Adj: 0.00
Total Chrg Adj: 0.00
Ded S/P/O: 0/0/0

Pmt Date	Pmt Amt	Description	Prov

Adj Date	Adj Amt	Type	Prov

Create: 11/12/2025
Partial Payment:

Sent: 11/12/2025

Insurance Plan Note
This is a test note.

Claim Status
11/12/2025 Batched
11/12/2025 Created

Remarks for Unusual Services

(No Note)

2. Click the Try the New Claim Window toggle.

The redesigned Insurance Claim window appears, and if there are issues with the claim a banner appears.

Young, Bridgette A - Primary Dental Insurance Claim (1/27/2026) Created New Claim Window LEAVE FEEDBACK ?

Young, Bridgette **Primary** [+ SECONDARY](#) [PLAN DETAILS](#) [ENTER PAYMENT](#) PRINT REFRESH DELETE SUBMIT ?

⚠ This claim has issues that need your review before submitting. Review issues to see all required and recommended fixes. REVIEW ISSUES

Primary Insurance					
Subscriber	Employer	Carrier	Group Plan	Payor ID	✔ Release of Info ✔ Assignment of Benefits
Young, Randall	Central City Clinic	American Western Life	Central City Clinic		

Billing Provider	Rendering Provider	Pay-To-Provider	Claim Information
Smith, Dennis	Smith, Dennis	Smith, Dennis	Standard

Procedures						
Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid
		Intraoral Occlusal Image	01/27/2026	D0240	\$40.00	\$0.00
		Intraoral Occlusal Image	01/27/2026	D0240	\$40.00	\$0.00
		Bitewing Two Image	01/27/2026	D0272	\$42.00	\$0.00

Attachments	Diagnostic Codes
When an attachment is added, it will appear here.	When a diagnostic code is added, it will appear here.

Payments	Claim Financial Summary
When a payment is made, it will appear here.	Total Billed \$122.00
	Est. Ins. Portion \$122.00
	Itemized Total \$0.00
	Total Paid \$0.00
	Total Credit Adj. \$0.00
	Total Charge Adj. \$0.00
	Ded S/P/O: 0/0/0

Adjustments	Insurance Plan Note
When an adjustment is made, it will appear here.	This is a test note.

Claim Status	Remarks For Unusual Services
Created 01/27/2026 Sent Partial Payment	Click to add a remark.

- To make itemized payments, click **Enter Payment**, and then click **Itemize By Procedure**.
The **Itemize By Procedure** dialog box appears. In the **Procedures** card, the first procedure is selected.

Young, Bridgette A - Primary Dental Insurance Claim (1/27/2026) Created

New Claim Window

LEAVE FEEDBACK

Young, Bridgette

Primary

+ SECONDARY

PLAN DETAILS

ENTER PAYMENT

SUBMIT

This claim has issues that need your review before submitting. Review issues to see all required and recommended fixes.

REVIEW ISSUES

Primary Insurance

Subscriber

Young, Randall

Employer

Central City O

Carrier

Group Plan

Payor ID

Release of Info

Assignment of Benefits

Billing Provider

Smith, Dennis

Rendering P

Smith, Dennis

Procedures

Tooth	Surface	Description
		Intraoral Occl
		Intraoral Occl
		Bitewing Two

Attachments

When an attachment is ac

Payments

When a payment is max

Adjustments

When an adjustment is m

Itemize By Procedure (1 of 3)

Procedure

Intraoral Occlusal Image

Tooth	Surface	Procedure Code
		D0240

Amount Paid

40.00

Payment Table

Allowed Amount

CANCEL

SAVE & FINISH

SAVE & NEXT

Fee	Ins. Paid
\$40.00	\$0.00
\$40.00	\$0.00
\$42.00	\$0.00

When a payment is added, it will appear here.

Claim Status

Created	Sent	Partial Payment
01/27/2026		

Date	Claim Status
01/27/2026	Created

Insurance Plan Note

This is a test note.

Remarks For Unusual Services

Click to add a remark.

4. To pay the amount under **Amount Paid** and enter a payment for the next procedure, click **Save & Next**.
- The next procedure in the **Procedures** card is selected and the payment amount for that procedure appears in the **Itemize By Procedure** dialog box.
5. Continue to advance through the payment list until a payment has been entered for each procedure, and then click **Save & Finish**.
- The **Total Insurance Payment** dialog box appears.

Young, Bridgette A - Primary Dental Insurance Claim (1/27/2026) Created New Claim Window LEAVE FEEDBACK

Young, Bridgette **Primary** [+ SECONDARY](#) [PLAN DETAILS](#) [ENTER PAYMENT](#) [SUBMIT](#) [?](#)

This claim has issues that need your review before submitting. Review issues to see all required and recommended fixes. [REVIEW ISSUES](#)

Primary Insurance

Subscriber	Employer	Carrier	Group Plan	Payor ID	
Young, Randall	Central City Clinic	American Western Life	Central City Clinic		☒ Release of Info ☒ Assignment of Benefits

Billing Provider

Smith, Dennis

Procedures

Tooth	Surface

Attachments

When an attachment is made, it will appear here.

Payments

When a payment is made, it will appear here.

Adjustments

When an adjustment is made, it will appear here.

Claim Status

Created	Sent	Partial Payment
01/27/2026		

Insurance Plan Note

This is a test note.

Remarks For Unusual Services

Click to add a remark.

Total Insurance Payment

Enter Insurance Payment

Date: 02/02/2026

Payment Type: ☒ Check Payment

Check #:

Bank/Branch #:

Provider Amounts

Calculate according to:

☐ Family Balance ☒ Patient Balance

Prov	Itemized	Balance - Amt Paid = New Bal
DDS1	122.00	253.00 122.00 131.00

Payment Total: 122.00

[Add](#) [Edit](#) [Re-apply Amt Paid using FIFO](#)

Deductible Applied For Claim

Standard	Preventive	Other
0.00	0.00	0.00

Claim Totals

PreAuth Number	Coverage Amount	Total Amount Billed	Itemized Total	Total Amount Paid
	122.00	122.00	122.00	122.00

Enter Adjustment

None ☒ \$ ☐ % Type:

Total Amount:

☐ Split Adjustment by Provider [Prov.Amts...](#)

☐ Claim is partially paid

[Delete](#) [OK/Post](#) [Cancel](#)

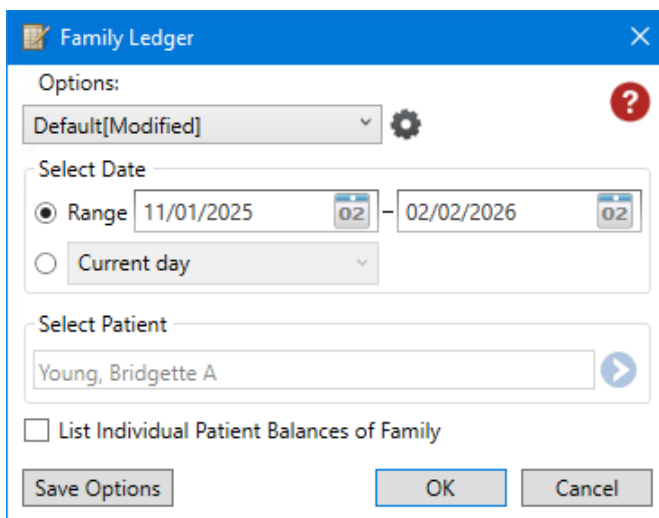
- Select the **Payment Type**, enter any other necessary information, and then click **OK/Post**.
If the patient has secondary insurance, a message appears.
- To create a secondary claim, click **Yes**.
- To view the secondary claim, click the **Secondary** tab.
- To submit the claim, click **Submit**.

Running the Family Ledger Report

You can now set a date range when you run the Family Ledger Report, and this report now appears in the Dentrix Reports window.

To run the Family Ledger Report

- Open the Ledger, click **Print**, and then click **Family Ledger (Dentrix Reports)**.
The **Family Ledger** dialog box appears.



Family Ledger

Options:

Default[Modified]  

Select Date

☒ Range 11/01/2025  02 - 02/02/2026  02

☐ Current day 

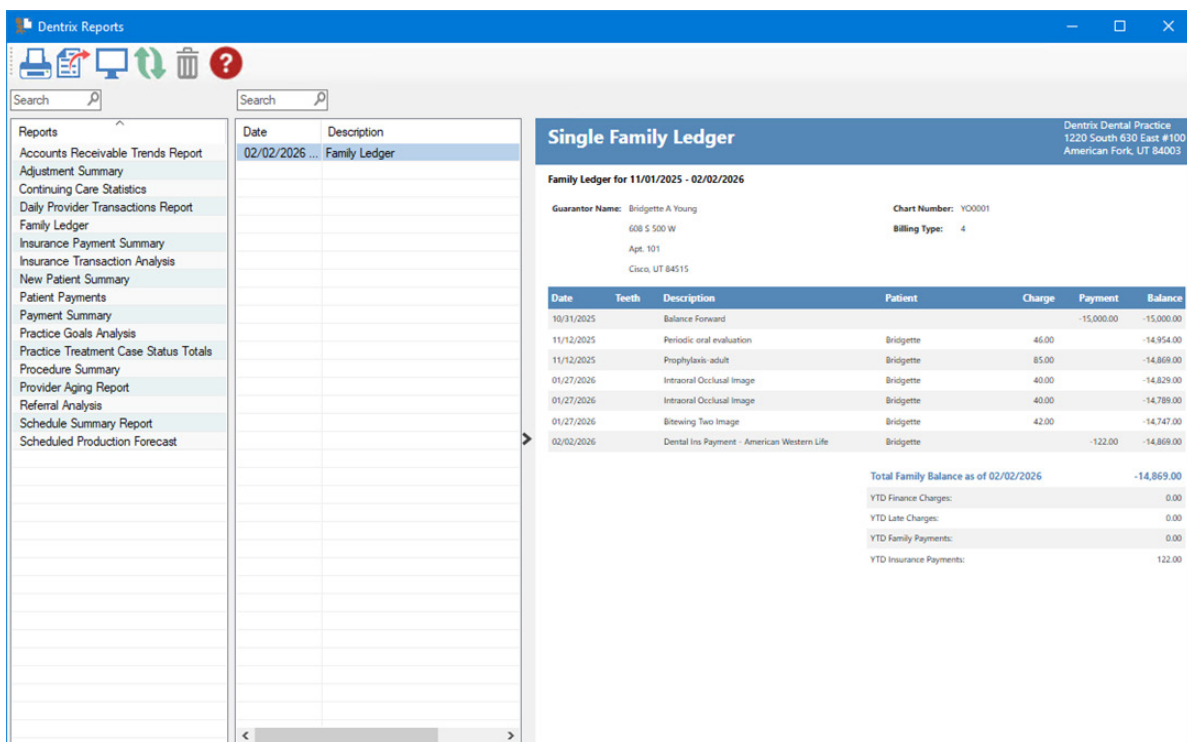
Select Patient

Young, Bridgette A 

☐ List Individual Patient Balances of Family

Save Options OK Cancel

- Under **Select Date**, set a date range for the report, and then click **OK**.
The Dentrix Reports window appears.



Dentrix Reports

Search 

Reports

- Accounts Receivable Trends Report
- Adjustment Summary
- Continuing Care Statistics
- Daily Provider Transactions Report
- Family Ledger
- Insurance Payment Summary
- Insurance Transaction Analysis
- New Patient Summary
- Patient Payments
- Payment Summary
- Practice Goals Analysis
- Practice Treatment Case Status Totals
- Procedure Summary
- Provider Aging Report
- Referral Analysis
- Schedule Summary Report
- Scheduled Production Forecast

Date Description

02/02/2026 ... Family Ledger

Single Family Ledger

Dentrix Dental Practice
1220 South 630 East #100
American Fork, UT 84003

Family Ledger for 11/01/2025 - 02/02/2026

Guarantor Name: Bridgette A Young Chart Number: YC0001
608 S 500 W Billing Type: 4
Apt. 101
Circlo, UT 84515

Date	Teeth	Description	Patient	Charge	Payment	Balance
10/31/2025		Balance Forward			-15,000.00	-15,000.00
11/12/2025		Periodic oral evaluation	Bridgette	46.00		-14,954.00
11/12/2025		Prophylaxis adult	Bridgette	85.00		-14,869.00
01/27/2026		Intraoral Occlusal Image	Bridgette	40.00		-14,829.00
01/27/2026		Intraoral Occlusal Image	Bridgette	40.00		-14,789.00
01/27/2026		Bitewing Two Image	Bridgette	42.00		-14,747.00
02/02/2026		Dental Ins Payment - American Western Life	Bridgette		-122.00	-14,869.00
Total Family Balance as of 02/02/2026						-14,869.00
YTD Finance Charges:						0.00
YTD Late Charges:						0.00
YTD Family Payments:						0.00
YTD Insurance Payments:						122.00

Dentrix Imaging

The Compare, Share, Delete, Reassign, and Retake buttons in Dentrix Imaging were redesigned to be more visible.



Dentrix 26.1

Overview and New Features

This Dentrix 26.1 Release Guide provides information about the Dentrix 26.1 software release. The overview section includes important notes regarding the release, followed by a brief description of the new features and enhancements available in Dentrix 26.1.

Note: For information about using the new features in Dentrix 26.1, refer to “Using the New Features and Enhancements” in this section of the Release Guide or “What’s new in Dentrix 26.1?” in the Dentrix Help. For information on installing Dentrix, refer to the Installation Guide.

New Features

Dentrix 26.1 includes the following enhancements:

THE REDESIGNED FAMILY FILE

- A Help menu was added allowing you to view the Help, connect to the Resource Center, leave feedback, or submit ideas for improving Dentrix.

THE REDESIGNED INSURANCE CLAIM AND PREAUTHORIZATION WINDOWS

- The redesigned Insurance Claim and Preauthorization windows are now available to select Beta offices to view and try out. We invite your feedback.

MISCELLANEOUS

- If you have enabled Dentrix Pay, the **Dentrix Pay** option appears after **Post/Set Complete** in the appointment block menu when you right-click the appointment block.
- In Health History, whenever an error occurs, the **Save Signature** button is disabled in the **Capture Patient’s Signature** and the **Capture Provider’s Signature** dialog boxes.
- When a patient adds or sets an employer (including address and phone number) in Forms, that information is assigned to that patient’s record in the Dentrix database.
- A disclaimer was added to the Eligibility Pro Response Report stating that the report is for informational purposes only. The information contained in the report is derived from the indicated insurance and is not construed as a guarantee of payment. Inquiries should be directed to the insurance company.
- Tool tips were added to the single-letter icons in the **Progress Notes** panel in the Patient Chart.
- By default, the **Imaging** panel appears automatically whenever you open the Patient Chart.
- The text of the message that appears when you click **No** in the **Claims Attachment** dialog box was updated.
- The Edit icon (pencil) in the **Claim Status Notes** dialog box is now enabled.

Using the New Features and Enhancements

The following information will help you understand how to use the features and enhancements in this release. For a more complete explanation of the new features and enhancements, please refer to the Dentrix Help.

Opening the Redesigned Family File

At Henry Schein One, we're redesigning the Family File to make it more intuitive and easier to use. The cards in the redesigned Family File have now been rearranged to mirror the layout of the legacy Family File window.

Note: The new Family File window consists of several cards (**Contact Information**, **Patient Information**, **Continuing Care**, **Primary Dental Insurance**, **Notes**, **Billing Information**, and so on).

To open the redesigned Family File

1. From your desktop, double-click the Family File icon, and then from the **Select Patient** dialog box, select the desired patient.

The redesigned Family File appears.

Dentrix Family File - Davis, Karen (DA0003)

New Family File LEAVE FEEDBACK

File Edit Help

Davis, Karen Patient FORM STATUS HEALTH HISTORY ?

Contact Information		Appointment Details		Patient Information			
Mobile Phone #	Home Phone #	First Visit	Last Visit	Chart #	Gender	Birthdate	Social Security #
-	(801)555-1530	08/06/2024	09/22/2025	DA0003	Female	06/17/1977, 48	000-00-0007
Email		Next Visit	Missed Appointments	Provider	Fee Schedule	DL #	HofH / Guarantor
-		-	1 Missed, 1 Broken	DDS1	<Prov Default>	-	Yes
Address				Ins. Subscriber	Position		
1768 N 150 W, Cisco, UT, 84515				Yes	Single		

Primary Dental Insurance				Continuing Care	
1 dental					
Company	Group Plan	Group #	Fee Schedule	02/13/2026	PROPHY
Equicor Cigna	Noble	18550	-	09/23/2026	BITEWINGS
Coverage	Used	Ded S/P/O	Met		
3500.00	0.00	25/0/0	0/0/0		
Other Coverage					
-					

Payment & Billing Information					Employer	
Payment Amount	Amount Past Due	Billing Type	Last Payment		Noble Finance	
-	-	1	0.00			
0 --> 30	31 --> 60	61 --> 90	91 -->	Balance		
1577.00	0.00	0.00	0.00	1577.00		

Notes SHOW NOTES

Notes are Hidden
Click "Show Notes" to see any notes on file.

Emergency Contact			
Contact Name	Relationship	Phone #	
-	-	-	

Upcoming Appointments				Referrals			
				Referred	Referral Type	Individual or Source	Date of Referral
				By	Patient	Mr. Dean Little	08/06/2024

2. Click the Down arrow next to the Help icon.
A menu appears.

Dentrix Family File - Davis, Karen [DA0003]

File Edit Help

Davis, Karen

Appointment Details

First Visit: 08/06/2024, Last Visit: 09/22/2025, Next Visit: -

Missed Appointments: 1 Missed, 1 Broken

Patient Information

Chart #: DA0003, Gender: Female, Birthday: 06/17/1977, 48, Social Security #: 000-00-0007, Provider: DDS1, Fee Schedule: <Prov Default>, DL #: -, HofH / Guarantor: Yes

HELP DOCS, RESOURCE CENTER, LEAVE FEEDBACK, SUBMIT AN IDEA

- Click the desired option.

Previewing the Redesigned Insurance Claim Window

At Henry Schein One, we've redesigned the Insurance Claim window to make it more intuitive and easier to use. If you are participating in the Beta, you can preview the proposed changes.

To preview the redesigned Insurance Claim window

- In the Ledger, open an insurance claim.

The legacy Insurance Claim window appears.

Primary Dental Insurance Claim (11/12/2025) Batched

File Create Secondary Create Medical Enter Payment Remarks Submit Benefits/Cov Help

Try the New Claim Window
You can switch back anytime if it's not the right fit.

☐ Try the New Claim Window

Patient: Young, Bridgette
Subscriber: Young, Randall
Employer: Central City Clinic

Carrier: American Western Life
Group Plan: Central City Clinic
(Release of Info/Assign of Benefits) (Secondary Insurance)
eClaims Ready: (eClaims is not set up)

Billing Provider: Smith, Dennis
Rendering Provider: Smith, Dennis
Pay-To Provider: Smith, Dennis

Claim Information: Standard

Diagnostic Codes:

Tooth	Surface	Description	Date	Code	Fee	Ins Paid
		Periodic oral evaluation	11/12/2025	D0120	46.00	0.00
		Prophylaxis-adult	11/12/2025	D1110	85.00	0.00

Total Billed:	131.00	Pmt Date	Pmt Amt	Description	Prov
Est Ins Portion:	131.00				
Itemized Total:	0.00				
Total Paid:	0.00				
Total Credit Adj:	0.00				
Total Chrg Adj:	0.00				
Ded S/P/O:	0/0/0				

Adj Date	Adj Amt	Type	Prov

Create: 11/12/2025 **Sent:** 11/12/2025
Partial Payment:

Insurance Plan Note
This is a test note.

Claim Status [Add/Edit Status](#)

Date	Status
11/12/2025	Batched
11/12/2025	Created

Remarks for Unusual Services
(No Note)

- Click the Try the New Claim Window toggle.

The redesigned Insurance Claim window appears, and if there are issues with the claim a banner appears.

Davis, Karen - Primary Dental Insurance Claim (1/19/2026) Created
New Claim Window
LEAVE FEEDBACK

Davis, Karen
Primary
PLAN DETAILS
ENTER PAYMENT
SUBMIT
?

This claim has issues that need your review before submitting. Review issues to see all required and recommended fixes.
REVIEW ISSUES

Primary Insurance Subscriber: Davis, Karen Employer: Noble Finance Carrier: Equicor Cigna Group Plan: Noble Payor ID: 62308 Release of Info: ☒ Assignment of Benefits: ☒																				
Billing Provider Smith, Dennis		Rendering Provider Smith, Dennis		Pay-To-Provider Smith, Dennis		Claim Information Standard														
Procedures <table> <thead> <tr> <th>Tooth</th> <th>Surface</th> <th>Description</th> <th>Procedure Date</th> <th>Code</th> <th>Fee</th> <th>Ins. Paid</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td>Extract, erupted th, rem oth</td> <td>08/28/2025</td> <td>D7210</td> <td>\$255.00</td> <td>\$0.00</td> </tr> </tbody> </table>							Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid	1		Extract, erupted th, rem oth	08/28/2025	D7210	\$255.00	\$0.00
Tooth	Surface	Description	Procedure Date	Code	Fee	Ins. Paid														
1		Extract, erupted th, rem oth	08/28/2025	D7210	\$255.00	\$0.00														
Attachments When an attachment is added, it will appear here.			Diagnostic Codes When a diagnostic code is added, it will appear here.																	
Payments When a payment is made, it will appear here.			Claim Financial Summary <table> <tr><td>Total Billed</td><td>\$255.00</td></tr> <tr><td>Est. Ins. Portion</td><td>\$184.00</td></tr> <tr><td>Itemized Total</td><td>\$0.00</td></tr> <tr><td>Total Paid</td><td>\$0.00</td></tr> <tr><td>Total Credit Adj.</td><td>\$0.00</td></tr> <tr><td>Total Charge Adj.</td><td>\$0.00</td></tr> <tr><td>Ded S/P/O:</td><td>0/0/0</td></tr> </table>				Total Billed	\$255.00	Est. Ins. Portion	\$184.00	Itemized Total	\$0.00	Total Paid	\$0.00	Total Credit Adj.	\$0.00	Total Charge Adj.	\$0.00	Ded S/P/O:	0/0/0
Total Billed	\$255.00																			
Est. Ins. Portion	\$184.00																			
Itemized Total	\$0.00																			
Total Paid	\$0.00																			
Total Credit Adj.	\$0.00																			
Total Charge Adj.	\$0.00																			
Ded S/P/O:	0/0/0																			
Adjustments When an adjustment is made, it will appear here.			Insurance Plan Note Click to add a note.																	
Claim Status <table> <tr> <td>Created</td> <td>Sent</td> <td>Partial Payment</td> </tr> <tr> <td>01/19/2026</td> <td></td> <td></td> </tr> </table> <table> <tr> <td>Date</td> <td>Claim Status</td> </tr> <tr> <td>01/19/2026</td> <td>Created</td> </tr> </table>			Created	Sent	Partial Payment	01/19/2026			Date	Claim Status	01/19/2026	Created	Remarks For Unusual Services Click to add a remark.							
Created	Sent	Partial Payment																		
01/19/2026																				
Date	Claim Status																			
01/19/2026	Created																			

3. Click Review Issues.

The Claim Readiness dialog box appears.

Davis, Karen - Primary Dental Insurance Claim (1/19/2026) Created

Claim Readiness

Please review and resolve these issues before submitting the claim.

• **Required** issues must be fixed or the claim will be rejected.

• **Recommended** issues won't block submission but may cause delays or denials.

1 issues were found - 1 Required, 0 Recommended

Category	Issue	Severity	Fix Issue(s)
BILLING PROVIDER (1)			
Billing Provider	Missing Billing Provider NPI	Required	

4. To address the issue, click the Wrench icon.
- A dialog box related to the issue appears. In this example, the **Provider Information** dialog box appears because the billing provider’s NPI is missing.

Provider Information

Last: First: MI: Suffix:

ID: Title: ☐ Non-Person Fee Schedule: >...

Specialty: SS#:

Street: StateID#: State:

Suite #500 State License Expiration:

City: ST: Zip: TIN#:

Phone: Ext: Medicaid#:

E-Mail: DEA#:

DEA License Expiration:

DEA Schedule: ☐ I ☐ II ☐ III ☐ IV ☐ V

Assigned Operators: Class: ☒ Primary ☐ Secondary

NPI:

☒ Blue Cross ID#: ☐ Blue Shield ID#:

Provider#: Office#:

Medicare#: Other ID#:

UPIN#:

Controlled Substance#:

Insurance Claim Options

☐ Print Provider's Signature Using:

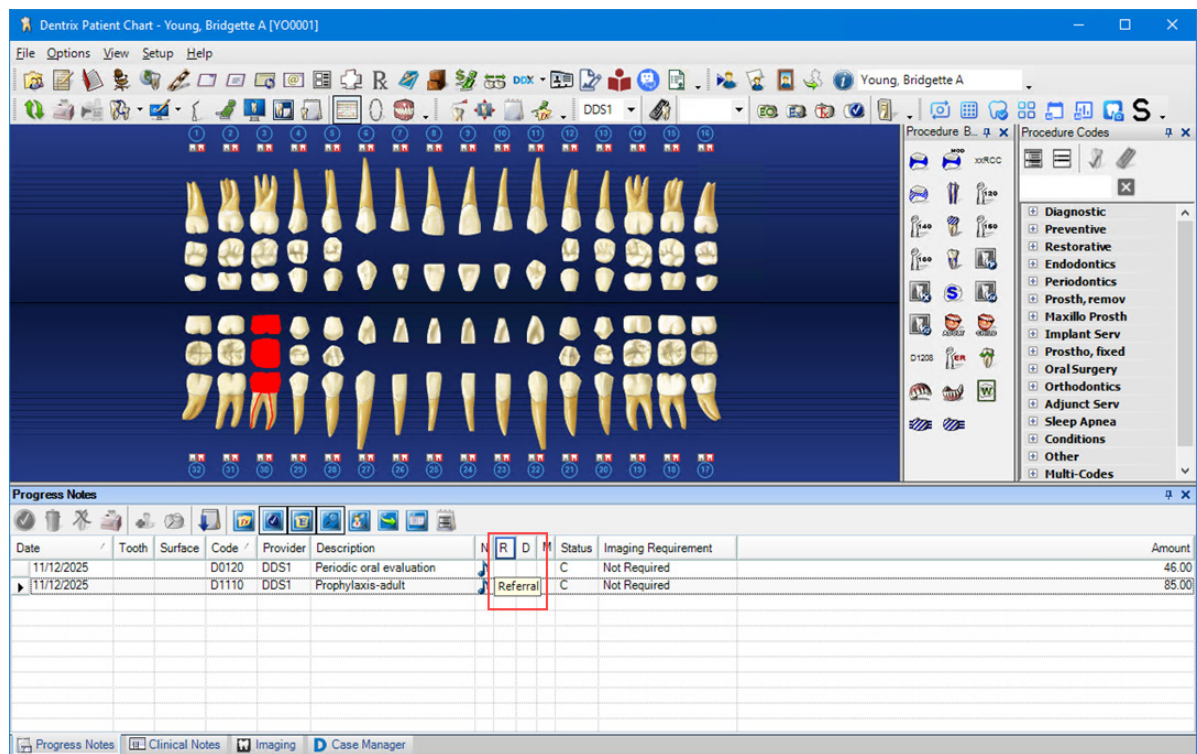
☐ "Signature On File" ☒ Provider's Name

☐ Locum Tenens Treating Provider:

- Supply the needed information, and then click **OK**.
Once all issues are resolved, you can submit the claim.

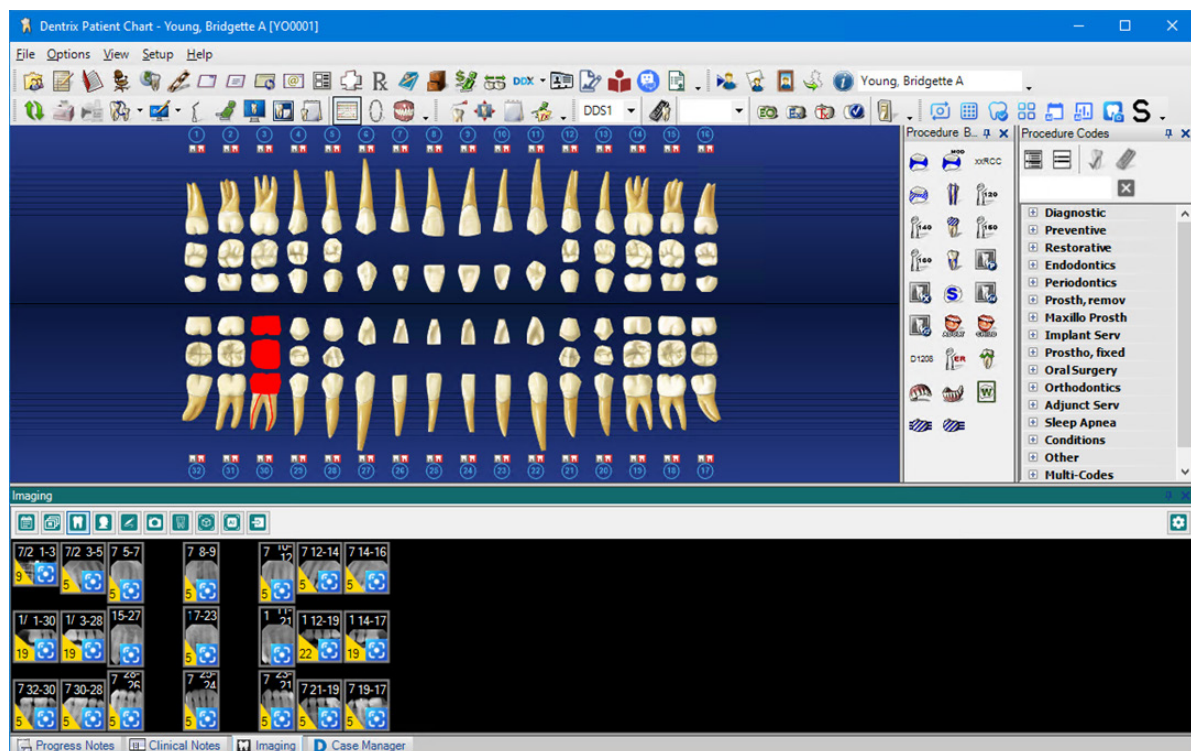
Patient Chart

Tool tips were added to the single-letter icons in the **Progress Notes** panel in the Patient Chart.



By

default, the Imaging panel appears automatically whenever you open the Patient Chart.



Health History

Whenever an error occurs, the **Save Signature** button is disabled in the **Capture Patient's Signature** and the **Capture Provider's Signature** dialog boxes.

1. Open Health History.
2. Click Patient's Signature.

Capture Patient's Signature

Please scan the QR code below to sign and click 'Patient Has Signed' when done.

Note: The signature may take up to 15 minutes to appear on the patient's form in the Document Center.



3. Click Provider's Signature.
The Provider's Signature dialog box appears.

✖ Could Not Save Signature.
No documents found that need to be signed

Capture Provider's Signature

Name of Provider

Practice DentrixDental (DR99) ✕ ▾

Please sign below:



☐ Save Signature for future Use

Forms: Abbott, Ken

×

<

Send On-Demand Form

Use On-Demand forms to send patients a form outside your regular automation flow. For forms you send frequently, set them up in your [Form Builder](#) for automatic delivery.

Select Form

2 Selected

Send to Patient

Form will be sent by text and/or email.

SEND FORM

OR

Scan QR Code

If the patient is nearby, scan this code with their phone or a tablet to complete the form now — no need to send.



DONE

Eligibility Disclaimer

A disclaimer was added to the Eligibility Pro Response Report.

✓ Eligible

Use **Ctrl + F** to Search & Filter

Jonathan Vandaveer

Dentrix Eligibility

Created: November 5, 2025 at 11:37 AM
Transaction ID: cmhm5viz479cgk0lefr8x35

Response Type

Eligibility Pro

Eligibility Essentials

Source

Payer Web Portal

Insurance

MetLife

Eligibility Pro delivers current, web-based eligibility checks with greater detail and accuracy, helping reduce errors and improve efficiency. **Eligibility Essentials** uses EDI (Electronic Data Interchange) methods that provide a more basic level of eligibility information, which may not always reflect the payer's most up-to-date data.

Disclaimer: This eligibility report is for **informational purposes only**. The information is derived from the insurance indicated on the report and is not to be construed as a guarantee of payment. Inquires regarding the accuracy of its content should be directed to the insurance company directly.

Appointment Coverage Details

Patient has no upcoming appointments scheduled.

Patient

First Name
Jonathan

Last Name
Vandaveer

Date of Birth
--

Deductibles and Maximums

✓ Deductible Met

✗ Max Reached

Deductible	Category	IN NETWORK
Individual		
Lifetime Amount	Dental Care	\$3,600
Lifetime Remaining	Dental Care	\$3,600

Maximum

Category

IN NETWORK

Subscriber

First Name
Jeffrey

Last Name
Vandaveer