Improve Cash Flow with Dentrix Ascend Revenue Cycle Management Solutions

Overview

5 features of Dentrix Ascend RCM Solutions to improve cash flow

Feature 1: Automated Eligibility

What Is It?

- Every night, Ascend verifies eligibility for patients scheduled for the **next 4 days**
- Verification results show in the patient's document manager
- Response details depend on the payer

Tip: Maximize the automation by setting up a protocol to review within the 4-day window.

Automated Eligibility: Benefits

One place to find all eligibility information
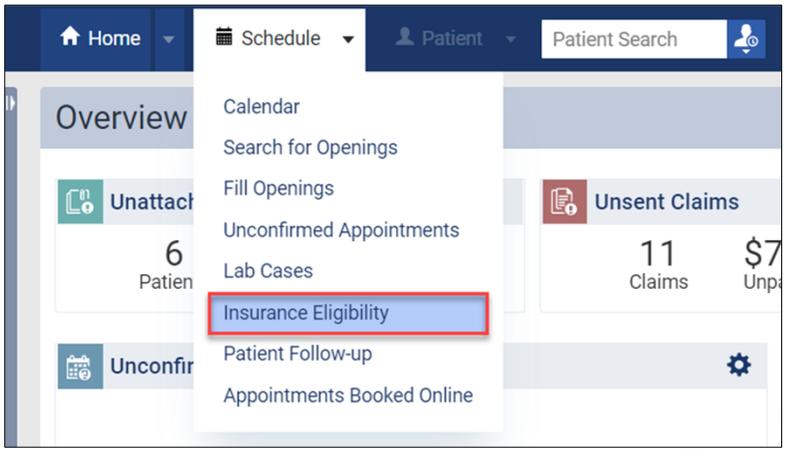
Eliminates hours of work

Launch real-time checks

Know eligibility status of patients prior to appointments

Where to Find It

- Schedule > Insurance Eligibility

Tip: Focus your team's energy on "Unable to Verify"

Tip: If you clicked **Auto verify**, a paperclip icon will appear when there is a response.

If the patient is still in the Unable to Verify list, click the paperclip to open the response.

In the Eligibility Response, check for errors in the patient's name, birth date, subscriber ID, etc.

Do this before the patient arrives for their appointment.

Where to Get Help

- Automated Insurance Eligibility
- Customizing the insurance eligibility list view
- Eligibility FAQ

Feature 2: Automated Claim Attachments Reminders

What Is It?

- Dentrix Ascend alerts you when supporting documentation is recommended for the procedures in a claim.

Claim Attachment Reminders: Benefits

Reduce delays or non-payments from insurance carriers known to accept electronic attachments

Easily capture and submit accurate claims documentation the first time

Don't rely on your memory or others to remember attachment requirements

Where to Find It

Automated recommendations show when you:

- Click **Pre-authorizations** in the Tx Planner**.**
- Click **Patient Walkout** or click a claim in the Ledger.
- Click a claim in the Unsent Claims report.
- Click a claim in **Unsent Claims** (Overview page).

Examples

How To Do It

- An orange warning icon appears when claim attachments are recommended.
- Dentrix Ascend maintains a database of carrier information.
- Recommendations for attachment types are <u>carrier-specific</u>.

Claim Detail - Isaac Chiltepin (Primary) $2,000.00

Procedures | General | Claim Info | ⚠ Attachments | Status/Notes

Add Image | Add from Document Manager | Add Perio Exam ▾ | Remove Selected

Warning. The insurance carrier requires attachment(s) for some procedure(s). | Hide details
D2740 - Full Porcelain/Ceramic Crown Th: 5 | X-RAY
D2740 - Full Porcelain/Ceramic Crown Th: 10 | X-RAY

When To Use It

- Review before sending claims
- Unlimited claims included at no additional charge

Claim Detail - Isaac Chiltepin (Primary) $2,000.00

Procedures | General | Claim Info | Attachments | Status/Notes

Add Image | Add from Document Manager | Add Perio Exam ▾ | Remove Selected

All	Document Name	Classification / Type	Date Attached	NEA #
☐	07/07/2021 - Bitewing Single Ima... (1)	X-RAY ▾	07/07/2021	
☐	07/07/2021 - Intraoral Occlusal I... (1)	X-RAY ▾	07/07/2021	

Tip: When a secondary insurance claim needs an attachment, Ascend reminds you to attach the EOB(s) from prior claims.

Where to Get Help

- Adding Attachments to Claims

Feature 3: Automated Collections Reminders

What Is It?

- A routing panel task reminder that supports RCM best practice

Over-the-Counter Collection Reminders: Benefits

Collect as much as you can at time of service to keep cash flow positive
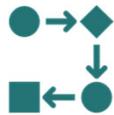
Consistent workflow for the team to follow

Reduce the amount you must collect later

Where to Find It

- Routing panel at appointment completion – Collect Payment task
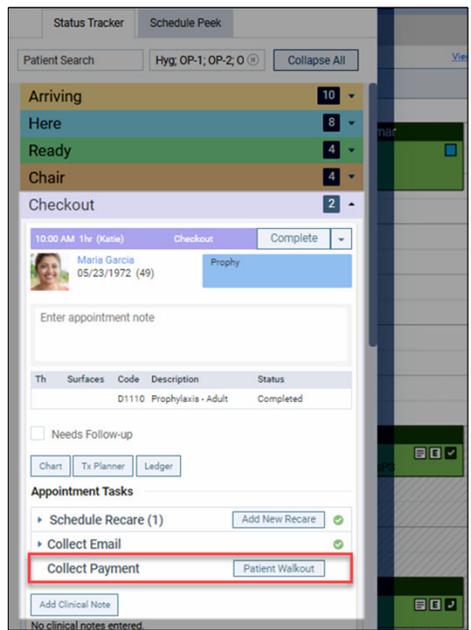
How To Do It

- Click **Patient Walkout** to open the Patient Walkout window
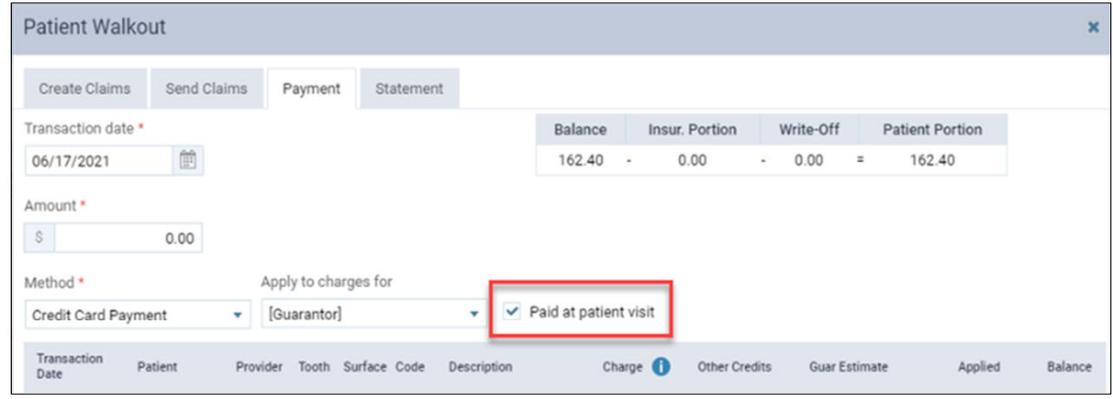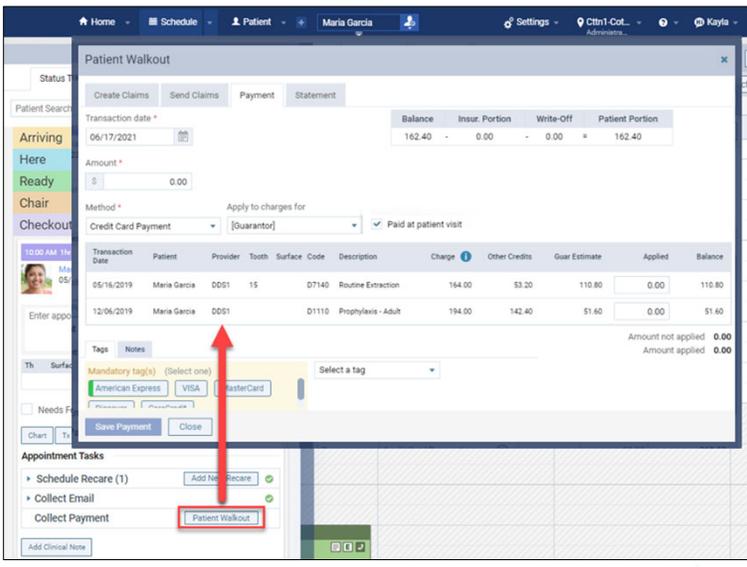
Tip: If your practice collects at the time of service, check **Paid at patient visit** to see OTC percentage in the Payment Analysis report

When To Use It

- Continuously – make it part of the office visit workflow
- Standardization in workflows when you are using the routing panel

Where to Get Help

- Increasing Over-the-Counter Collections
- Collecting Payment at Patient Checkout
- Seeing Your Over-the-Counter Collection Numbers
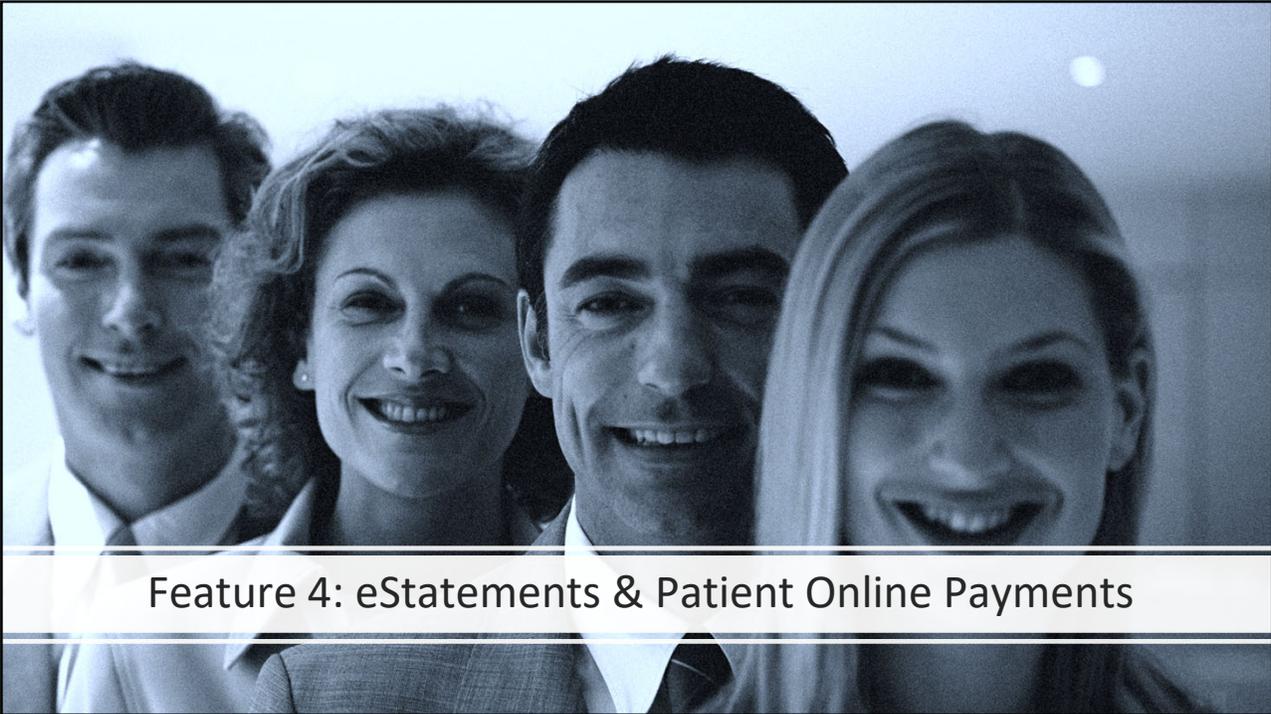
Feature 4: eStatements & Patient Online Payments

What Is It?

- Practices can send electronic statements via text or email
- Link from eStatement to pay online

Patient Online Payments: Benefits

Your patients will appreciate the convenience

Save cost of printing/mailing

You'll get paid faster

Tip: Customize the electronic statement message (Settings > Patient Communications). Choose the preferred contact method (email or text).

Where to Find It

- Patient on-demand (Billing Statement/Patient Walkout)
- **Home** > **Billing Statements**
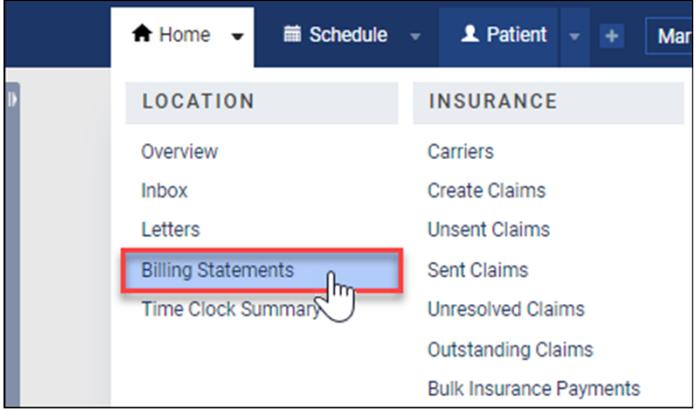
How To Do It

- Generate an estatement using the **Actions** menu:
  - Choose which patients to send eStatements
  - Choose which patients to send printed statements
- WorldPay account required to accept Online Payments.
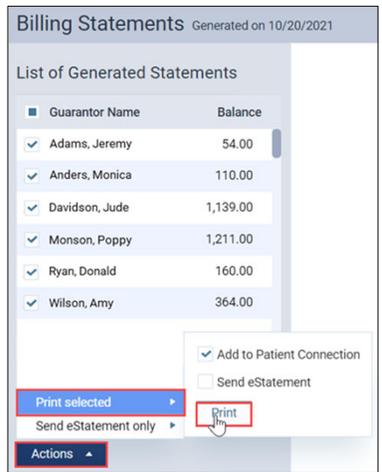
Tip: Use the **Billing Statements to Print** dialog box to print statements for patients who cannot receive an electronic statement.

Billing Statements to Print

Warning. Electronic statements could not be sent to 3 guarantors, due to the lack of a valid email address and/or mobile number. No records have been added to Patient Connection.

Guarantor Name	Balance
Cervantes, Nemesio	693.00
Chart, Pat	270.00
Chiltepin, Isaac	368.00

Actions ▲   Cancel

Tip: Access the **Inbox** from the **Home** or the **User** dropdown menu to view online payment messages.

These come in throughout the day as patients make payments.

🏠 Home ▾   📅 Schedule

LOCATION
Overview
Inbox
Letters

OR

▾ ❓ ▾   11 Kayla ▾

Inbox   11
Messages   11
Online Payments
Denti-Cal

Inbox

Messages 7   Online Payments   Denti-Cal Reports

Search guar./card holder/ref #   View ▾

Date & Time ↓	Guarantor	Card #	Card Holder	Card Type	Transaction ID	Reference #	Status	Amount
07/06/2021 — Yesterday								1
07/06/2021 2:04 PM	Stanley Williams	****1234	Stanley Willi	Visa	1844708240	Stanley Williams	Applied	70.00
07/02/2021								2
07/02/2021 2:32 PM	Isaac Chiltepin	****2345	Isaac Chilte	Visa	1807559000	Isaac Chiltepin 9...	Unapplied	200.00
07/02/2021 9:16 AM	Maria Garcia	****3456	Maria Garci	Visa	1803447337	Maria Garcia 789...	Unapplied	350.00

When To Use It

- Process overnight payments and unapplied credits in the Ledger at the start of each day.

Online payments are broken out in the Payment Analysis report

Integrated Payments Report

Print

Worldpay account	CC Processing ▼	ID	1104891				
Date & Time ↓	Card Holder ⇕	Card Type ⇕	Transaction ID ⇕	Source ⇕	Reference # ⇕	Transaction Type ⇕	Amount ⇕
07/01/2021 - 07/07/2021 📅	Search here 🔍	Select type ▼	Search ID's 🔍	Select ▼	Search 🔍	Select type ▼	Search 🔍
07/06/2021 | 2:06 PM	Maria Garcia	Visa	1844727872	Online	Maria Garcia 123 4…	Payment	$350.00
07/06/2021 | 2:06 PM	Isaac Chiltepin	Visa	1844708240	Online	Isaac Chiltepin 123…	Payment	$200.00
07/02/2021 | 2:34 PM	Stanley Williams	Visa	1807591122	Online	Stanley Williams 8…	Payment	$70.00
07/02/2021 | 2:32 PM	Martha Jones	Visa	1807559000	Online	Martha Jones 890…	Payment	$60.00

Tip: The Integrated Payments Report shows credit card payments (made in office or online) that have been posted, voided, or refunded using Dentrix Ascend Pay.

Use this report to reconcile credit card transactions in Ascend with transactions in WorldPay iQ reports.

Where to Get Help

- Sending Electronic Statements
- Dentrix Ascend Online Payments
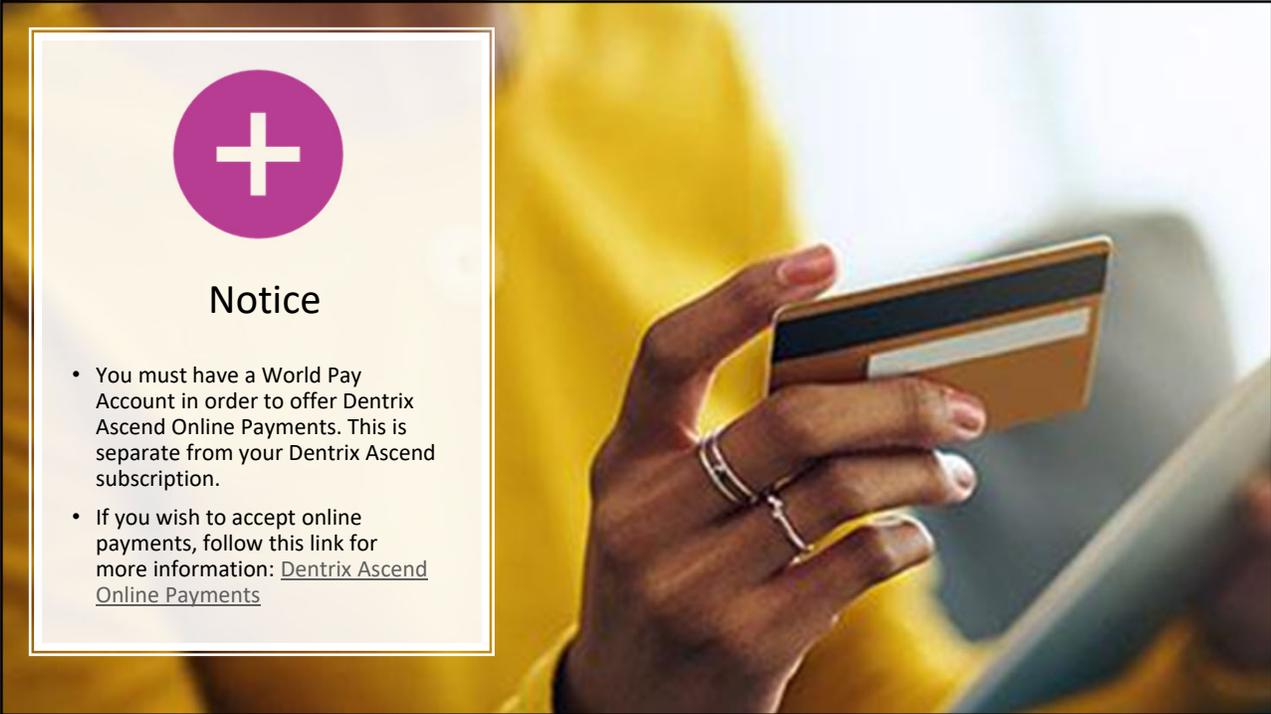
Notice

- You must have a World Pay Account in order to offer Dentrix Ascend Online Payments. This is separate from your Dentrix Ascend subscription.

- If you wish to accept online payments, follow this link for more information: Dentrix Ascend Online Payments

Feature 5: Dentrix Ascend Pay

What Is It?

- Native credit card payment functionality in the Ascend Ledger.
- Process patient payment at the time of service.
- No manual entry or credit card receipt reconciliation required.

Dentrix Ascend Pay: Benefits

Team efficiency

Void and Refund directly from the transaction

Error reduction

Receipts

Tip: Depending on the device, you can offer contactless payment option. The Dentrix Ascend Pay overview details compatible devices.

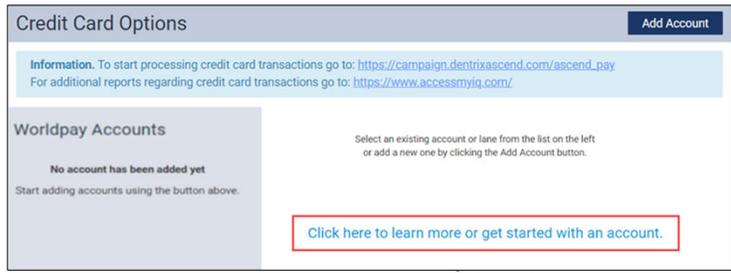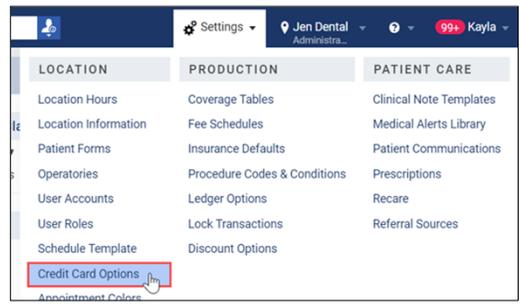**Tip**: Batching is done automatically; no need to run a batch or close out the day.

Ascend Pay Set-up

- From the **Settings** menu, select **Credit Card Options**.
- Click the hyperlink to get started with a World Pay account.

Where to Find It

- Ledger payment window

When To Use It

- Payment part of the patient visit

Where to Get Help

- Dentrix Ascend Pay
- Dentrix Ascend Pay overview
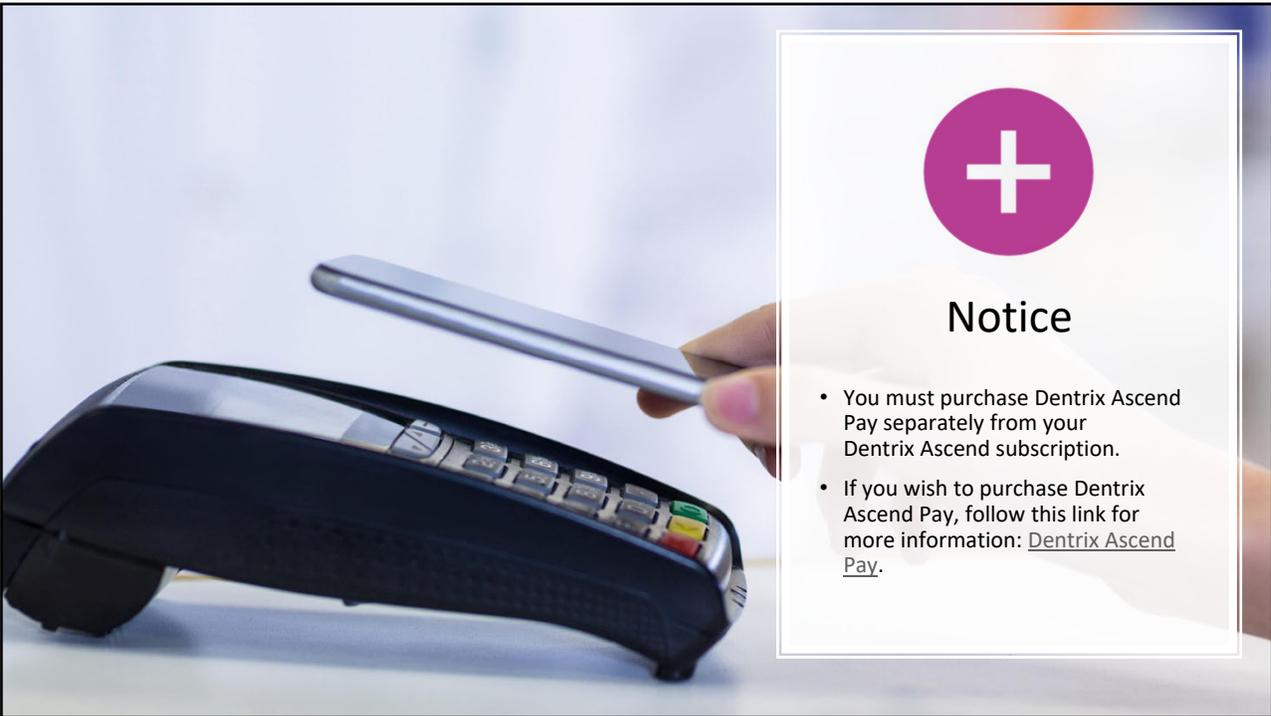
Notice

- You must purchase Dentrix Ascend Pay separately from your Dentrix Ascend subscription.

- If you wish to purchase Dentrix Ascend Pay, follow this link for more information: Dentrix Ascend Pay.

Review

Feature	Included	Additional	Benefit
Automated Insurance Eligibility	✓		Let Ascend check eligibility status of patients prior to appointments.
Automated Claim Attachment Reminders	✓		Easily submit accurate claims documentation the first time.
Automated Collection Reminders	✓		Collect as much as you can at time of service.
Patient Online Payments		✓	Get paid faster and offer your patients a convenient payment option.
Dentrix Ascend Pay		✓	Native credit card payment functionality in the Ascend Ledger

Q&A

Dentrix Ascend
Online Payments

· Convenient 24/7 online payments
· Maintain cash flow
· Payments automatically post to the Ascend Ledger

LEARN MORE

Dentrix Ascend Pay

· Accepts most popular payment types such as credit/debit, EMV (chip), magnetic strip, and contactless payments
· Bative Dentrix Ascend payment component
· Manages void and refunds and automatically posts to the Ascend Ledger

LEARN MORE

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