



CLAIMS PROCESSING JOURNEY

1

OFFICE SUBMITS CLAIM

You submit the claim using your practice management software. Once you've done that, the software will provide you with a confirmation to let you know that your claim is on its way.

What you need to know:

If you have any problems at this stage, call 1-888-647-2547. We're here to help you!



2

HENRY SCHEIN ONE BATCHES CLAIMS

Henry Schein One takes your claims, puts them in a batch, and sends them to the clearinghouse. The clearinghouse helps connect dental provider claims with the correct payors.

What you need to know:

Change Healthcare, one of the nation's leading clearinghouses, is experiencing an ongoing cyber incident and has temporarily stopped processing claims. Because of this, Henry Schein One is now processing claims using a new clearinghouse.

If you use a Henry Schein One solution, continue processing claims as usual. If you're not currently using Henry Schein One, the ADA recommends submitting paper claims until things are back to normal.

3

CLEARINGHOUSE ROUTES CLAIM TO PAYOR

The clearinghouse sorts your claims and sends them to the right payor.

What you need to know:

If you haven't received status updates about your claims, we recommend that you contact the payor directly.



4

PAYOR APPROVES OR DENIES CLAIMS

The payor then reviews your claim. If they approve it, you'll get paid for the services. If not, you'll receive a rejection notice.

What you need to know:

Electronic payments may be delayed due to the cyber incident. To avoid delays, we recommend that you request paper checks in the mail from your payors.

To help bridge temporary gaps in cash flow, we offer short-term financing for Henry Schein One customers. Click HERE to apply for a short-term business loan.

FAQ

For more information or answers to specific questions see our [FAQ page](#).

Key:

- Moving at normal rate
- Slightly slower traffic
- Slowed due to cyber incident