



SOFTTECH

Knowledge | Capability | Vision



This Issue

EMC [P.1](#)

Did You Know [P.2](#)

Quarterly Tip [P.3](#)

For Your Information [P.4](#)

It's as Simple as EMC

Due to the benefits of electronic processing over manual processing and with so many people now filing electronically, the Internal Revenue Service has decided to stop mailing tax forms and instructions.

Electronic claim processing has been a staple in dental practices for well over 20 years. Isn't it time to stop spending valuable hours each week verifying patient insurance eligibility, preparing claims, and tracking claims status?

But don't be fooled, not all electronic claim services are created equal. Pricing is not the only attribute that makes a difference. Dentech EMC is the only electronic claim service that is designed for your Dentech software. When you utilize the Dentech EMC program it allows you to accurately track your electronic claims using your Insurance Aging report. Dentech EMC works seamlessly with the accounting of all transactions in the practice.

Dentech EMC also uses payer id's to route your claims electronically to your payers. Third party solutions ("claim grabbers") use the payer name and address to submit the claims. This often results in claims being submitted to the wrong payer resulting in a delay with your payment.

The Dentech EMC support help desk is an incredible asset that will assist you with the entire electronic process. Third party solutions ("claim grabbers") do not provide the same overall value. To explore your Dentech electronic processing options, please call 800.233.4998 ext. 215

The benefits of Dentech EMC:

- **Save money and resources:** Eliminates postage, supplies and mailing tasks.
- **Save time and effort:** Create, validate and electronically send to your payers so your staff can focus on patient care and identifying revenue opportunities.
- **Reduce errors, omissions and rejections:** Eliminate double-entry with payer specific editing and error checking. You also get a detailed report to review for errors and rejections which verifies transmission of claims and avoids payment delays.
- **Increase cash flow:** Decrease your accounts receivable by improving submission time and processing of claims for faster turnaround of insurance payments.
- **Send all claims electronically:** Claims that can not be processed electronically will be printed and mailed for you at the same rate as electronic claims.



Did You....
Know!

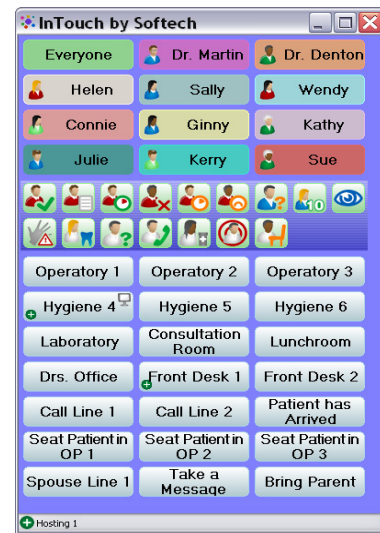


You can use your
Computers
to communicate!

Are you looking for better communication within your practice? For years dentists have been limited by the old-school lights and hard wires used with in-office communication systems. They are expensive and often entail routing wires through walls in order to set them up. Modern technology has provided us with a much improved and more efficient option for inter office communication; computer software.

As the dental industry moves towards the paperless office, more practices are incorporating computers into their operatories. This makes the use of inter office communication software such as InTouch, a logical solution. InTouch is a software based Inter Office Communication program that allows users to discreetly page specific staff members using customized colors and sounds. All communication takes place directly through the already established computers for each work station. In addition, InTouch runs with any Practice Management or Clinical Software.

Fully customizable, InTouch Intra-Office Paging System is a value for any office environment no matter the size. The Instant Messaging feature provides staff members with a means to communicate discreetly between specific office locations or to send general messages to all locations. While an on-board Alert Manager reminds users of un-acknowledged pages. This is just a sampling of the many features that are a part of InTouch.



For more information and a complete demonstration of the InTouch Intra-Office Paging System, go to www.Intouch.us.com. Or contact a Softech, Inc. representative at 800.233.4998.



EYE ON IT Current Industry Trends

- Digital Radiography
- Periodontal Voice Charting
- Restorative Voice Charting
- Electronic Claim Submission
- Electronic Billing Statements
- Intra-Office Communication
- Patient Education Software
- Patient Communication

FYI

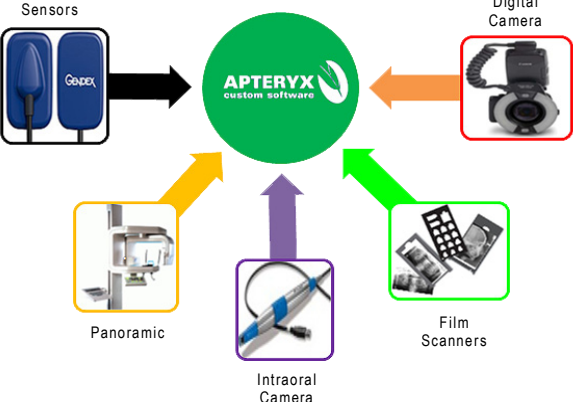
Tired of writing checks or want to get points for using your credit card? Remember, you may pay your account by credit card, we gladly accept the following cards...

- Visa
- Mastercard
- Discover
- American Express

Please contact our Accounts Receivable Department to update your payment selection. 800.233.4998 ext.225

Did You.... Know!

It only takes ONE universal digital imaging solution to connect multiple types of imaging equipment.



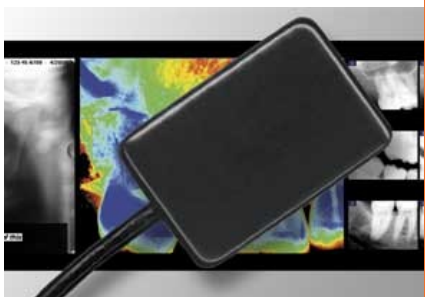
Today's dental images are captured with many different sources. With Apteryx® Imaging's universal "plug and play" design, you can:

- Pull x-ray images from digital sensors and scanners, full color images from intraoral and extraoral cameras and many other digital sources
- Images embed within patient's tooth chart
- Auto-populates with patient information therefore eliminates redundant manual entry
- Add new imaging technologies without having to retrain staff
- Use the latest and greatest technology available

As the industry's leading open-architecture digital image management program, Apteryx® captures, enhances, and displays ALL of your dental images. If you would like more information, contact a Softech, Inc. representative at 800.233.4998.



- Ideal for practices of all sizes.
- Recommended for multiple locations.



Quarterly Tip

Notice For DenChart™ Users

Do Not Mix Operating Sys-



PLEASE NOTE: Softech, Inc. is notifying all DenChart™ users the following information.

Due to the considerable differences between Windows XP and Windows 7 speech recognition, it is imperative that one operating system platform be consistently utilized throughout the network in a dental office.

The DenChart™ solution has been designed to run on either Microsoft XP or Windows 7 independently. Modifications to Windows 7 speech recognition by Microsoft® renders the speech functionality completely different from Windows XP. Each platform requires that voice be trained differently.

By using a single operating system throughout your office, you will get consistent experience across all workstations.



For additional information contact us at 800.233.4998 ext.239 - or email lisa.matey@dentech.com

Professional Development

The process of growth, expansion, and progress for the betterment, advancement and improvement process.

For Your Information For Your Information

Complimentary Webinars a Huge Success

The complimentary webinar has proven to be a win-win for all! In the second quarter we introduced complimentary sessions every week to address training requests. This has proven to be valuable for everyone. Not only does it address specific questions and procedures for your practice, it has helped to reduce the call queue for the support help desk. To take advantage of the complimentary enhanced webinar training call (866) 549-8702. However, if we determine that your question or procedure requires **more than 15 minutes** of instruction, a separate training session will have to be scheduled. Due to overwhelming response, there is a one webinar per quarter per office limit.

Supporting Windows is Easier with GoToAssist

GoToAssist enables a Softech support representative to view and solve a problem remotely. Often a support representative can resolve your question or issue over the phone. However, when more complicated problems arise, GoToAssist will allow remote access to your computer to resolve your problem quickly and efficiently. GoToAssist is safe and secure because it is a screen sharing tool and you will be in charge at all times.

2011 National User's Conference (Worth Repeating)

We have had several inquiries about the 2010 User's Conference. Originally, the plan was to hold the conference in September 2010 in Dearborn, Michigan, however, with several impending software releases, the tentative plan is to move the conference to 2011. One of the locations being considered is Atlantic City, New Jersey. We will keep you posted as more details become available.

SOFTECH Issue 03 3rd Qtr. 2010

28104 Orchard Lake Road
Farmington Hills, MI 48334
800.233.4998 phone
248.855.1688 fax

