



Emdeon Dental Digest

Attention Dental Claim Submitters

Emdeon Business Services allows you to manage your dental practice more efficiently by saving your office time, streamlining the claims process and enabling faster payment reimbursements.

Electronic Claims Service:

With Emdeon's electronic claim service, time spent printing, stuffing and mailing claims is over. No more waiting for claims to be mailed and delivered to insurance companies. It's simple and there is no better time to start than now! If you are already submitting some of your claims electronically, you can easily help your busy practice increase its efficiency by submitting **more** of your claims electronically.

Practice Management Software Partner Integration:

Take control of your insurance billing while working in tandem with our practice management software partners. Sign up for Emdeon's Eligibility and Benefits solutions via your practice management system. Track your electronically submitted claims from within your software solution – and send patient statements electronically through your software.

Electronic Remittance Advice (ERA) – Electronic EOBs:

An electronic remittance advice is an electronic transaction that enables you to receive claim payment information electronically.

With Emdeon's ERA service you can improve your office workflow and productivity by knowing which claims have been paid and in what amount. By receiving your EOB information electronically you can process secondary claims much faster and shorten the number of days your receivables are outstanding. Also, you can quickly search, view or print each remittance as needed. In conjunction with a practice management system the ERA information can be interpreted within your software and facilitate posting to the patient's account. Several clerical posting steps can be abbreviated or eliminated thereby saving you time and money. Use Emdeon's ERA service today and streamline your reconciliation process!

Have you heard about Emdeon's web portal?

Real-Time Eligibility and Claim Status Services: Emdeon Dental Provider Services (DPS) is a powerful web-based application designed to provide a simple, end-to-end, single-source solution for dentists. Real-time claim status and tracking are easily accessed via the internet, connecting your office to the largest group of payers in the industry. Through DPS, claim tracking has never been easier. Claim information is compiled and presented in an easy-to-use consistent layout, allowing you to track claims throughout the adjudication process.

Dental Provider Services (DPS)

www.emdeondental.com

Emdeon is proud to offer dental practices access to our dental web portal. This site enables dental practices to:

- Track electronically submitted claims from submission through the adjudication process
- Check claim status in real-time
- Verify patient eligibility and benefits
- Obtain immediate responses directly from payers
- Communicate with many payers from one web portal

Sign up TODAY at www.emdeondental.com.

Claim tracking and claim status inquiries are currently free – it's our way of saying thanks for sending claims electronically!

Visit our website at www.emdeondental.com or call us at 888.416.0673, Option 2 for more information.





Frequently Asked Questions

Who is Emdeon?

Emdeon is the leading provider of business, technology and information solutions that transform both the financial and clinical aspects of healthcare delivery. At the core of Emdeon's vision is the commitment to connect providers, payers, employers and consumers in order to simplify the business processes, to provide actionable knowledge at the right time and place and to improve healthcare quality.

Why Emdeon Dental Services?

Emdeon Dental (formerly known as WebMD, MeE, NEIC and CPS) is one of the largest electronic clearinghouses for dental claims and the leading provider of dental EDI solutions. Over 83,000 dentists, utilizing over 140 dental software systems, have chosen Emdeon Dental as their electronic claims vendor of choice. Emdeon handles over 98 million dental claims every year. Furthermore, our interactive eligibility service enables provider offices to communicate directly with insurance companies to receive patient plan benefits. With Emdeon Dental Services your office is able to check eligibility and benefit information while your patient is in the office, helping your practice become more efficient.

Can I submit all of my dental claims electronically to Emdeon?

Yes, you can submit all of your dental claims electronically to Emdeon Dental. For the small number of insurance companies that do not accept electronic claims, Emdeon Dental simply generates a standard paper claim from your electronic submission and mails it on your behalf.

Once I generate my claims electronically, how can I be sure that I sent the right information and that Emdeon Dental received my data?

Most practice management systems will provide a Submitter Report that lets you know if something is wrong with a claim (i.e. missing procedure codes, incomplete policy numbers, etc.). Once corrected, your data is sent to Emdeon Dental and you receive an itemized Transmission Summary that lets you know each claim was received completely and intact.

What about my attachments?

You can still send your claims electronically. Many payers will notify you via electronic reports if further documentation is required. If additional documentation is requested by the payer, the attachment can be returned either by mail or electronically using electronic attachment software. Check with your software vendor for options. Check payers' websites regularly for updates on their attachment requirements and their ability to accept them electronically. Documentation requirements occasionally change.

How does Emdeon's real-time services benefit my office?

With Emdeon Dental Provider Services (DPS) you will reduce phone calls to insurance companies, improve patient services, expedite reimbursements, increase office efficiencies and eliminate labor-intensive claim report monitoring.

What features are available with Emdeon real-time services?

With Emdeon Dental Provider Services (DPS) you have access to verification of patient eligibility and benefit information which provides immediate results directly from payers. Because Emdeon Business Services is a single-source solution for multiple payers, you can automate time-consuming business functions. Plus with DPS, you can track your electronically submitted claims from virtually any web-enabled computer. In addition, many payers provide detailed plan information as well as claim status inquiries.

Are these services available only through Emdeon Dental Provider Services?

No. Many practice management vendors have integrated all of Emdeon's new services within their software allowing the practice to access this information easily within the desktop software.

Emdeon is a leading provider of business, technology and information solutions that transform both the financial and clinical aspects of healthcare delivery.

To learn more about our company, our services, and our commitment to improving healthcare, visit our website at www.emdeondental.com or call us at 888.416.0673, Option 2.



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