

GET YOUR
“NEXTPERTISE™”

ON

QSiDental | UGM

Presenter(s):

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Topic

Enhancing the Patient Experience

Level

Tuesday, November 13 – 1:45PM to 3:00PM

Things our lawyers make us say...

Neither NextGen Healthcare nor any presenter at the Users Group Meeting is engaged in rendering legal or other professional advice and this presentation is not a substitute for the advice of your attorney, accountant and/or other professional advisor.

Session Guidelines

- Turn off all cell phones & pagers
- Questions will be addressed at the end of the presentation
- Refrain from personal discussion

Improving the Patient Experience

Objectives

- What do patients want?
- How can you engage them while in the operator?
- What role does digital radiography play?
- What is EDI and how can EDI services help?



What do patients want?

- Wifi for the waiting room
- Informative videos
- Magazines
- **More quality time while in the operatory**



How can I engage my patients?

Tools for Better Engagement

- More patient education
- Better technology
- Better equipment
- Time-saving services for your staff



Patient Education

Patient Education and Acceptance

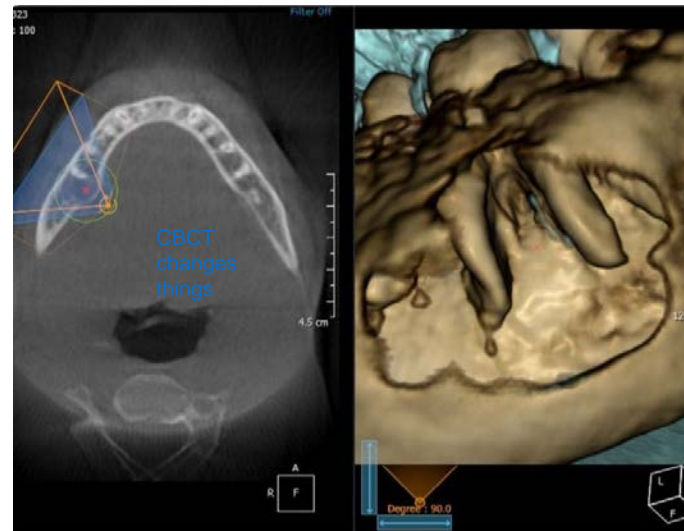
- Digital radiography
- Digital photography
- Patient Videos (SideKick)
- “Take Away” documents



Technology & Equipment

Technology & Equipment

- Socially sharing the dental experience with digital radiography, photographs and patient education software
- Digital images result in better communication



Technology & Equipment

- NEA & Attachments
 - Electronically transmit x-rays, perio charts, intraoral photos, EOB's and any other required information for insurance carriers to view in support of electronic claims.



Time-saving Services

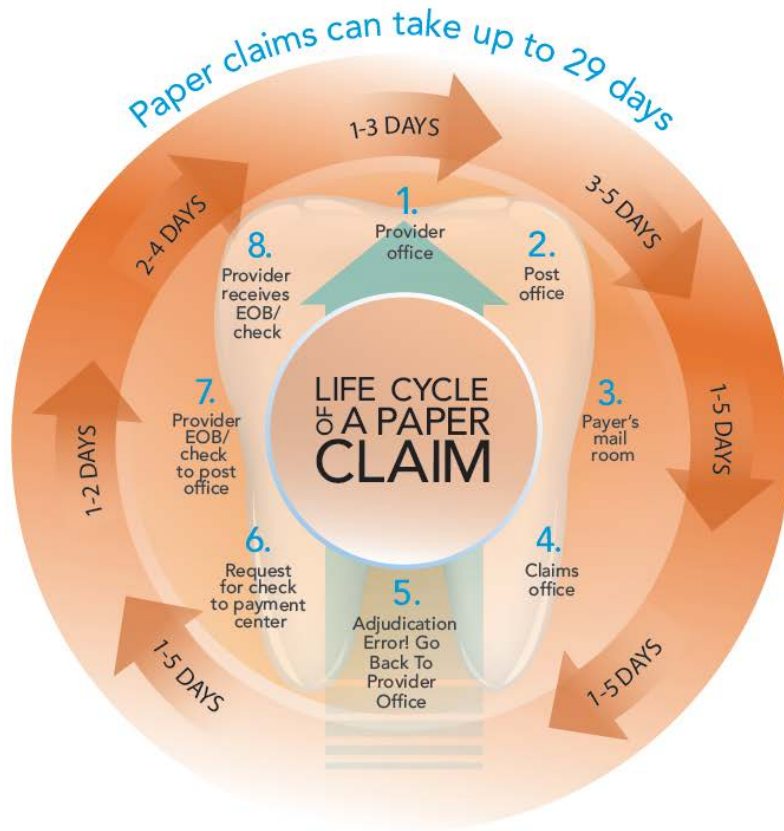
What is EDI?

- **EDI**
 - Electronic Data Interchange (EDI) - the paperless, computer to computer transmission of data using a computer modem and telephone line or Internet connection.

How can I implement in my practice?

- Front Desk schedules appointment, obtains insurance info
- 271 benefit information transaction automatically requested and returns benefit info
- Doctor provides and enters treatment – required attachments automatically sent to NEA
 - Auditing prior to posting/billing as needed
- Auto insurance billing runs on the overnight – claims are sent
- ERA is returned, payments are posted and EOBs auto-filed.

EDI Claims Cycle



*Checks are mailed to Provider based on Payer "Bulk Payment Cycle"

In electronic claims – payments are automatically posted!

EDI Services

- Less time for your staff means more time with patients
- No more manual intervention or phone calls to insurance companies
 - Eligibility Verification
 - Claim Status
 - Electronic Claims Processing
 - EDI Portal
 - Automatic Address Verification (Fast Forward)
 - Electronic Remittance Advice (ERA Scanlink)

Future of EDI

- Automated benefit transactions
- NEW ScanLink service –
 - Update fee schedules
 - Better reporting – are you being paid correctly?
- Real-time transactions

Questions?