

Insurance

- A tighter control of insurance tracking has been implemented in the latest version of the software, 3.5N(80). The "effective date" of coverage strictly governs the patient's link to a particular insurance carrier or plan. When entering the date, be sure that it is entered ON or BEFORE the transactions you are posting. The "Coverage Change" transactions should appear above the completed treatment transactions in the patient's ledger.
- When updating insurance coverage use the *Search* key in the *Effective date* field to view family coverage history. Then either select the coverage to be corrected or enter the new date. Press *Search* again to view inactive coverage.
- *Patients With Unbilled Insurance* is in the *Insurance* area of your Datacon system, and is a list of patients who have had treatment that the software has flagged as billable but that has not been billed. This list is maintained by the software. We recommend an audit of this list on a regular basis (daily or weekly). You can find out why the software is detecting unbilled procedures by pressing **print** on the patient ledger.
- *Outstanding Insurance Forms* is in the *Insurance* area of your software. These forms are flagged as not yet paid by the insurance carriers. Audit this list regularly to do timely follow-up to claims such as resubmitting, sending a letter, or reconciling outdated or denied claims. Use **search** in this list to locate claims based on a multitude of criteria.