

Secure Backup

by Buddy Kurz

As you may know, three years ago when Datacon's founder Duane deLong decided to retire, grow grapes, and make wine the Datacon of Old was split into two separate companies. Datacon Dental Systems (that's us) took over the software side of the business and Duane's son Jay started a new IT business called dmi Networking Solutions that handles the hardware side of things for many of our clients. They recently came across an interesting piece of hardware that we thought would be of interest. A company called Apricorn makes an assortment of USB drives and Flash drives that are hardware encrypted. Normal drives of the type found at Target or similar places are not encrypted and if one falls into the wrong hands various files could be accessed. Your Datacon data cannot be read without a copy of the Datacon software and appropriate passwords but there may be other information included in the backup that does not have this level of protection. This means your backup drives should be treated like gold bricks and kept in a safe place. Encrypted drives require either a fingerprint or a PIN for access. When used as a backup drive for your Datacon data, these drives provide an extra level of security for your HIPAA protected data. Even if one of these drives is lost, it is not possible for someone without the PIN to access any of the data. The prices of these drives start at around \$150. We don't sell hardware and don't mean to suggest that this is the only secure backup option available but thought everyone should know of the availability of this type of hardware. dmi has tested an Aegis Padlock drive from Apricorn and considers it to be a good option. If you are interested, contact dmi (707.523.5915) or search the web for Apricorn or other options.



Apricorn's Aegis Padlock

Account Aging List									
Oldest Balance First Alphabetical Order									
Name of Account	Doctor	Account Total	Curr.	31	61	91	Over 120	Billed to Insurance	Days Since Payment
Murray, Mr. Thomas	LIP	-32.00	-32						N/A
Wong, Pamela Lynn	LIP	-53.85	-53						N/A
Rummen, Shelley	LIP	-150.00	-150						N/A
Aguilarera, Arocles	LIP	-30.00		-30					N/A
Tomey, Ms Cookie	LIP	-33.00		-33					N/A
Wikstrom, Marletta	LIP	-50.00		-50					N/A
Hanley, Darryl	LIP	-57.00		-57					N/A
Kodiak, Nancy S.	LIP	-146.00	-80	-66					N/A
Lerner, Mr. Patrick	LIP	-153.00		-153					N/A
Combay, Mr. Ty	LIP	-361.50		-361					N/A
Jones, Walter	LIP	-595.00		-595					N/A
Kennedy, Jan	LIP	-35.00			-35				N/A
Paterra, Mr. Russell	LIP	-39.00			-39				N/A
Ganahl, Joan	LIP	-5705.00			-5705				N/A
Davis, Kristin	LIP	-158.00			-45	-113			N/A
Goode, Renee	LIP	-76.00	-75				-1		99
Zudonyl, MaryAnn	LIP	-2.00					-2		922

Credits in Your Receivables?

In last month's newsletter, we discussed the option to have the software keep a separate total from accounts with credit balances. If you missed it, you can find this and many other past articles on our website. If you are not using this option, you can see accounts with credit balances at the end of the aging list. These can be like a pile of stuff in your basement, ignored and forgotten, or they can be a source of additional revenue. You might ask how? A suggestion from a long time Datacon user who did this very successfully is to use credits as a way to get patients who have not been seen for a while to return to the practice. Imagine you have a patient who has a credit of \$35 who missed their last recall. Make a phone call and offer the choice of you issuing a refund or them coming in for their recall appointment or other treatment. You are generating good will by pointing out the credit and many will opt to come in and use up that credit rather than have you send them a check. The \$35 credit turns into additional production and you have a patient back in the system getting the care they should have. There are a number of ways your software can be leveraged to identify these people. One would be to customize the display to include the account balance on the list of patients without recall, the list of recall, or the recall report. Another would be to make a list of accounts with credits and remove patients that have been seen recently. A list would provide a place to keep notes on your contact efforts and their responses. If you are not familiar with customizing things or creating lists, you can learn more by taking advantage of the quarterly training that comes as a benefit of software support. You are entitled to 45 minutes of online training on any subject during each calendar quarter.



Insurance Rejects

It seems like the insurance companies are always coming up with interesting new reasons for rejecting your claims. A new one for us was a company demanding that the transaction date on a PAPER claim should have a zero as the first character for months less than ten.

("01/24/13" vs " 1/24/13")

Picky picky picky. Software versions dated 2/20/2013 and later have been modified to put the zero in front.

Another issue that came up recently was with Delta requiring the "Area of Oral Cavity" box 25 to be filled out. We checked with them and there was no policy change requiring this information but apparently some of their people are looking for this and some are not. Your insurance form specifications can easily be changed to accommodate this. There will be an item in the transaction area titled "Tooth or Quadrant" that should be changed to "Tooth Only" and an item can be added titled "Quadrant Only". This is available in software dated 2/16/2013 and later.

RECORD OF SERVICES PROVIDED					
24. Procedure Date (MM/DD/CCYY)	25. Area of Oral Cavity	26. Teeth Screen	27. Tooth Number(s) or Letter(s)	28. Tooth Surface	29. Procedure Code
1 01/21/13	20		4	MO	D2392
2 02/11/13					D4341
3 02/22/13			10		D2750

Item Description	Row	Col
*Transaction date MM/DD/YY	4.33	0.30
*Quadrant code only	4.33	1.30
*Tooth only	4.33	2.00
*Surfaces	4.33	3.10
* ADA code for procedure	4.33	3.65

Neither of these issues affect people using electronic claims because the data requirements for electronic claims are well defined and not so subject to interpretation.

Do You Want to Track Changes to Appointments?

Have you ever been curious as to how many times a patient has scheduled or rescheduled their appointment? Did you know that your software can track changes automatically for you? The system tracks the user that scheduled, rescheduled or removed the appointment, as well as the date it was done. You can see this information by selecting edit notes on an appointment. An "*" will show on the schedule for each time the appointment has been rescheduled. This is a nice feature to show everyone how many times that appointment has been rescheduled. If you are not taking advantage of this feature you can easily do so. This option is turned off by default, but can easily be toggled on from within *Miscellaneous Options, Scheduling options* (a privileged area.)

There is also a privilege in the user file to allow the ability to delete note templates. If you don't want users to delete the history, they should not have this privilege. We do caution all users to be extra careful when deleting any data. The history stays with the appointment until the appointment record is deleted, either by posting or removing it manually.

Context Driven Buttons

To simplify the use of the software we've included buttons that appear on the bottom of the screen which reflect what actions may be taken.

- If there is a print function associated with a particular screen, there will be a print button.
- If items in a list can be moved, there is a move button.
- There are buttons for searching, adding or removing items, and more that only appear when appropriate.

We believe this feature will make it much easier for people new to Datacon to get up to speed.

Classes and Events

Classes

New User Training *
Scheduling *
Recall *
Paperless Training
Power User Training *
Doctor's Only Training

* Qualifies for CE Credits

Call today to schedule
your training!

Schedule

Friday, 3/29
Good Friday
Office Closed at 1:00 pm PDT

Monday, 5/27
Memorial Day
Office Closed

Events

Daylight Saving Time Begins
on Sunday, 3/10/13



Your Input

We value your input: your suggestions, comments, ideas, even your constructive criticism.

Your input helps to shape the future of your Datacon software.

Please contact us in one of the following ways to share your thoughts:

www.datacondental.com/forum

info@datacondental.com

(fax) 707.523.7792

800.773.7878