News You Can Use: New England Eaglesoft/Fuse Newsletter

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Models predict decline in Covid

https://www.npr.org/sections/health-shots/2021/09/22/1039272244/is-the-worst-over-modelers-predict-a-steady-decline-in-covid-cases-through-march

Keep patients in the loop about infection control

https://hosting.fyleio.com/35394/public/2021%20Dental/August/8.30%20dental%20weekly/Keep%20Patients%20in%20the%20Loop_r.pdf?utm_source=New+era,+new+expectations:+Keep+patients+in+the+loop&utm_medium=email&utm_campaign=Employee+8.31.21+Dental+weekly+-+Version+B&utm_content=Read+more+button+%7C++Infection+article

Ask us how Patterson can help with infection control.

INSIDE THIS ISSUE

Q: It's never too early to start thinking about the end of year. This can be a hectic time in our practice, is there an option to automate this process?

A: Automated end of period processing is available in Eaglesoft V21 and above. To take advantage of this timesaving feature, reference FAQ 38970 for more information.

Q: When submitting claims, we will receive a rejection notice and are not sure how to address prior to resubmitting the claim. Do you have a resource to help identify the rejections and how to resolve?

A: Absolutely. FAQ 28775 will walk you through the most common rejections. Simply click on each accordion menu to reveal the rejection message and how to fix the data.

Q: What is the difference between a fee schedule and a coverage book?

A: Eaglesoft has great FAQs that outline what a fee schedule is, what a coverage book is and when to use one versus the other. Check them out to determine which is the best fit for your office. FAQ 12470 (fee schedule) FAQ 3 (coverage book). Ask one of us how you can use fee schedules and/or coverage books to benefit your practice.

Q: Our practice was chartless in our old software. Now that we are using Fuse, how can we maintain clinical documentation?

A: Definitely there is a way maintain clinical documentation, Check out https://ignitedds.com/patterson-dental/ (you will have to scroll to the bottom of the page).

Now that we are approaching EOY, here is information on how to identify patients with remaining benefits.

https://hosting.fyleio.com/35394/public/2021%20Dental/September/9.17%20eaglesoft%20monthly/How%20to%20Create%20a%20Report%20of%20Patients%20with%20Remaining%20Insurance.pdf?utm_source=How+to+identify+patients+with+remaining+insurance+benefits&utm_medium=email&utm_campaign=Employee+9.17.21+Eaglesoft+monthly&utm_content=Get+started+button

Ransomware has grown exponentially over the last year – here is an article on protecting your practice. Dental practices are targets of ransomware because of PHI contained in practice management software.

https://www.offthecusp.com/3-easy-steps-to-deal-with-ransomware-threats/?utm_source=How+to+identify+patients+with+remaining+insurance+benefits&utm_medium=email&utm_campaign=Employee+9.17.21+Eaglesoft+monthly&utm_content=Ranson+Threats+text+link

As many dental offices are struggling to find new team members, many are finding that the best applicants may not even have dental or Eaglesoft/Fuse background. If your office hires a new team member and training time is limited, please feel free to reach out to us. We can work with the new team member one-on-one for basic dental knowledge and/or Eaglesoft/Fuse training. A great way to make onboarding easier!

Statistics on how offices are rebounding but having difficulty in hiring.

https://www.ada.org/en/publications/ada-news/2021-archive/august/staffing-challenges-becoming-major-issue-in-dental-offices

Do you know how to use Snapshot, MoneyFinder, or Intellicare to improve your practice?

https://www.offthecusp.com/harnessing-the-power-of-eaglesoft-to-fuel-practice-growth/

Does your office place or restore implants? Do you see implant patients in your practice following placement and restoration? Here is a great article on implant care both in the practice and patient homecare.

https://www.offthecusp.com/dental-implant-care-beyond-the-chair/

Interesting insurance Information from Teresa Duncan, MS from Odyssey Management

- *For anyone who received a decrease on their Cigna fees, be sure to note the effective date! Even if you are terminating your contract, the fee decrease will likely take effect before your termination goes through.* If you have a direct contract with Cigna and haven't seen a letter then check to make sure you didn't miss it.

- "Temporary partial dentures, temporary complete dentures or fixed bridges, all are considered part of the overall treatment." *This means that you'll get paid for a temporary or a permanent prosthetic but not both.*

- "Payment for periapical radiographic images (other than as part of a complete series) is limited to four within a 12-month period except when done in conjunction with emergency services and submitted by report." *Definitely seeing an end to periapical radiographs being reimbursed without frequency limitations.*

- There are more plans covering the caries risk assessment codes. This is great news because many (if not most) providers are no-charging this.

- Posterior composites are being covered at a lower rate than anterior ones. For example, #11 will be covered at 80% but #14 will be paid at 65%. No posterior composite downgrade applies costs. The patient can see that the bigger fillings are covered at a smaller percentage. Less explaining for the practice!

ADA Advantage endorses RevenueWell for dental marketing – ask us about getting your practice enrolled in RevenueWell's trusted solutions for your practice!

https://www.revenuewell.com/article/ada-member-advantage-endorses-revenuewell-for-dental-marketing-software/

CDC to invest $2.1 Billion to protect patients and healthcare workers from Covid and future infectious diseases

https://www.cdc.gov/media/releases/2021/p0917-COVID-19-funding.html

Office of Civil Rights Guidance on HIPAA, Covid 19 vaccinations and the Workplace

https://www.hhs.gov/hipaa/for-professionals/privacy/guidance/hipaa-covid-19-vaccination-workplace/index.html.

October is:

Cyber Security Month

Dental Hygiene Month


Breast Cancer Awareness Month
Are you educating yourself and your patients about these specials events during October?

Maine Dental Association News:
MDA has initiated a new Maine Dental Association Employment Assistance Database to assist dental practices with potential opportunities for hiring employees by opening up the database for them to search. The staffing crisis is so bad in Maine, as well as much of the Northeast, so this should give as much information as possible for them to be able to remain fully staffed. https://www.medental.org/

Fall Connection with MDHA is coming up and is being held in person!
https://mainerdh.org/news/10493/fall-connection-2021
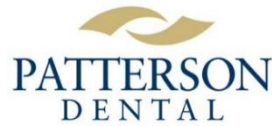
Patterson is offering Fuse subscription at 50% off for 3 months with a free data conversion! It's a perfect time to invest in this modern, cloud-based practice management software. You can keep your records and team connected whether a one location or a multi-location practice. Everyone will work smarter and smoother than ever with the ease, efficiencies, and insight of Fuse.
Don't miss this deal – offer ends October 29 – ask one of us for more information.

On Tuesday, October 5, Microsoft Windows 11 will be available to Microsoft customers currently running Windows 10. **Patterson is recommending all Eaglesoft users remain on Windows 10 until the testing of Windows 11 is complete. Please opt out of Windows 11 install when it is presented and remain on Windows 10.** Windows 11 appears to be an "optional update" unlike Windows 10 that was automatically pushed out to user. If the user doesn't have automatic download and install enabled, they would need to manually install Windows 11. If Windows 11 is accidentally installed, you have a 10-day grace period where you can revert to Windows 10. The Patterson Technology Center (PTC) will **not** be assisting in rolling back to Windows 10 – please consult with your IT provider. Once the PTC verifies Eaglesoft performance on Windows 11, you will be able to manually install. Microsoft will continue to support Windows 10 until October 14, 2025 and Windows 11 update will be free for a least 1 year following commercial release.
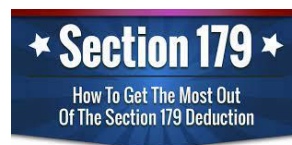
SRC Code Section 179 – End of Year Business

Ready to take your practice further, faster in the new year? Take advantage of Patterson's incredible and easy year-end financing offers to invest in practice-improving equipment and technology. Now through Dec. 31, 2021, choose between three offers:

➤ 2.95% for up to 60 months on Dentsply Sirona technology and equipment
➤ 3.95% for up to 60 months on all other technology and equipment manufacturers
➤ 0% for 12 months with 12 equal payments on all technology and equipment products

Contact your Patterson sales rep to learn more.

Ted Lasso is Apple TV's feel good, Emmy Award winning show. Starting off as an advertisement for NBC Sports as a promo for England's Premier League Soccer, *Ted Lasso* has continued to grow in popularity. Here is an article on leadership in the *Ted Lasso* style that shows us what leadership looks like – we can all be leaders!

https://www.fastcompany.com/90669002/5-times-ted-lasso-reminded-us-what-great-leadership-looks-like

Information contained within is not an endorsement of any organization or non-Patterson product. The information is compiled from a variety of sources by the author.

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