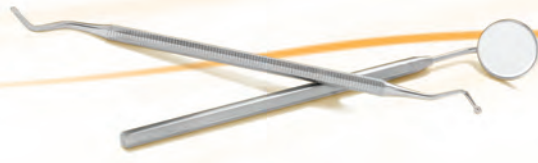




Simplifying the Business of Healthcare

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Emdeon Dental Digest

Attention Dental Claim Submitters

Have you heard about Emdeon Dental Connect™ for Providers?

Emdeon Dental Connect™ for Providers allows you to manage your practice more efficiently. Your practice will save time and streamline the claims process which can help enable faster payment reimbursements.

Here are some of the key services that Emdeon Dental Connect™ for Providers offers:

Electronic Claims Service:

Your practice can benefit greatly from taking advantage of this primary service provided by Emdeon. Busy practices can increase efficiency by eliminating time spent printing, stuffing, mailing and tracking claims. There is no more waiting for claims to be mailed and delivered to insurance companies. Free advanced online tools available to you will work in conjunction with claim submission to simplify the tracking process.

Electronic Remittance Advice (ERA):

An ERA is an electronic version of Explanation of Benefits (EOB) that is mailed to your facility. An ERA enables you to receive paperless claim payment information. With Emdeon's ERA service, you can improve your office workflow and productivity by knowing which claims have been paid and in what amount much faster than an EOB since you are receiving this information electronically. You can also quickly search, view or print each remittance on demand.

You can process secondary claims much faster in conjunction with a practice management software, if you are utilizing an ERA service. ERA information can also be posted directly to the patient's account eliminating or shortening clerical posting steps.

Practice Management Software Partner Integration:

Take control of your insurance billing while working in tandem with your practice management system. Talk to your vendor about an integrated Emdeon solution that will allow you to submit and track claims, verify patient eligibility and benefits, receive ERAs and send patient statements electronically.

Emdeon Dental Connect™ for Providers

Emdeon Dental Connect™ for Providers is a web-based portal that enables you to access the services below from virtually any web-enabled computer or hand held device. A valuable service that facilitates and allows you to:

- Track claims throughout the entire adjudication process
- Check claim status in real-time
- Obtain real-time eligibility and benefits directly from payers
- Verify patient eligibility and benefits
- Gain access to detailed plan information and a vast network of payers
- View and print electronic remittance advice

With Emdeon's eligibility solution, insurance companies instantly provide detailed eligibility and benefit information such as plan maximums, deductibles, utilization and percentage paid by category. Information is displayed in an easy to read, consistent format that can be saved, printed and shared with your patients.

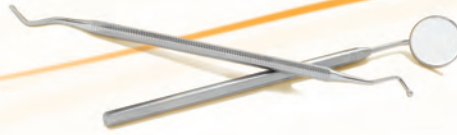
Sign up TODAY at www.emdeondental.com.

Claim status inquiries and ERA services are currently free – it is our way of saying thank you for sending your claims electronically through Emdeon!

Contact your vendor to get additional information on available integrated solutions. You may also contact Emdeon directly at **888.416.0673 Option 2** or Visit our website at www.emdeondental.com to get more information about available services.



Frequently Asked Questions



Who is Emdeon?

Emdeon began as an electronic claim processor over 20 years ago. We process over 140 million dental claims annually to over 400 payers from 81,000 dentists utilizing 140 practice management systems. Our product suite includes claims, claim status, eligibility, electronic remittance advice, patient statements and more.

Can all of my dental claims be submitted electronically to Emdeon?

Yes, all of your claims can be submitted electronically to Emdeon. For the small number of insurance companies that do not accept electronic claims, Emdeon generates a standard paper claim and mails it on your behalf.

Once claims are submitted, what is the best way to confirm receipt and accuracy of data?

Most practice management systems will provide a notification that lets you know if something is wrong with a claim (for example missing insured IDs, incomplete policy numbers, etc.). If corrections are required, updates can be made and easily resubmitted to Emdeon.

What if an electronic claim requires attachments?

Insurance companies have decreased the number of procedure codes requiring attachments. Payers will notify you via electronic reporting if further documentation is required. At that time, the requested attachment can be returned electronically using attachment software or by mail. Ask your vendor for more information on these options.

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

Real-time eligibility and claim status are available from virtually any web-enabled computer or hand held device. Having this information in real-time will allow you to reduce insurance company phone calls, improve patient services and experience, expedite reimbursements and increase office efficiency.

What features are available with Emdeon Dental Connect™ for Providers?

Emdeon Dental Connect for Providers is a single-source solution for multiple payers which allows you to automate the time-consuming business functions of eligibility and claim status. The ability to verify patient eligibility and access to detailed benefit information is a valuable benefit that provides you with real-time information and updates from payers by tracking your claims electronically.

Can Explanation of Benefits (EOB) be obtained electronically?

Yes, an Electronic Remittance Advice (ERA) is equivalent to a printed Explanation of Benefits (EOB) that is mailed to your facility. By utilizing ERA service, you can increase speed of secondary claim processing and streamline the reconciliation process while reducing receivables. This service is available to you through an integrated vendor solution or Emdeon Dental Connect™ for Providers.

Does Emdeon provide patient statement services?

Yes, our patient statement solution provides accurate, easy to read patient statements. Similar to claim submission, your statement file is delivered electronically or mailed in a clear and concise manner. This service eliminates costly and time consuming production, mailing costs, as well as in-house forms inventory, printer supplies and maintenance.

Contact your vendor to get additional information on available integrated solutions. You may also contact Emdeon directly at **888.416.0673 Option 2** to get more information about available services.

Discover new ways to simplify your business when you connect with Emdeon online. Follow Emdeon on Facebook and Twitter to learn about innovative new solutions and special offers or to provide feedback on Emdeon products and services you use. Emdeon regularly posts updates and offers valuable resources to keep you on top of industry trends and current information, including healthcare reform, emerging technology, best practices and more. Use your computer or mobile device to receive Emdeon updates on free webinars, new product launches, important news articles and upcoming tradeshows. You can also visit our YouTube channel to watch inspiring customer testimonials and insightful product videos, or join Emdeon on LinkedIn to connect with colleagues. Click the icons below and get social with Emdeon today!



Emdeon is a leading provider of revenue and payment cycle management and clinical information exchange solutions, connecting payers, providers and patients in the U.S. healthcare system. For more information, visit www.emdeon.com or call us at **888.416.0673, option 2**.

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