

How to Set Up EDI in Your Dental Practice

Electronic Data Interchange (EDI) is here to stay – and it offers a proven and secure way to improve your bottom line. This flyer will give you all the information you need to set up – or tune up – EDI in your dental practice.

1. Understand the Savings of EDI – The dental practice community agrees that substantial savings accrue to the professionals that adopt EDI as the backbone of their practice. But don't take our word for it. Type "dental EDI savings calculator" into your favorite Internet browser and test a couple calculators. It will let you know what to expect.

2. Review your Practice Management System – Practice management systems are the window into EDI transactions. These systems provide integrated patient scheduling, patient records, efficient claim filing, account receivables, claims formatting and submission, eligibility and benefit checking and other functions. They may also print or create batch claim files for electronic submission.

Practice management systems typically bundle clearinghouse transaction fees with the software charges. This makes it easier to manage your claims processing expenses. Support contracts are also available.

If you have a practice management system, contact your software vendor to make sure it is taking full advantage of the EDI transactions of your payers. If you don't have a practice management system, this is a good time to consider some of the many and varied options.

UnitedHealthcare currently offers these HIPAA-secure EDI transactions to its dental providers:

- **Patient Eligibility Benefits Information in Real Time (270/271)** – Verify eligibility while making appointments and registering all of your patients. Most dental clearinghouses, January 2014.
- **Dental Claim (837D)** – Submit every claim to every payer in a matter of minutes. No paper, stamps or rework is necessary.
- **Dental Payment and Remittance Advice (835)** – Learn all about the payments coming to you and easily reconcile your books. Effective January 1, 2014. See *5. Sign up with EPS*, below.
- **Health Care Claim Status Request and Response (276/277)** – Learn the status of your claims. Effective January 1, 2014.

Clearinghouses are intermediaries between dental offices and payers. Every clearinghouse accepts claim submissions, validates and formats the data, and transmits the claims to appropriate payers.

Because every practice management system communicates with one or more clearinghouses, you can discuss clearinghouse issues with the representative of your system. Or you can reach out directly to clearinghouses to review which electronic transactions can interact with your system. The UnitedHealthcare Dental payer ID is 52133.

UnitedHealthcare exchanges electronic transactions directly with four leading clearinghouses and indirectly through many other clearinghouses. Whatever practice management system you choose we will be there for you in partnership with OptumInsight.

3. Add Internet Connections – Offices that take full advantage of EDI transactions have Internet where patient calls are answered, in the exam rooms, and in the back office. Secure wireless connections allow computers to share a single internet line. Simple policies and team communication can help to assure internet resources are used appropriately.

4. Consider Direct Data Entry (DDE) – Many smaller dental practices prefer to avoid the cost of a practice management system.

Our many names...

- UnitedHealthcare
- UnitedHealthcare Dental
- Dental Benefit Providers, Inc.
- Dental Benefit Providers of California, Inc.
- OptumHealth Dental

Does EPS really make a difference?

- ✓ 83% of users report improved cash flow
- ✓ 79% report improved office efficiencies.

*UHC Dental Provider Satisfaction Survey 2012

For these offices, DDE solutions are ideal. DDE allows you to key simple information into an online form and process it quickly. Claims and eligibility checking can be done using DDE.

UnitedHealthcare and DentalXChange now provide a free HIPAA-secure DDE solution. Look for **270/271 Online Eligibility** and **Submit a Claim** in the blue left hand band at www.dbp.com. Registration is required to assure security of the system. DentalXChange also offers batch claim submission and other services at reasonable cost.

When your practice grows, reconsider the Practice Management System option. They work faster than DDE by automating repetitive tasks.

5. Sign up with Electronic Payments and Statements (EPS) – With EPS your claim payments, EOBs, and PTEs are delivered electronically. This gains you faster payment, easier reconciliation, and less paperwork. With EPS your payments are deposited directly into your checking account. You are notified of deposits via email and remittance information is available online.

- Fast and secure direct deposit of your claim payments
- Reduced paperwork – receive electronic remittance advice
- Easy reconciliation of deposits and online remittance advice
- Reduced bank and lockbox fees and fewer lost or stolen checks
- Easy online access that lets you view, search, print, and download information

To enroll in EPS, visit www.dbp.com or call **(877) 620-6194** and select **prompt 2** for enrollment instructions. Some restrictions apply; contact us for current information.

6. Scan your Attachments – Some procedures require submission of x-rays or patient records. All of these attachments can be scanned into electronic form and submitted with the initial electronic claim submission, saving your practice the cost of mailing x-rays and other materials. If you do not have a digital x-ray system, you will need a scanner with a transparency adapter for film x-rays. National Electronic Attachment (NEA) currently recommends the moderately priced Epson Perfection V700/750.

Want an alternative? NEA recently launched a HIPAA-compliant, patent-pending mobile device application called *FastKapture*. *FastKapture* allows you to use the camera on your mobile device to securely capture and send indexed images and documents to NEA's secure repository. Images captured with *FastKapture* are not stored in the mobile device gallery or on the SIM card, eliminating the risk of compromised PHI.

NEA's *FastAttach*® is more than just an attachment transmission service. It is a way to manage your attachments. Instead of wasting time sending unnecessary attachments, you can use a unique feature of *FastAttach*® called *FastLook*. This feature will provide you with the attachment requirements for all procedure codes for each payer.

FastAttach® vastly improves revenue cycles by allowing your practice to efficiently transmit x-rays, perio charts, EOBs, narratives, and any other documentation required for a dental claim. *FastAttach*® is the simple way to:

- Eliminate Lost or Damaged Attachments
- Improve Your Payment Cycle
- Save on Postage and Printing Costs
- Reduce Your Follow Up With Payers
- Stop Sending Unnecessary Attachments With Claims
- Securely Transmit Attachments

NEA often offers UnitedHealthcare dental providers a special promotion for *FastAttach*® which may waive the registration fee and/or provide a month of free service, for a substantial total savings. The *FastAttach*® service plan is only \$27 per month per office location.

To learn more about NEA's Dental Services, go to www.nea-fast.com. From there, you can browse the NEA website for additional information, view videos by clicking "Learn More," and register online by clicking the "*FastAttach*® Registration" button. If you prefer, call **800-782-5150 opt 2**.

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