

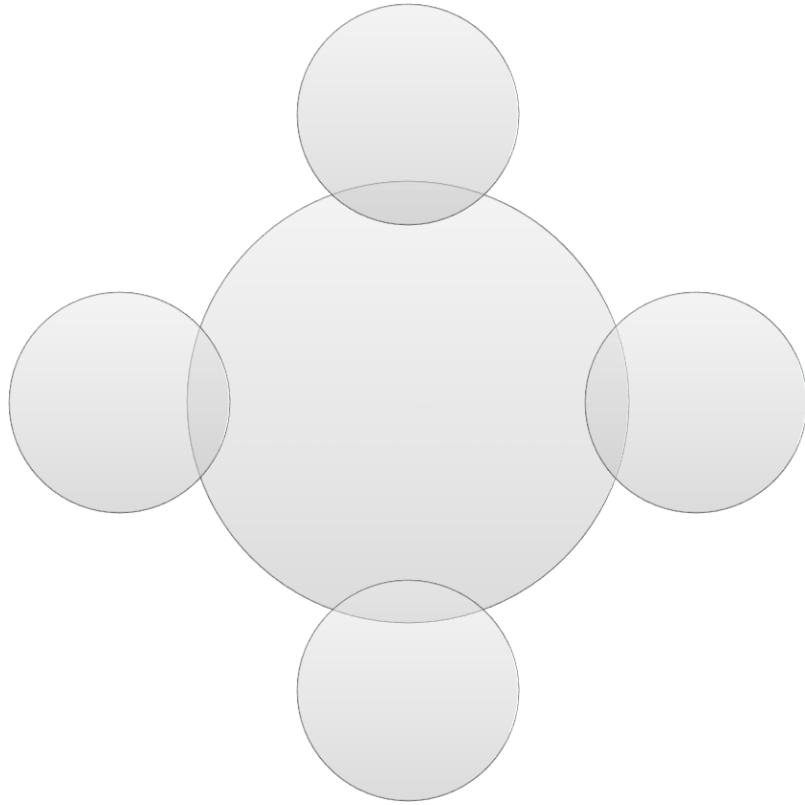


COMMUNICATIONS, CODING & COLLECTIONS

THE THREE C'S OF A PROFITABLE PRACTICE

LACI L. PHILLIPS

PRACTICE DYNAMICS
www.practicedynamics.net



The New Patient Phone Call

Verbal Skills:

2 Free Cleanings per year: When did you see a DDS last?

How much info do you gather? Where do you document?

1. Patient Demographic Info
2. Insurance Info
3. Appointment Info

Who do you schedule your new patient with?

Patient _____ will gather real time insurance information.

They Just Walked Through Your Door

Communicating the arrival

Setting Up Your Insurance Correctly is KEY!

1. UCR
-
-

2. Employer

3. Insurance

4. PPO Fee Schedule

5. Coverage Table/Payment Table

Take 5 Minutes with your patient

Exclusions Claus's, Waiting Periods

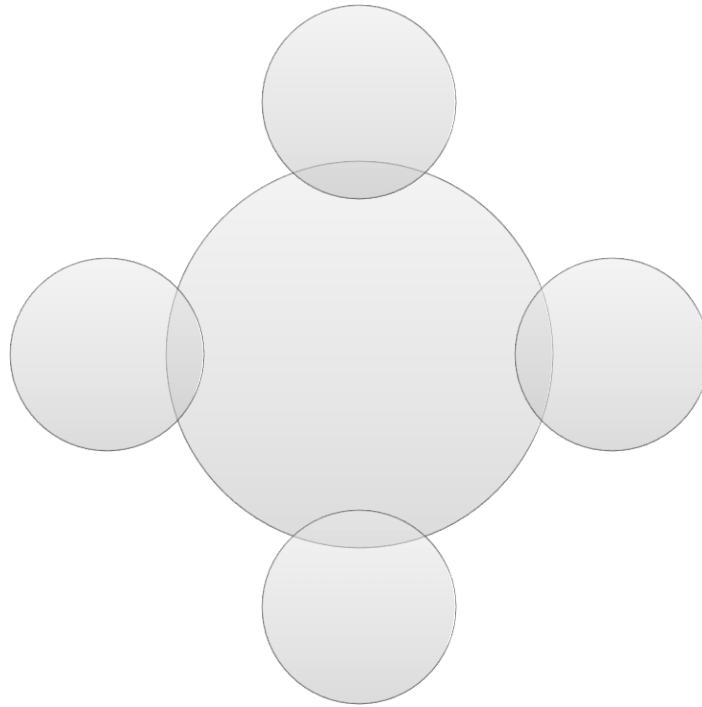
**THE MOST IMPORTANT THING YOU CAN
DO IS CODE AND BILL OUT WHAT YOUR
PROVIDER DID!!!!**

Alternate treatment guidelines

1. Bridge Vs. Partial Vs. Implants

2. Previous Perio Therapy vs. Adult PX

The Clinical Exam



Charting:

- Existing other (EO)
- Diagnosing the Dentistry
- Which Diagnostic Codes Do You Use Now
- Building a Treatment Plan

- Grouping
- Setting Priorities

Clinical Notes

The Must Haves of Electronic Notes

- 1.
- 2.
- 3.

Where Else Can I document:

Returning To The Business Team

Patient Portions & 3rd Party Financing

Working with the Insurance

Narratives:

A Narrative is used for insurance purposes and should be used directly from the

_____.

Attachments

Scanning capabilities-TWAIN

The Business of Dentistry

Electronic Claims, Billing & Text to Pay

Time to Review Your Fee's

1. Did your costs go up?
2. When was the last time you updated your fee's?
3. Cleaning up your codes

What Do You Know About Your Contract

- Is there an _____ date?
- Does it _____?
- Can you _____

Reports Every Office Should be Running

Your Action List

About The Presenter

Laci discovered at an early age her true passion for speaking and entertaining audiences. As a founding partner at Practice Dynamics she combines her knowledge of dentistry with her passion for teams to deliver customized coaching, workshops and speaking events throughout the country.

Laci began her road to coaching as a chairside assistant while going to college to pursue a dream of one day having her own talk show. While working her way to the business side of dentistry, she was fortunate to learn from top industry professionals. The experience gained on this journey gives her unique insight into the technology and business side of dentistry. The excitement of working in high tech offices, as well as, high-end cosmetic practices has instilled in her the passion and the knowledge to coach dental teams on their road to excellence.

Balancing coaching dental teams with her speaking career is a dream come true. Each time she takes the stage her passion for dentistry and the dental team comes to life in her words and the lessons she teaches.

Practice Dynamics specializes in coaching teams to reach their goals through balance driven success using systems, teams and technology.



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