



# DENTAL OFFICE UPDATE

Spring 2004

## Do We Have Your Correct TIN?

With the tax deadline right around the corner, ODS would like to remind you to check your tax identification number (TIN) and make sure ODS and the IRS have the same TIN information for you.

Every year, the IRS releases a report that lists any TINs that do not match 1099 reporting. Most often, the discrepancies involve names and addresses. When submitting a claim to ODS, the name listed in the billing dentist/Dental Entity Section must be an exact match to the name listed on your W9 form submitted to the IRS. For example, if your W9 shows Smith Family Dental and your claim

is filed as John Smith, your TIN will appear on the IRS 1099 error report and will cause a delay in processing your claim. It is very important that any changes made with the IRS on a W9 form are reported to us immediately and vice versa.

If the IRS notifies ODS that the furnished TIN is incorrect, and your business does not certify or furnish a corrected TIN to ODS, a backup withholding penalty will apply.

For more information or to notify ODS of any change to your TIN, please contact the Dental Professional Relations Department at 503-228-6554 x 5720.

## Dental Benefit Tracker Gets New Features

The ODS Dental Benefit Tracker (DBT) system has been successful in helping offices like yours for over three years. And now, Benefit Tracker is welcoming the new year with four new enhancements to better serve your office.

ODS is excited about the four new features that were added to this system on February 13, 2004. The first addition to DBT will be beneficial when processing claims. More detailed information has been provided, as well as the ability to print Explanation of Benefit (EOB)

forms. Explanation codes and a breakdown of the way claims are paid are also a new part of the claim's section.

Another addition to DBT will make it easier to look up patient information. A birth date will no longer be needed to find a patient's record except in the case of a name and subscriber ID match (i.e. a father and son).

Benefit Tracker now also allows your office to check eligibility for another date and link to a member

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## Survey Rates DAISY Number One

DAISY practice management software was ranked #1 overall in a survey of dentists nationwide. The survey was published in the January issue of Dental Equipment and Materials. DAISY received a 9.2 (out of 10) in overall satisfaction, while Dentrix was second with 8.2, followed by EasyDental, Practiceworks, Eaglesoft and others.

The survey covered a wide range of information about features and use. DAISY was rated highest in training, integration, support and ease of use, and ranked second on the question about good return on investment. Nine out of every

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## Reminder

**Oregon Dental Convention**

**April 1-3, 2004**

We look forward to seeing you at the ODS booth, booth number 741

## DAISY Beats Out National Competitors

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ten respondents answered they had bragged more than griped about DAISY software.

"This simply illustrates what many of us in the dental technology field have known for a long time: You don't have to be a large company and well-known to produce well-designed and supported systems," said Lorne Lavine, DMD. DAISY is proud of its ranking and would like to thank all of its clients for choosing DAISY and participating in the Dental Materials and Equipment survey.



### Benefit Tracker

ODS Online Dental Benefits and Eligibility.

[www.odscompanies.com/dental](http://www.odscompanies.com/dental)

*Available 7 days a week*

## ODS To Provide Aid For Missed Appointments

The ODS Companies would like your support in addressing missed appointments with our Oregon Health Plan (OHP) members. The ODS OHP Member Handbook asks members to give practitioners 24-hour notice if they are unable to get to their appointments. ODS member newsletters periodically remind

members of the importance of showing up for an appointment and the cost to your offices in lost time.

ODS would like to work more directly with those members who miss many appointments. Please notify our OHP Customer Service Department at (503) 243-2987 or toll free at 1-800-342-0526 each time an OHP member

misses an appointment. The member will receive a personal letter educating them on the importance of making all appointments and on the consequences if they do not. We know you take this matter very seriously, and we want you to know we will support you by promptly following up on every call you make. **GIVE US A CALL!**

## Dental Benefit Tracker Used By 1,000 Offices

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handbook if it is online. This feature allows you to look at a patient's prior coverage.

Currently, there are close to 1,000 offices enjoying the benefits of DBT and the numbers are growing every day! This is a free service offered to dental offices and can be accessed seven days a week from 6 a.m. to 10:30 p.m. PST.

If you are not currently registered,

you can register online and choose your own user ID at [www.odscompanies.com/dental](http://www.odscompanies.com/dental). This website also includes an online demonstration you can view before registering.

For more information on Dental Benefit Tracker, you can either visit the website above, call 1-877-337-0651, or email us at [denben@odscompanies.com](mailto:denben@odscompanies.com).