



Partnering for Success:
Promoting Technology Advancements for the Dental Industry

May 5-8, 2010 – San Diego, CA

Program: 5010 Transaction Standard Implementation: *Real-World Experiences*
Date: May 6, 2010, 1:45 – 2:45 PM
Moderator: Theresa Jansen
Panel: Tom Mort
CEU's 1

Description

Let's take advantage of the "lessons learned" by our industry leaders that have already begun moving to the 5010 Transactions. What challenges are most notable and how were they resolved? Hear the industry leaders' real-world experiences – issues and challenges they encountered and their solutions.

Objectives

1. Identify issues and challenges in converting from the 4010A1 to the 5010 transaction standard.
2. Understand the most important differences in the 837D 5010 from the 4010A1.
3. Recognize ways clearinghouses and vendors are accommodating the conversion issues

Facilitators:



Theresa Jansen is manager of the Dental Electronic Services department of United Concordia, a subsidiary of Highmark, Inc. She has 23 years of experience in the dental insurance industry, of which, the last 16 have been devoted to developing capabilities for dental offices to interact electronically with United Concordia. Theresa is responsible for the development and maintenance of United Concordia's EDI services and also the marketing of these services to the dental community. She is also responsible for providing support to the users of United Concordia web applications. Theresa has worked closely with ANSI ASC X12N in developing dental EDI standards. She also is an active participant on the NADP EDI TAC and represents the BCBSA on the Dental Content Committee (DeCC). Theresa has served on the NDEDIC Conference Committee, Membership Committee, Editorial Committee, Nominations Committee, and Governance Committee. Theresa has spoken at several industry conferences including NDEDIC, National Association of Dental Plans (NADP) and the American Association of Dental Consultants (AADC).



Thomas Mort is currently the vice president of engineering at EDI-Health Group, Inc. in Irvine, California. His focus is in bringing all transaction between dental providers and dental payers into the electronic realm. As the project manager of the DentalXChange.com website, he implemented both batch and real-time transactions for eligibility, claim status and claim submission. While these transactions were varied in their formats, transmission and security requirements, Tom pushed for a standard mechanism for web portals, practice management vendors and clearinghouses to connect to multiple payer systems. Tom is currently involved in creating a common standard to "raise the bar" on the quality and usefulness of the eligibility and benefit transactions, which will lower overall costs to payers and providers alike.