



Partnering for Success:
Promoting Technology Advancements for the Dental Industry

May 5-8, 2010 – San Diego, CA

Program: **Case Study: 20 Years of Real-time Claims**
Date: May 8, 2010, 10:45 – 11:45 AM
Speaker: Paul Knapp
CEU's: 1

Description

The Canadian Dental environment is essentially the same as the US – most dentists work in private practice, most services are paid by the patients or their employer-sponsored private dental insurance, and while important, public programs only account for a minority of services. However, without any government or regulatory intervention, more than 75% of Canadian Dentists use electronic claims while fewer than 55% of US Dentists use electronic claims.

The Canadian model has always been based on Real-time claims and lead by the Canadian Dental Association, does that explain the difference in uptake?

The Canadian electronic claims experience is unique, not because of the setting, but because of the cooperative approach taken by the stakeholders. This has lead to an efficient system and one which has experienced significant uptake within the office software vendor and provider communities.

In this presentation Mr. Knapp will review the needs, use of standards, and supports within the Canadian model – what they did, why they did it, what works, and how the model is evolving. The presentation will include: a brief overview of paper claims to electronic, modem based, claims, and a more in-depth review of: the shortcomings of the modem-based system; how the ITRANS approach addresses those shortcomings; and, the ITRANS experience to date. The goal is to make the Canadian experience available and implementable in the US context, where appropriate.

Objectives

1. Embrace the value of standards and a community-based approach to achieving efficiency for all stakeholders and the supports required to deliver on that vision.
2. Identify the impact of 'critical mass' on forward momentum, and some means to achieve 'apparent mass'.
3. Discover the role of intermediaries and some of the values they can provide to dentists, vendors and insurers.
4. Realize a community implementable model for identifying, authenticating and securing electronic dental communications with digital certificates.
5. Uncover the value of Real-Time communications for dentists and insurers alike.

Speaker:



Paul Knapp, has worked with both organized dentistry and the private insurance industry since the mid-80s to improve their respective efficiencies and joint concerns. Mr. Knapp has overseen the development of eClaims standards, vendor certification, and vendor and payor supports for CDAnet and the Canadian Dental Association (CDA) since 1993.

Since 2001, Mr. Knapp has led the development of ITRANS, an Internet based system providing: digital certificates; real time authenticated secure claims exchange; and, attachments exchange, for dentists and other oral health providers, and for other healthcare providers. This new system offered by Continovation Services Inc., a wholly own subsidiary of the CDA, raises the bar of privacy, security and efficiency in communications between providers and payors, and between providers and providers. As of late 2009, ITRANS handles more than one-third of the Canadian electronic dental claims, touches more than 45% of the CDAnet dentists, and enjoys an increasing rate of growth.



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Mr. Knapp is also an active participant in standards development both in Canada with the Canadian Standards Collaborative, and internationally as co-chair of the HL7 Implementable Technology Specifications Work Group.