



Partnering for Success:
Promoting Technology Advancements for the Dental Industry

May 5-8, 2010 – San Diego, CA

Program: **Challenges & Resolutions: Eligibility & Claims Status**
Date: May 6, 2010, 2:45 p.m.– 4:00 p.m.
Moderator: Kathleen Noll
Panel: Tom Mort, David Swanson, Jeff Lutgen
CEU's: 1

Description

This program will show you the benefits and challenges associated with obtaining benefits and eligibility electronically. Do your benefit calls take 20 to 30 minutes? For both payers and providers, these calls are a significant expense. You will learn how these calls can be eliminated and the information normally obtained over the phone can be sent directly to the provider's practice management system. You will also learn about an initiative to standardize the benefit information that can be obtained electronically. This standard will ensure that each payer is providing the same information.

Objectives

1. Comprehend costs associated with obtaining/providing benefit information.
2. Identify current challenges.
3. Recognize standardization movement.

Moderator:



Kathleen Noll, is vice president, technical marketing and implementations at Quality Systems, Incorporated (QSI). Kathleen possesses a unique background which combines more than 23 years of experience in the healthcare information technology marketplace with 12 years of dental clinical experience as an both an RDA-EF (Registered Dental Assistant with Expanded Functions certification) and a instructor at an accredited National Dental Assisting Program. During Kathleen's time at QSI she has been responsible for many diverse activities including, positioning QSI as an "early-adopter" of electronic dental claims processes. In the early 1990's, she created and developed the company's first electronic data interchange clearinghouse (the QSI QUIC Network) dedicated to providing cost-savings and efficient electronic claims processing functionality to QSI's primary marketplace, large group dental practices. In her role as vice president of technical marketing and implementations she oversees all marketing activities for the QSI dental division including the annual users' conference, editorial oversight for the QSI News newsletter, the QSI Implementation and Project Management team, consulting services to group dental practices on the benefits of automation for dental practices and presentations for major sales opportunities. Kathleen has presented educational programs on the benefits of use of computer technologies in dentistry at the several national venues including American Academy of Dental Group Practice (AADGP), Tribal-Net, Association of Managed Care Dentists, and NDEDIC.



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Speakers:



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.



David Swanson has over 15 years over experience serving in the finance and healthcare fields, David Swanson has successfully directed numerous organizations through automation of their operations and systems. Before joining Pacific Dental Services (PDS) 4 years ago, David was the general manager of a financial systems practice specializing in healthcare. This position taught David how to best balance the challenges of working within the payor, provider, and patient paradigm to find solutions benefiting all stakeholders. Further, David's prior experience involved developing distribution and manufacturing system including leading several large scale EDI projects involving multiple trading partners and value added networks. Since joining PDS, David initially took on the challenge of streamlining PDS's patient payment solutions. This involved integrating 3rd party finance solutions into PDS's practice management system and developing a "Smart" in office payment arrangement system. David then expanded his position to oversee the complete continuum of revenue and payment operations within the organization. Working with PDS's technical team, David's revenue and payment operations team have just completed the development of an industry leading plan and fee schedule system that incorporates all of the complexities of both DMO and PPO plan limitations and exclusions to correctly calculate fees for both patient and insurance portions across the thousands of individual plans PDS's patients are members in. PDS has also already implemented or is actively developing ERA solutions with all of our main insurance partners. Combine this with PDS's existing automated billing and auditing workflow, David and his team are continuing to break new ground in the area of group practice billing and payment solutions.



Jeff Lutgen, is currently the director of strategic partnerships for Delta Dental of Wisconsin. Jeff has spent 13 years in the insurance and technology industry working on project management, strategy, EDI, client/server and web technologies. Prior to Delta Dental, Jeff worked as a consultant helping companies like Conesco, Wisconsin Physician Services and American Family Insurance design and implement technology solutions. Jeff brings his experience implementing eligibility, benefits and claim transactions with clearinghouses, partners, faxback, IVR and other vendors. Jeff is dedicated to helping Delta Dental of Wisconsin look for new and more cost effective methods communicating and interacting with stakeholders.