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## The Skinny Behind Your Outstanding Claims

### Hello!

The question I'm asked most often by clients is, "How do I know if my collections person is doing a good job? And if they are not at optimal skill, how can I help them become great?" Let's face it, a dentist's focus is not on administrative duties and tasks. Often, a dentist might have very little understanding of how admin tasks are done or prioritized – and knowing seems like too much of a burden. *Truly, this is okay!* Your job is to repair and maintain teeth, but there are a few ways you can use the data in your system to know if you're on the right path.

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First, let's talk about significant reports, how to run them, and how to read them – plus red flags you can easily spot. Last month we talked about how to run your A/R report and review/act on the contents. This month, let's focus on more low hanging fruit, starting with the Outstanding Insurance Report. This report should only be run on outstanding claims over 30 days – not current - because you'll want to focus your energy on claims that haven't been paid within a reasonable time. **Let me be perfectly clear; the report SHOULD BE SHORT.** No more than 4 pages long, in my opinion, if claims are being worked and researched on a daily/weekly basis. If it's longer, be sure your admin person in charge of collections has adequate time away from patient contact to work on denied, stuck or troublesome claims. While there shouldn't be significant activity over 90 days, the presence of claims in that column is usually a good indication of poor insurance verification prior to the patient's procedure (simple lack of coverage, filing on an old insurance the patient no longer has, or uncovered services that have been denied yet not communicated to the patient so they can make payment arrangements).

In 2020, Vyne Dental bought NEA FastAttach, the industry standard for claims attachments, and the Renaissance software program. In its infancy, this software was great, but after a few years of enhancement I can say without hesitation that if \*I\* oversaw collections at the front desk I would not want to work without it.

Instead of sending your claim to the batch processor, Vyne scrubs it for missing information, literally stopping you from filing an incomplete form. It flags:

- Missing patient home address, now required on claims
- Missing member ID or group number
- Missing attachments required (X-rays, perio charting, narrative)

Once the claim has all fields complete, it opens a separate claim management window and confirms acceptance by the patient's specific insurance company. Rejected? No problem. You can refile the claim with requested items without generating a new claim. There's a flat fee for all this, plus unlimited claims processing, and it's worth every DIME in speed and efficacy. (I'm not an affiliate, just a raving fan!)

The upshot is that after the claim is either paid or denied, you can search by patient to review the Electronic EOB; it's right there in the window. Unpaid services? You have the jump and can download the Electronic EOB to send to your patient to explain how they are now responsible for payment. No waiting, no paper, and ironclad proof of denial. To me, this seems like the very best system to manage insurance relationships and you can also use it to determine if the payor just isn't meeting your needs regarding reimbursement – and either renegotiate or elect to go out of network.

Competitors (Patterson/Schein) told some of my clients that their system would not work with Vyne, which was untrue. The claims processing model at .50 per claim is worth around 500 MILLION dollars + a year to these companies and everyone is fighting for their share, **so please choose wisely and give your admin team the best tools to get you paid.**

I've gotten a little long winded on this subject, so please join me next month for the ugly truth(s) about your credit balance report. You'll want to be a part of that discussion. Do you have questions about what I discussed in this newsletter? Please reach out to me, I'm happy to provide more insight.

Until next time!

Angie

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Angie Skinner is a nationally recognized Coach, speaker and author, specializing in dental practice profitability. She is a member of the National Speakers Association, and a Continuing Education provider through the AGD's P.A.C.E program. [Email Angie](#) [About Angie](#)

