# Insurance: Billing and Collections

Do it right to get paid faster.

## Course Outline

### 1 Day: 9:00 a.m. – 5:00 p.m.

**Processing Insurance Claims**

- Creating and deleting pre-authorizations, primary claims, and secondary claims
- Updating secondary insurance information
- Creating claims using the Batch Primary Insurance Claims Utility
- Adding and editing claim information, including claim remarks and attachments
- Sending claims electronically using eTrans
- Submitting attachments electronically without resending the claim
- Generating important insurance claim reports

**Tracking Insurance Claims**

- Tracking claims using eClaims Reports
- Viewing claim statistics
- Tracking insurance claims with eCentral Insurance Manager
- Setting and editing insurance claim status and notes, including the new Voided status added in Dentrix G6
- Generating the Insurance Aging and Pre-Treatment Estimate Aging Reports

**Receiving Insurance Claims**

- Entering pre-treatment authorizations and claim payments
- Splitting a primary claim
- Entering an additional insurance payment
- Entering adjustments to insurance payments
- Entering insurance claim payments using an eEOB

- Entering batch insurance payments
- Editing a pre-treatment authorization
- Entering deductible met/benefits used
- Adding explanation of benefits to the Document Center
- Finding a closing claims without assignment of benefits (new feature in Dentrix G6)

**Setting Up Claim Defaults**

- Setting the default signature on file options for new subscribers
- Adding, editing, and deleting claim formats and assigning claim formats to insurance plans
- Specifying where information prints on DX2007 and DX2012 forms (including the new Dentrix G6 options)
- Adding and editing provider insurance IDs and signature options
- Setting up default claim providers and insurance payment options
- Setting up claim remark templates
- Setting up direct processing and fast checkout options
- Setting up electronic claims
- Setting up eEOBs

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