easydental®

easy to use. easy to own.

Release Guide

HENRY SCHEIN®

Version 11

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EASY DENTAL AND MICROSOFT WORD

Easy Dental data can be used with Microsoft Word. To use Easy Dental with Microsoft Word, you need to license and install Microsoft Word.

Installation Guide

Table of Contents

Introduction 2

How To Get Help 2

New Features 4

Letter Merge 6

Provider A/R Totals Report 8

Chat with Support 9

Enhancement Requests 10

HIPAA 5010 11

Introduction

The Easy Dental 11 release contains several exciting enhancements and new features. Some of these new features and enhancements may affect the work routines you are currently using. To help you make a smooth transition to Easy Dental 11, this Release Guide describes the new features in Easy Dental 11.

For more information about the features listed in this guide, refer to the Easy Dental 11 User's Guide (available for download at www.EasyDental.com) or the Easy Dental Help.

How To Get Help

Henry Schein recommends that dental offices contact Henry Schein TechCentral (800-288-7691) or another qualified integration specialist for new installation or upgrade assistance.

You can find answers to many questions about Easy Dental in the *Easy Dental 11 User's Guide*, or in the Easy Dental Help, which you can access from the Help menu of each Easy Dental module. You can find additional information, including on-demand tutorials, at www.easydental.com/resourcecenter.

If you are on a current Easy Dental Customer Service Plan, you can access the Easy Dental technical support knowledgebase for answers to common questions.

If these methods do not provide an answer, contact Easy Dental Customer Support. Toll-free telephone support is available only to registered Easy Dental users on a current Easy Dental Customer Service Plan. Registered users not on a current support plan will be billed for telephone support. (For current pricing information, visit www.easydental.com/support/plans.aspx.)

Support is limited to the current version of the software and one prior release. When calling customer support, be near a computer running the Easy Dental software. Be prepared to give the following information:

- Your name and the name of the practice
- The Easy Dental customer number assigned to the practice
- The version number of the product being used
- The type of network being used, if any
- The version of Windows installed on the computer
- The exact wording of any messages that have appeared on the screen
- The circumstances surrounding the question or problem
- Steps that have been taken to reach a solution

New Features

Easy Dental 11 contains several enhancements and new features:

- **Letter Merge:** The Easy Dental Letter Merge feature now includes an option that allows you to open a data file automatically in Microsoft Excel. If Easy Dental does not detect Microsoft Excel, Easy Dental gives you the option of opening the data file in Notepad.

- **Provider A/R Totals Report:** View a report of accounts receivables totals by provider for a specified provider range. You can also view adjustment types by production or collections category.

- **Practice Analysis:** The Reports module toolbar now includes a Practice Analysis button, so you can open the Practice Analysis module.

- **Chat with Support:** Have a question for an Easy Dental support technician? Use the new Chat with Support option to start an online chat session with a member of our Easy Dental Support team.

- **Enhancement Request:** Have a suggestion to improve Easy Dental? The Easy Dental Help system now includes an "Enhancement Request" link so you can more easily request enhancements.

- **Batch Primary Insurance Claims:** You can now include or exclude procedures with a $0 amount.

- **HIPAA 5010:** Easy Dental 11 complies with the new HIPAA 5010 requirements. In part, this means that whenever you post or set a procedure complete from Chart, Treatment Plans, or Schedule, Easy Dental will automatically add start and completion dates for procedures requiring these dates.

Some of these enhancements and new features are described in more detail in this guide.

The list below contains the fixes included in this release of Easy Dental:

- The message that appears before you start Month End has been rewritten to provide a clearer warning.
- An Ezdshell MFC application error that appeared when you enabled tablet functionality no longer appears.
- Not all ADA codes printed on the managed care fee schedule. This has been fixed.
- When you used the Schedule on multiple computers simultaneously, there was a brief delay when you changed days. This has been fixed.
- A problem with incorrect information printing on the Insurance Carrier list report that includes subscribers has been fixed.
- When you selected the clock in/out password right, Easy Dental selected other password rights too. This has been fixed.
- An error occurred when you tried to set the practice defaults billing provider to use a specific name before selecting the provider who performed the procedure. This has been fixed.
- When you double-clicked an available time in the Schedule to set a new appointment, selected an existing patient from the **Select Patient** dialog box, and clicked **OK**, the **Enter New Patient Information** dialog box appeared. This has been fixed.
- Bridges posted in the Chart were not painted correctly. This has been fixed.
- Entering appointment descriptions of 14 or more characters hid the last numeral of phone numbers. This has been fixed.
- Posting a $0 secondary insurance payment for the same day a primary claim was settled caused the deposit slip to display the subscriber name rather than the insurance name for the payment. This has been fixed.

Letter Merge

Easy Dental lets you merge a data file directly in Microsoft Excel.

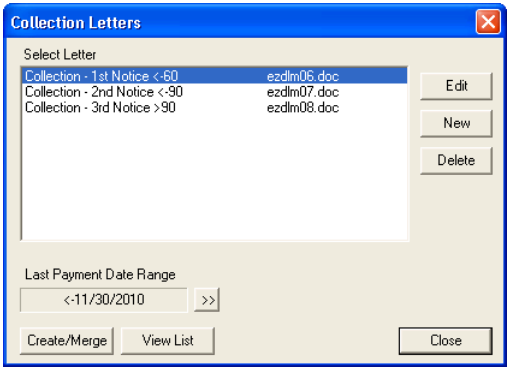
To merge a data file in Microsoft Excel

1. From the Reports toolbar, click Letters.

   The **Letters** dialog box appears.

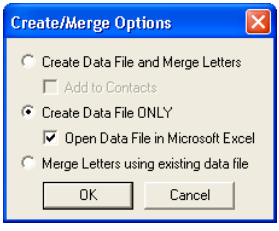
2. Click the type of letter that you want.

   A dialog box corresponding to the letter type you selected appears.



Select a letter from the Select Letter list, and then click **Create/Merge**.

The **Create/Merge Options** dialog box appears.



3. Select **Create Data File ONLY**, then select **Open Data File in Microsoft Excel**, and click **OK**.

Easy Dental opens the data file and inserts it in Microsoft Excel.

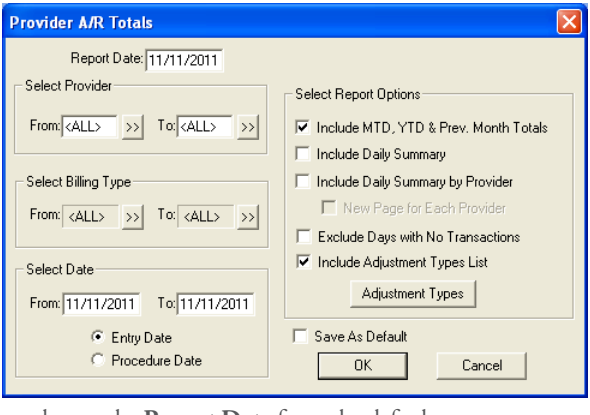
Provider A/R Totals Report

The Provider A/R Totals Report includes the transaction totals that normally print at the bottom of a day sheet by provider for a specified provider range. This report also allows you to view adjustment types by either a production or a collections category.

To generate the report

1. From the Reports toolbar, click Management Reports, and then click **Provider A/R Totals**.

   The **Provider A/R Totals** dialog box appears.



2. If necessary, change the **Report Date** from the default.
3. Select a provider, billing type, and date range.
4. Select **Entry Date** (system date when you posted the procedure) or **Procedure Date** (differs from the Entry Date if you changed the procedure date).
5. Select one or more report options.
6. Click **OK** to send the report to the Batch Processor.

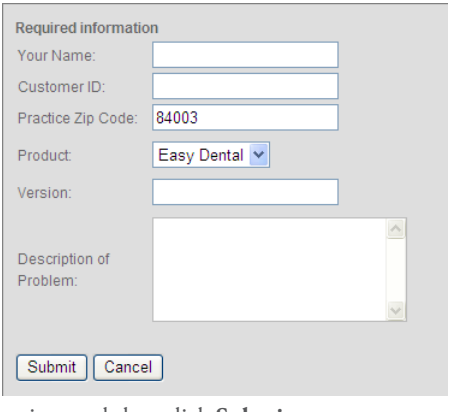
Chat with Support

You can use the Chat with Support option to start an online chat session with a member of our Easy Dental Customer Support Team.

To initiate a chat session

1. From the toolbar of any Easy Dental module, click Help and then click **Chat with Support**.

   Easy Dental connects you through your default browser to the Easy Dental Support site, and the **Required Information** dialog box appears.



2. Type your information, and then click **Submit**.

Enhancement Requests

Submitting suggestions to improve Easy Dental has never been easier now that the Help system includes an "Enhancement Request" link.

To make an enhancement request

3. From the toolbar of any Easy Dental module, click Help and then click **Enhancement Request**.

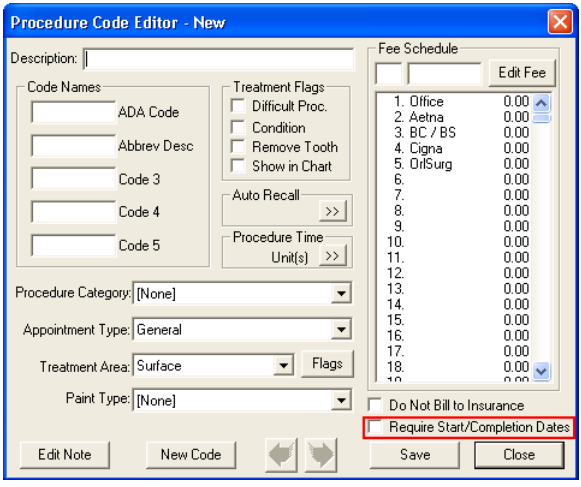
   Easy Dental connects you through your default browser to the Easy Dental Suggestion Box.

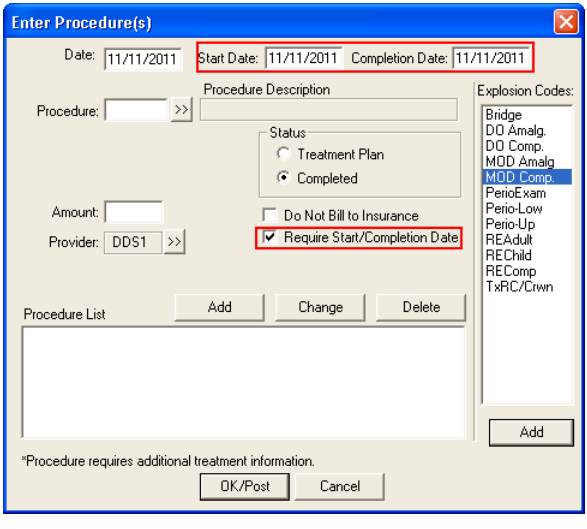
4. Select the category that your suggestion applies to from the list.

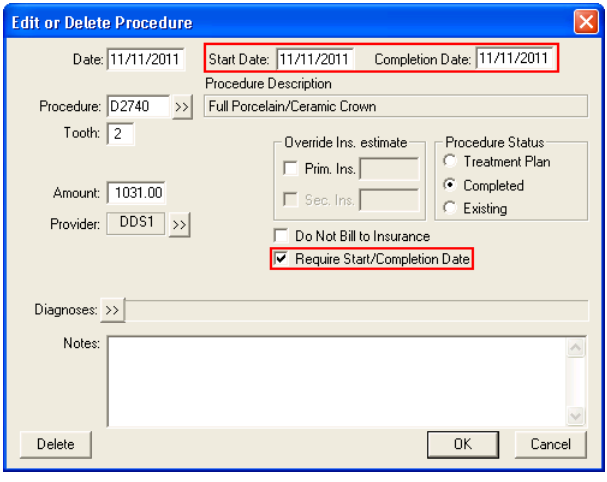
5. Type your comments, name, customer ID, and e-mail address in the appropriate fields, and then click **Submit**.

HIPAA 5010

Easy Dental 11 complies with the new HIPAA 5010 requirements. Meeting these requirements necessitated adding a "Require Start/Completion Dates" option to the **Procedure Code Editor**, **Enter Procedure(s)**, and **Edit or Delete Procedure** dialog boxes.







With Easy Dental 11, you can also view, add, change, or delete the "reasons" (according to information received on a paper EOB) for claim level adjustments made to primary insurance claims.

www.EasyDental.com

Support: 1-800-593-2814

727 East Utah Valley Drive, American Fork, Utah 84003

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