



### Remote solutions for the dental practice including:

- Insurance Benefit Verification
- Insurance Claim Submission (Dental & Medical)
- Insurance Payment Posting
- Outstanding Insurance Claim Research
- Fee Schedule Updates
- Patient AR Collection
- Patient Account Audits
- Unscheduled Recall & Treatment Phone Calls
- Coaching, Training & Practice Setup
- Speaking & Group Meetings
- Custom Projects

We work with all softwares including Eaglesoft, Open Dental, Dentrix, Dentrix Ascend, Dentrix Enterprise, WinOMS, Practiceworks, Curve, Tab32, Carestack, Denticon, Oryx, Dolphin, OMSVision & more!

We work with all practices from small startups to large multi location groups. We are experienced with General Practices, Pedodontics, Oral & Maxillo/Craniofacial Practices, Periodontics, Endodontics, Prosthodontics & Orthodontics.

We are experienced with PPOs, HMOs, Medicaid, Medicare, Union Benefits, Tricare & other state programs.

We are Lifetime AADOM Members, HIPAA Certified, utilize Connectwise Control for encrypted remote connections & hold current Cyber, Liability & Collection Agency Bonds/policies. Our team is thoroughly background checked, skill & knowledge verified and all located in the USA. No outsourcing to another company or country. All work computers are remotely monitored & protected by an independent cyber security company. All W-2 employees, not unpredictable 1099 Independent Contractors.

Florida headquarters & Women Owned.

## **INSURANCE VERIFICATION SERVICES**

Registration Fee: \$600.00 (only charged once if enrolled in other services)

Urgent Verification (less than 2 business days): \$6.00/each

EXPANDED VERIFICATION: Full breakdown of benefits including maximum, deductible, coinsurances, waiting periods, preventive frequencies, claims mailing address & payor ID and up to 8 custom procedure codes.

ELIGIBILITY ONLY VERIFICATION: Verification that plan is effective, remaining maximum & deductible.

### **0 TO 30 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION: \$260.00/MONTH

W/ DATA ENTRY: \$325.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$185.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$225.00/MONTH

### **31 TO 50 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION: \$425.00/MONTH

W/ DATA ENTRY: \$525.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$300.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$370.00/MONTH

### **51 - 100 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION: \$775.00/MONTH

W/ DATA ENTRY: \$975.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$550.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$680.00/MONTH

### **101-200 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$1,450.00/MONTH

W/ DATA ENTRY: \$1,850.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$1,015.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$1,295.00/MONTH

### **201-300 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$1,950.00/MONTH

W/ DATA ENTRY: \$2,550.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$1,365.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$1,785.00/MONTH

### **301-400 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$2,500.00/MONTH

W/ DATA ENTRY: \$3,300.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$1,750.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$2,310.00/MONTH

#### **401-500 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY : \$3,000.00/MONTH

W/ DATA ENTRY: \$4,000.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$2,100.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$2,800.00/MONTH

#### **501-600 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$3,600.00/MONTH W/ DATA ENTRY: \$4,800.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$2,520.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$3,360.00/MONTH

#### **601-700 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$4,200.00/MONTH W/ DATA ENTRY: \$5,600.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$2,940.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$3,920.00/MONTH

#### **701-800 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$4,800.00/MONTH

W/ DATA ENTRY: \$6,400.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$3,360.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$4,480.00/MONTH

#### **801-900 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$5,400.00/MONTH

W/ DATA ENTRY: \$7,200/MONTH

ELIGIBILITY VERIFICATION ONLY: \$3,800.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$5,050.00/MONTH

#### **901-1,000 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY: \$6,000.00/MONTH

W/ DATA ENTRY: \$8,000.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$4,200.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$5,600.00/MONTH

#### **1,001-2,000 VERIFICATIONS PER MONTH**

EXPANDED VERIFICATION & ELIGIBILITY :\$6,530.00/MONTH

W/ DATA ENTRY: \$8,800.00/MONTH

ELIGIBILITY VERIFICATION ONLY: \$4,500.00/MONTH

ELIGIBILITY VERIFICATION ONLY W/ DATA ENTRY: \$6,100.00/MONTH

## INSURANCE AR CLAIMS & COLLECTIONS SERVICES

### INSURANCE CLAIMS & COLLECTIONS SERVICE

(Claim Filing, Insurance Payment Posting, Outstanding Insurance Research including handling of rejected claims)

Registration Fee: \$600.00 (only charged once if enrolled in other services)

| MONTHLY FEES CALCULATED ON ACTUAL TOTAL INSURANCE COLLECTIONS: |                                                              |
|----------------------------------------------------------------|--------------------------------------------------------------|
| \$0 - \$24,000.00                                              | \$150 BASE RATE/MONTH + \$800/MONTH                          |
| \$24,000.01 - \$100,000.00                                     | \$150 BASE RATE/MONTH + 3.5% OF TOTAL INSURANCE COLLECTIONS  |
| \$100,000.01 - \$150,000.00                                    | \$150 BASE RATE/MONTH + 3.25% OF TOTAL INSURANCE COLLECTIONS |
| \$150,000.01 - \$200,000.00                                    | \$150 BASE RATE/MONTH + 3.00% OF TOTAL INSURANCE COLLECTIONS |
| Over \$200,000.01                                              | \$150 BASE RATE/MONTH + 2.75% OF TOTAL INSURANCE COLLECTIONS |

### CLAIMS RESEARCH ONLY SERVICE

(BiWeekly research of all open claims over 30 days aging)

Registration Fee: \$600.00 (only charged once if enrolled in other services)

| MONTHLY FEES CALCULATED ON ACTUAL TOTAL INSURANCE CLAIMS RESEARCHED |            |
|---------------------------------------------------------------------|------------|
| 0 - 50 claims researched/month                                      | \$300.00   |
| 51 - 100 claims researched/month                                    | \$500.00   |
| 101 - 200 claims researched/month                                   | \$950.00   |
| 201 - 300 claims researched/month                                   | \$1,425.00 |
| 301 - 400 claims researched/month                                   | \$1,900.00 |
| 401 - 500 claims researched/month                                   | \$2,375.00 |

### INSURANCE PAYMENT POSTING ONLY SERVICE

(Insurance checks/EFTs/virtual payments posted into patient account ensuring correct adjustments & documentation of payment summary with patient responsibility & explanation.)

Registration Fee: \$600.00 (waived if already enrolled in other services)

| INSURANCE COLLECTIONS FOR THE MONTH | MONTHLY FEE                                 |
|-------------------------------------|---------------------------------------------|
| \$0 - \$24,000.00                   | \$525.00                                    |
| Over \$24,000.00                    | \$150.00 plus 1.5% of Insurance Collections |

### FEE SCHEDULE UPDATE SERVICE

Obtain current year's in network fee schedules & enter into your dental software. This should be done at the beginning of each calendar year for all contracted insurance companies.

Fee: \$50.00/per fee schedule for current clients

## PATIENT AR COLLECTION SERVICES

### PATIENT COLLECTION SERVICE

(Account Audit with balance explanation, Electronic Statement Submission & Management, Bad Debt Cleanup – Additional options: Outgoing Collection Calls & Custom Collection Letters.)

Registration Fee: \$600.00 (only charged once if enrolled in other services)

| TOTAL OFFICE COLLECTIONS FOR THE BILLING MONTH | \$0 - \$50,000 | \$51,000 - \$100,000 | \$101,000 - \$150,000 | \$150,000 - \$200,000 | \$201,000 - \$300,000 | \$301,000 - \$400,000 | Over \$401,000                     |
|------------------------------------------------|----------------|----------------------|-----------------------|-----------------------|-----------------------|-----------------------|------------------------------------|
| PATIENT AR SERVICE FEE                         | \$600          | \$850                | \$1,150               | \$1,500               | \$1,900               | \$2,320               | 0.58% of total monthly collections |

### PATIENT ACCOUNT AUDITS

Registration Fee: \$600.00 (only charged once if enrolled in other services)

**Audit of Patient Balance:** Includes verification of insurance adjustments, EOB balancing & balancing of transactions on account.

**Insurance Adjustment Audit Only of Patient Account:** Includes application of correct in network fees to services on account only.

| MONTHLY FEES CALCULATED ON ACTUAL TOTAL ACCOUNTS AUDITED FOR EACH TYPE |                   |                                 |
|------------------------------------------------------------------------|-------------------|---------------------------------|
|                                                                        | COMPLETE AUDIT    | INSURANCE ADJUSTMENT AUDIT ONLY |
| ACCOUNT WITH LESS THAN 10 DATES OF SERVICE                             | \$50 per account  | \$30 per account                |
| ACCOUNT WITH 11-20 DATES OF SERVICE                                    | \$85 per account  | \$50 per account                |
| ACCOUNT WITH 21-30 DATES OF SERVICE                                    | \$150 per account | \$90 per account                |
| ACCOUNT WITH 31-40 DATES OF SERVICE                                    | \$250 per account | \$150 per account               |
| ACCOUNT WITH 41-50 DATES OF SERVICE                                    | \$400 per account | \$240 per account               |



## COACHING & TRAINING SERVICES

Our CEO & Cofounder, Pam Wilkening, will visit your office to develop a highly customized support plan to achieve your goals. Specializing in Practice Management Coaching, Insurance AR, Patient AR, Team HR, Team Relations, Efficiency & Flow, Practice SOPs & Systems, Doctor & Team Training, Patient Experience, Practice Growth & Construction, New Practice Setup & custom projects.

| INCLUDES TRAVEL TO YOUR OFFICE, CUSTOM COACHING/TRAINING, DIGITAL FILES OF ALL SUPPORTED/REFERENCE DOCUMENTS INVOLVED IN SESSION & 1 MONTH FOLLOW UP SUPPORT ON COVERED TOPICS VIA EMAIL/PHONE. |                                                          |                                                   |                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------|------------------------------------------------------------------------------------|
|                                                                                                                                                                                                 | OFFICE LOCATION<br>LESS THAN 50<br>MILES OF ZIP<br>32043 | OFFICE LOCATION<br>W/IN 350 MILES<br>OF ZIP 32043 | OFFICE LOCATION<br>OVER 350 MILES<br>FROM ZIP 32043<br>*subject to travel<br>costs |
| HOURLY (minimum 3 consecutive hours, must be same day)                                                                                                                                          | \$175/hour                                               | \$275/hour                                        | _____                                                                              |
| 1 DAY (6 hours)                                                                                                                                                                                 | \$1,000                                                  | \$1,500                                           | \$3,000*                                                                           |
| 2 DAY (6 hours per day, days must be consecutive)                                                                                                                                               | \$2,000                                                  | \$3,000                                           | \$5,500*                                                                           |
| 3 DAY (6 hours per day, days must be consecutive)                                                                                                                                               | \$3,000                                                  | \$4,500                                           | \$7,500*                                                                           |
| LONG TERM TRAINING AVAILABLE                                                                                                                                                                    | CUSTOM QUOTE                                             | CUSTOM QUOTE                                      | CUSTOM QUOTE                                                                       |

## SCHEDULING SERVICES

Outbound phone calls to your patients to schedule recalls and/or unscheduled treatment.

Registration Fee: \$600.00 (waived if already enrolled in other services)

Monthly Fee: \$150/month

Phone call (no appointment scheduled): \$1.90/call

Phone call (with appointment scheduled): \$2.80/call

## MISCELLANEOUS FEES

|                                   |                                  |
|-----------------------------------|----------------------------------|
| MAILED CLAIM/STATEMENT FEES       | \$2.10/claim or statement        |
| OUTBOUND PATIENT COLLECTION CALLS | \$1.90/call                      |
| CUSTOM PATIENT COLLECTION LETTERS | \$2.80/letter                    |
| LATE PAYMENT FEE                  | \$75.00/month                    |
| RETURNED CHECK FEE                | \$75.00/check                    |
| CREDIT CARD PAYMENT FEE           | 2.99% processing fee per payment |