

QUICK GUIDE TO DENTAL REMMANAGER

Purpose: Outline each step in the software process for treating and billing a patient for an oral appliance.

ENTERING NEW PATIENTS

Collect Patient Information

If the patient screens positive for Obstructive Sleep Apnea (OSA) or cannot use CPAP, get the following from the patient:

- Contact info
- Medical insurance cards
- Physician info

In Dental REMmanager

- Enter contact info
- Enter insurance info
- Upload card(s)
- Optional: Open a referral for Eval/Screening and schedule

- If the patient **has had a sleep study**:
 - Ask the patient for a copy of the sleep study and the name of the physician
 - If the patient has tried CPAP, have the patient fill out/sign a CPAP Affidavit
 - Upload in the Sidebar
- Fax physician OAT order form and request sleep study & visit notes
- Upload in Sidebar
 - Sleep study
 - MD visit notes
 - OAT order/prescription
- **Open Referral** in Patient Info/Referrals
 - Select Appt type of Consult/Records
 - Click "Request VOB/Auth"

- If the patient **has NOT had a sleep study**:
 - **Open Referral** in Patient Info/Referrals
 - Select Appt type of HST
 - Millennium Sleep Lab (MSL) will
 - Upload documents when the test is complete
 - Sleep Impressions (SI) will
 - Change HST to complete
 - Open referral for Consult/Records
 - Start VOB
- **Monitor the Referrals tab for testing and VOB status, and watch for "Ready to Schedule"**

SCHEDULING PATIENTS

Go To The Schedule Tab

- Click on the date in Schedule
- Select the Referral with appt type you are scheduling
- Enter times
- Click Commit
- Enable Patient Portal
 - In Contact Info, enter email
 - Click box for Permission to Email
 - Click Y for Patient Portal

Schedule and Sent Patient Forms

- Find patients in the REMmanager Referrals list ready to schedule
- Open Contact Info, turn on the patient portal, and call
- Schedule on the calendar and confirm emails sent

VISIT NOTES & SEND TO BILLING

Documentation and Collection

- If this is the patient's first visit, give the patient the Rights and Responsibilities and Privacy form
- Check - Form/Rpts to confirm Consent and Patient Registration signed
 - If these forms are not signed, print paper copies to sign, and upload in the Sidebar
- If taking records, collect the Disease Management fee

Consult Tab

- Fill out all sections of the template
- Save and switch to Text Editor, and Sign (or send to dentist to sign)
- If this is a Delivery visit
 - Sign the Proof of Delivery form with the delivery date
 - Upload to the Sidebar
- Open a referral for the next visit (Impressions, Delivery, or Follow-up)
 - Add to the date on the Schedule
 - Note: Impressions visit only made if unable to take records at consult

Billing Sheet

- Check services performed
- Check diagnosis of OSA
- Save and click the yellow "Ready to Bill" button
- If Sleep Impressions is not billing, such as a cash pay, click "Non-Billable"
- Fax the patient's physician with an update on treatment (optional)

BILLING AND COLLECTIONS (PROVIDED BY SLEEP IMPRESSIONS)

Submit Claims

- Sleep Impressions will submit claims to insurance for consult, pharyngometry and rhinometry, oral appliance, and AM aligner

Patient Collections

- Once insurance processes the claim, if there is a remaining patient balance, Sleep Impressions will bill the patient or charge the card on file

Ledger

- You can see insurance and patient payments in Billing/Ledger

Collection Reports

- Sleep Impressions will generate reports twice per month for the previous period of insurance payments, patient collections, and write-offs for your patients
- You will receive payment for 80% of the total