DATACON

Datacon News

Monthly Newsletter for Our Datacon Clients

August 2010

Changes Coming to Datacon Soon

Datacon Dental Systems is Moving September 1st

As most of you know, Datacon and dmi have spun off from each other to create their own entities in order to provide you, the client, with better products and better service. In accordance to that move, we, at Datacon Dental Systems, have found a new location to headquarter. We are still residing in the great town of Santa Rosa. We are moving a few miles away to 340-A Tesconi Circle on September 1st.

New Website Coming Soon

In the coming weeks you will get an announcement to visit our website as we get ready to launch a new version of www.datacondental.com. We are excited about our new look as it is being developed because we will be able to offer you more in the way of support and updates. Stay tuned in!

Mac Server Warranty News Clarification

Last month we ran an article recommending a purchase of a three-year AppleCare Protection Plan for those of you on Mac servers. We failed to indicate that this was available only to those clients who had not purchased an AppleCare Protection Plan at the time of their server upgrade. We apologize for the confusion.

All Apple hardware comes with a one-year limited warranty and up to 90 days of complimentary telephone technical support. To extend your coverage further, you must purchase the AppleCare Protection Plan.

If you have purchased your MacPro or MacMini server within the last year, then you are still eligible for the AppleCare Protection Plan. We invite you to extend your warranty via the Apple store at www.applestore.com. Search for “AppleCare” in the Search window. Select either “MacPro - AppleCare Protection Plan” or “MacMini - AppleCare Protection Plan.”

At $149 for the MacMini and $249 for the MacPro, it is well worth the peace of mind to protect your purchase.

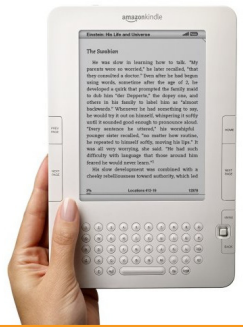
Are You Going?

CDA: San Francisco 2010: We Want Your Feedback!

Visit us at CDA: San Francisco 2010 to enter to win an Amazon Kindle. All we ask for is some feedback from you on Datacon. Come prepared to tell us what you think of Datacon and what you would like to see from us in the future.

cda PRESENTS

San Francisco
Thursday–Saturday
September 9-11
Booth #1631



Datacon Welcomes New Account Executive

We are excited to introduce a new addition to the Datacon team, Ramon Garcia. Ramon comes to us after 15 years in art direction and marketing for companies such as Oracle, Chevron and Bank of America. His extensive account management skills and experience in working with technology and technology systems are going to be a great asset to Datacon and our clients. He operated his own company, Red Letter Creative Group, for the last three years, providing creative services to corporations in the Bay Area.

Ramon also hails from the Datacon family. His mother, Nathalie Musson, was a Datacon trainer for 12 years. She was the office manager and wife to another Datacon client, the late Dr. Art Amos of Orinda. Having been around the Datacon product, and being the stepson of a satisfied Datacon client, Ramon is dually familiar with the staff of our company and the workings of a dental office. We at Datacon believe that a client-side perspective is important in providing your practice with top-notch service.

Ramon lives in San Francisco with his wife Shireen and they are expecting their first child in December. Ramon graduated from the University of California at Davis.

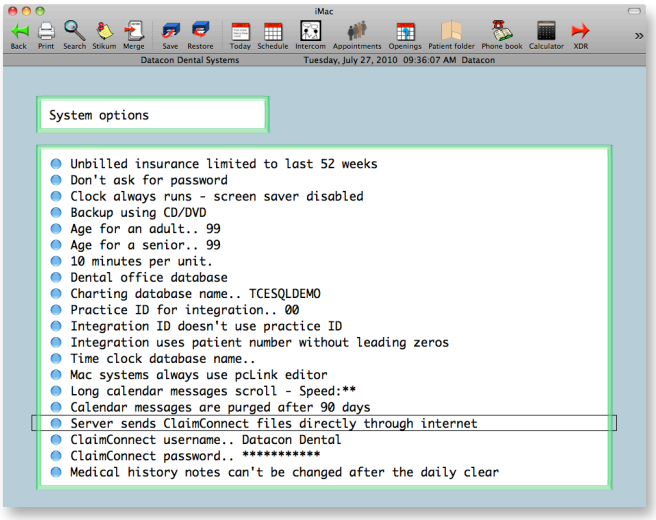
Look forward to Ramon contacting you to introduce himself. Feel free to contact him to arrange a software demonstration, provide server upgrade options, work with you on operatory expansion, or to answer questions about digital X-ray integration.

Contact Ramon Garcia directly:
email: ramong@datacondental.com
phone: (707) 480-8151

Mac Servers and ClaimConnect®

Are you using ClaimConnect to send your electronic claims? Do you have a Mac Server? If the answer is YES to both questions, we have exciting news to share.

On your Mac Server your ClaimConnect user name and password can be stored in **System Stuff** under **Miscellaneous Options.** Once the user name and password have been entered you will only need to change the option from **"ClaimConnect downloads statements and forms to workstation"** to **"Server sends ClaimConnect files directly through internet,"** as shown below.



This new feature will make the claim submittal process even easier. You will only need to go to **Forms Waiting to be Created** and click on **Submit**. Immediately your claims will be sent to the DentalXchange website and you will only have to remember to **Accept** the claims. Later, at your convenience, you can go to the DentalXchange website to review and correct any problem claims. This new method bypasses the steps to upload a batch of claims because the Mac Server can do it all "behind the scenes" which will ultimately save you time.

If your office is not operating on a Mac Server you can still enjoy the overall benefits of sending electronic claims with ClaimConnect. Sending electronic claims is easy and efficient. Not only will you end up saving time and money, but you will save a tree as well and we at Datacon highly recommend it. Give DentalXchange (EDI Health Group) a call at 800-576-6412 to get set up today.

Upcoming Classes and Events

August

Monday 8/2
New User Seminar

Thursday 8/26
Treatment Planning in the Operatories

September

Monday 9/6
CLOSED
Labor Day Observance

Thursday 9/9 - Saturday 9/11
CDA San Francisco

Thursday 9/23
New User Seminar

October

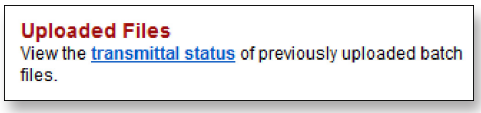
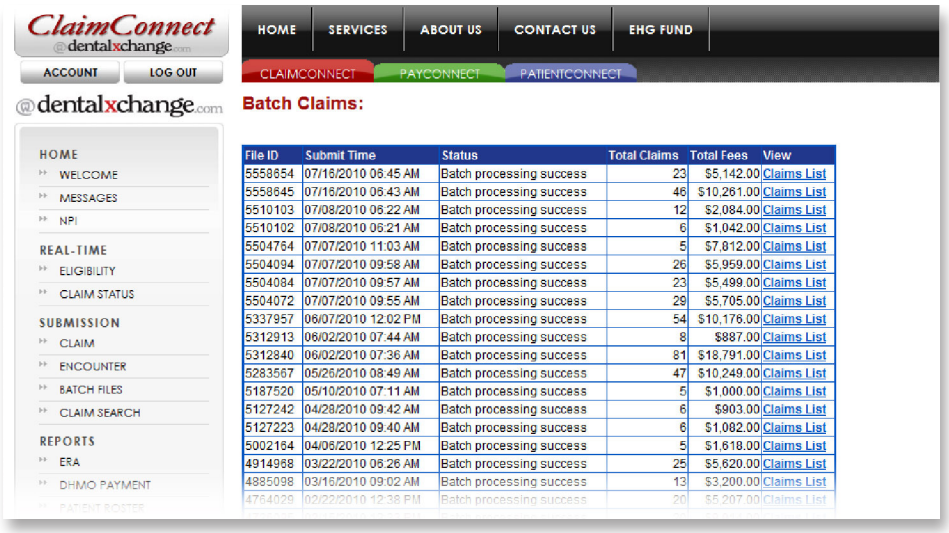
Wednesday 10/6
New User Seminar

Monday 10/18
Air-tight Recall Training

How to Pull a Report or View Claims Online

Once your claims have been uploaded you can view the status of your batch and check for problem claims. From Datacon, click on **Insurance** and click on **DentalXchange Website**. Or you can go directly to their website at www.dentalxchange.com.

- **Login** at the top left of the screen
- Enter username and password
- Click on **Claim Search**
- To view claims sent to the website, click on **transmittal status** under Uploaded Files



Transmittal Status will allow you to view every claim batch uploaded from Datacon. Simply click on **Claims List** to see each individual claim and it's current status. However, do not forget to check for and correct any problem claims.