



# 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](http://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](http://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.

## 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](mailto:ramong@datacondental.com)

phone: (707) 480-8151

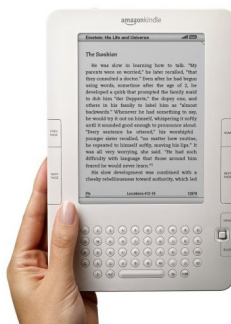
## Are You Going?

### 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.



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



# 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.

## How to Pull a Report or View Claims Online

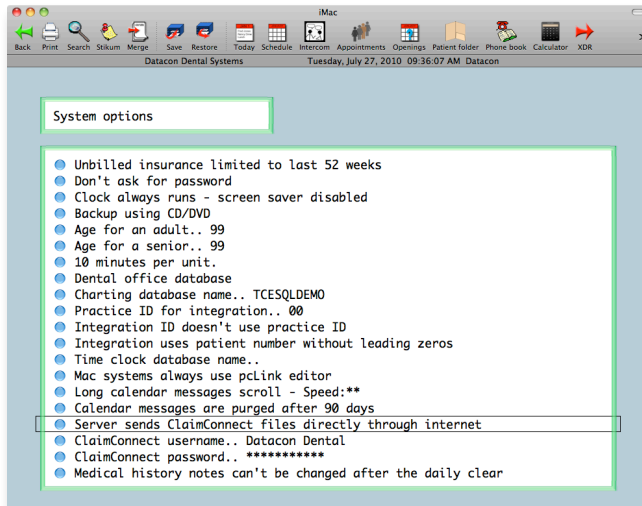
Once your claims have been uploaded you can view the status of your batch and check for problem claims. From Datacon, click on **Insurance** and click on **DentalXchange Website**. Or you can go directly to their website at [www.dentalxchange.com](http://www.dentalxchange.com).

- **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

### Uploaded Files

View the [transmittal status](#) of previously uploaded batch 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.



## 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

**ClaimConnect**  
@dentalxchange.com

ACCOUNT LOG OUT

@dentalxchange.com

HOME WELCOME

MESSAGES

NPJ

REAL-TIME

ELIGIBILITY

CLAIM STATUS

SUBMISSION

CLAIM

ENCOUNTER

BATCH FILES

CLAIM SEARCH

REPORTS

ERA

DHMO PAYMENT

PATIENT ROSTER

HOME SERVICES ABOUT US CONTACT US EHG FUND

CLAIMCONNECT PAYCONNECT PATIENTCONNECT

**Batch Claims:**

File ID	Submit Time	Status	Total Claims	Total Fees	View
5558854	07/16/2010 06:45 AM	Batch processing success	23	\$5,142.00	<a href="#">Claims List</a>
5558645	07/16/2010 06:43 AM	Batch processing success	46	\$10,261.00	<a href="#">Claims List</a>
5510103	07/08/2010 06:22 AM	Batch processing success	12	\$2,084.00	<a href="#">Claims List</a>
5510102	07/08/2010 06:21 AM	Batch processing success	6	\$1,042.00	<a href="#">Claims List</a>
5504764	07/07/2010 11:03 AM	Batch processing success	5	\$7,812.00	<a href="#">Claims List</a>
5504094	07/07/2010 09:58 AM	Batch processing success	26	\$5,959.00	<a href="#">Claims List</a>
5504084	07/07/2010 09:57 AM	Batch processing success	23	\$5,499.00	<a href="#">Claims List</a>
5504072	07/07/2010 09:55 AM	Batch processing success	29	\$5,705.00	<a href="#">Claims List</a>
5337957	06/07/2010 12:02 PM	Batch processing success	54	\$10,176.00	<a href="#">Claims List</a>
5312913	06/02/2010 07:44 AM	Batch processing success	8	\$887.00	<a href="#">Claims List</a>
5312840	06/02/2010 07:36 AM	Batch processing success	81	\$18,791.00	<a href="#">Claims List</a>
5283567	05/26/2010 08:49 AM	Batch processing success	47	\$10,249.00	<a href="#">Claims List</a>
5187520	05/10/2010 07:11 AM	Batch processing success	5	\$1,000.00	<a href="#">Claims List</a>
5127242	04/28/2010 09:42 AM	Batch processing success	6	\$903.00	<a href="#">Claims List</a>
5127223	04/28/2010 09:40 AM	Batch processing success	6	\$1,082.00	<a href="#">Claims List</a>
5002164	04/08/2010 12:25 PM	Batch processing success	5	\$1,618.00	<a href="#">Claims List</a>
4914968	03/22/2010 06:26 AM	Batch processing success	25	\$5,620.00	<a href="#">Claims List</a>
4885098	03/16/2010 09:02 AM	Batch processing success	13	\$3,200.00	<a href="#">Claims List</a>
4764026	02/22/2010 12:38 PM	Batch processing success	20	\$5,207.00	<a href="#">Claims List</a>