# Help Articles Our office is subscribed to E-Statements. How does this feature work?



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### DENTICON EMAIL STATEMENTS

Congratulations on your decision to use our eStatement services! This document provides the necessary steps for you to set up your organization for this service.

- Enabling eStatements for your office:
  - Complete and return the Denticon Statement Services Activation form to your Denticon contact.
- Denticon SetUp Items:
  - eStatement Required Fields for Responsible Party
    - By default, when "send statement" is checked and an email address is entered in the Responsible Party edit screen, eStatements will be sent to all eligible accounts (see exclusions below).
    - Responsible Party > edit: "Send Statement" box must be checked.
    - Responsible Party > edit: "No Email Statements" box must be checked.
    - Responsible Party > edit: email address entered into field.
  - Exclusions:
    - If Denticon statement (paper or email) has already been sent within "X" number of days. "X" determined by PGID.
    - You are able to exclude by Responsible Party Type.
    - You are able to exclude if account is in collections.

Note: 'No Email Statement' is unchecked by default. All accounts with an email in Denticon will get a statement unless 'No Email Statement' is checked.

Scheduler	Patient -	Transactions •	Charting - R	eports +	Report New -	Utilities •	Setup •	Office Johnson D	ental Health Cer	itter Holp -	My Account	Logout		
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Title, Nickname		•						Created on		8/5/2019 7:01	AM PT	Modified On	8/5/2019 7:01	AM PT
Last, First*		Hopkins	, Miranda					Send State	ments			Resp. Party	Type*	
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Email*		mhopkins647@yal	hoo.com					Home #		404-555-666	6	Work #		
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							Save		Cancel					

- Optional account-wide settings for eStatements:
  - If you want to ensure that every patient has emails entered and available within Denticon you must change the below settings.
     Please note that this will affect the entire PGID. Additionally, when adding a New Patient in any office, users will now be required to enter an email address for both the New Patient and the Responsible Party.
    - Go to Setup > Account Info > Advanced > Required Fields > "Patient and Responsible Party Email Required" à change to "yes."

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t Setup			PGID :3035 / OID :		
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Including Zero and Credit Balance Statements		Show Production Colors in Appointment Units	Yes		
Show Booked Production in the Scheduler	Yes	Model Office	Johnson Dental Health Center - Cascade		
Auto-post periodic contract charges	Yes	Default Treatment Blan Filter	Show All		
Show Patient Flash Alerts if Insurance is Not Eligible	Yes	Delaut reatment Plan Filter			
EQUIRED FIELDS		Insurance Payment: Credit Ins. Over Payment to Patient	Yes		
Patient and Responsible Party Phone Number Required	Yes (Any Number)	Enable Advanced Charting	Yes		
Patient Date of Birth	Required				
Patient and Responsible Party Email Required	Yes				
HIRD PARTY SETTINGS					
EDI Vendor	EHC				

- eStatement Delivery Schedule:
  - eStatements will be sent out three days after your selected statement date (the same schedule used for Denticon paper statements).
    - If you are currently using Paper Statements Services through Denticon, eStatements will use the same schedule as currently used for your Paper Statements.
    - If you are new to using Denticon Paper Statement Services or eStatements, this will be the "statement delivery schedule" that you select on your Statement Services Activation Form.
    - eStatement emails will be sent by noreply@yourdentistoffice.com
- Reviewing eStatement details:
  - Viewing Statement setup details:
    - Office can see the statement setup via Reports > Statements > View Statement Setup Detail

Scheduler Patient - Transactions - Ch	harting +	Reports • Report New •	Utilities +	Setup • Office	lohnson	Dental Health Center Help •	My /	Account Logout		
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- Patient Facing emails
  - All eStatements will be sent from the following email address: noreply@yourdentistoffice.com
  - All emails will include a link for patients to download their statements. Please note, no statements are actually attached or included directly within the email.
  - If your office is using TSYS, and you have selected "Print Payment Portal Message on Statements" option (found here: setup> Offices > Office setup >Statements tab) then the eStatement will also include a link for patients to pay their bills online.

Sche	iuler Patient -	Transactions •	Charting •	Reports • Report New •	Utilities •	Setup - Offic	o Johnson	Dental Health Center Help •	My A	ccount Logout		
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ORT BY Office Name Office ID	Please pay balance to eliminate finance charges. Thank You!	Account processing at collect enforcement.	ons agency and/or law	Account processing at collections agency and/or law enforcement.		
EARCH TEXT	STATEMENT SETTINGS					
Johnson Dental Health Center - Cascade Heights	Correspondence Name	σ	Johnson Dental Health Center-Cascade			
(100)	Current Logo Option	٩	No logo			
Johnson's Dental Health Center - Douglasville (103)	Logo					
Johnson's Dental Health Center - Lakewood (101)	Statement Name and Address	3	Use corporate statement name and address			
Johnson's Dental Health Center - Riverdale (102)	Statement Address	2	2245 Professional Parkway			
		s	uite 301			
	Statement City, State Zip	4	ATL, GA 30311			
	Print Payment Portal Message on Statements	N	0			
Next Available OID : 104 + ADD OFFICE						

#### Sample email if your office uses TSYS:

#### Hello,

Your monthly statement from Palm Desert is now available.Please Click here to access your statement electronically

To pay your bill, please <u>Click here</u> and enter your Payment ID, zip code and last name. You will not need to create a password to pay your outstanding balance. Thank you.

Sample email if your office does not use TSYS or has not modified the settings described above:

Hello,

Your monthly statement from Palm Desert is now available. Please Click here to access your statement electronically

Thank you.

- Denticon Statement Services Reports:
  - Viewing Statement Reports:
    - Office can view Statement Reports via Reports > Statement > View Statement Setup Detail

Destions Statement Set	up (statements sent by Dunic	on for the commit office)		You are logged into the Staging Server -	POID 1 / 040 101				
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- Available Reports Include:
  - Email Statement Sent Report
  - Email Statement Error Report
  - Report of bounced eStatements

Please note: The reporting options will not include any explanation as to why the email was not successfully delivered.

Reasons may include an incorrect email address indicated in the Responsible Party Edit screen or the eStatements email is blocked from the patient email carrier ( examples: Yahoo, Gmail, ICloud, company email provider, Xfinity, AT&T, etc..).