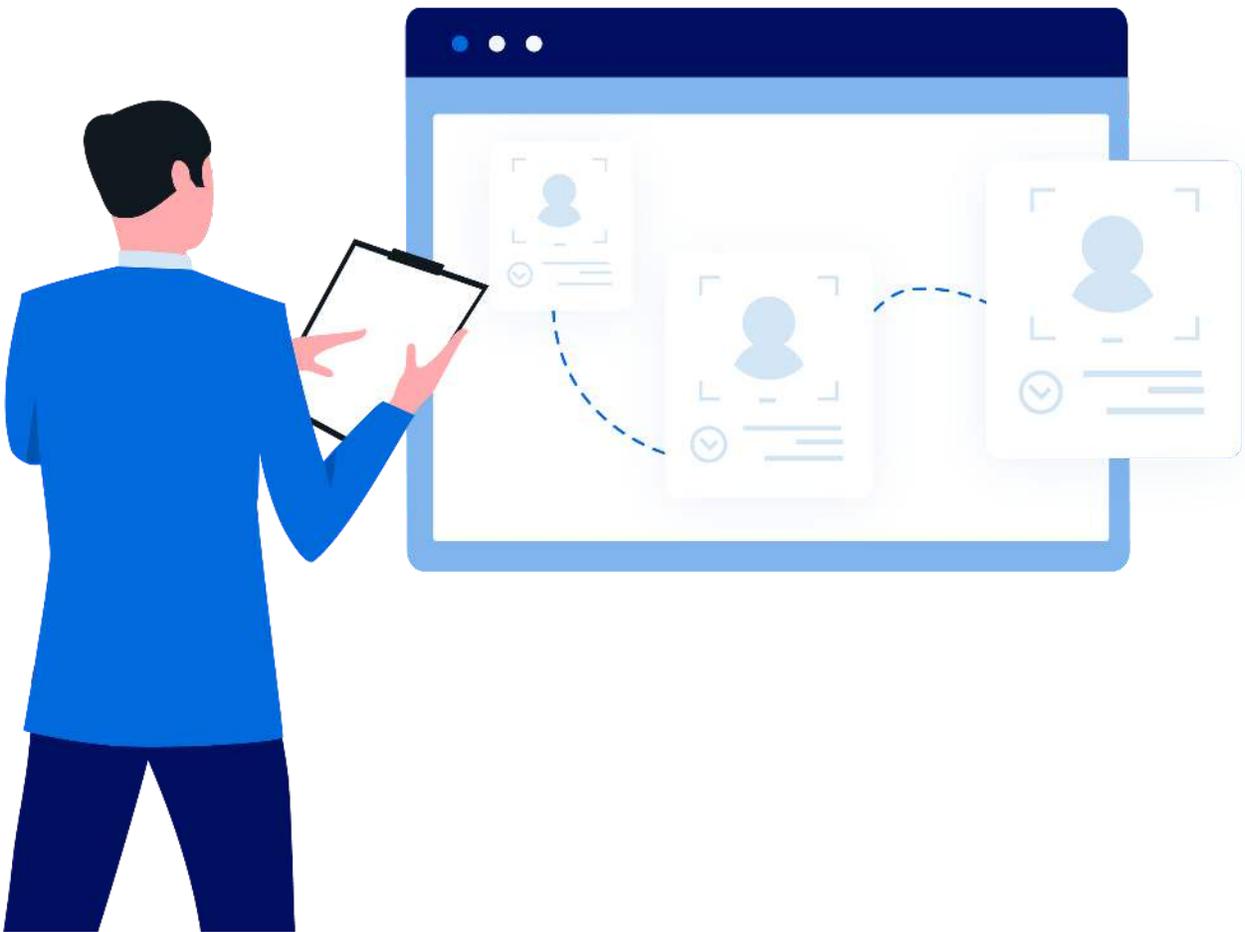


Help Articles

**Our office is subscribed to E-Statements.
How does this feature work?**



Our office is subscribed to E-Statements.

How does this feature work?

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 Reports Report New Utilities Setup Office Johnson Dental Health Center Help My Account Logout

PGID :3035 / OID :100

Responsible Party Information

Patient: Hopkins, Miranda
 (H) : 404-555-6666 BD : 1/1/1967
 (C) : 404-780-0066
 (W) :

Type

Patient ID 177
 Age/Sex: 53 / F
 First Visit: 8/5/2019
 Last Visit: 1/14/2020

Responsible: Hopkins, Miranda
 Balance: 1600.00 BD : 1/1/1967
 Est. Ins: 0.00
 Est. Pat: 1600.00

Prim. Ins: METLIFE TRICARE DENT
 877-638-3379 SubID : 12345678
Sec. Ins:

Responsible Party/Billing Information

Resp. Party ID 164
 Title, Nickname
 Last, First * Hopkins, Miranda
 Address * 2566 John Hope Rd
 City, St Zip * Decatur, GA, 30033
 Email * mhopkins647@yahoo.com
 Birth Date (mm/dd/yyyy) 1/1/1967 Age 53
 Marital Status Single Sex Female
 Driver License SSN Show

Created by CDJOHNSON
 Created on 8/5/2019 7:01 AM PT
 Modified By CDJOHNSON
 Modified On 8/5/2019 7:01 AM PT

Send Statements
 No Email Statements
 Send to Collection
 Apply Finance Charge

Home # 404-555-6666
 Collection Agency
 Last Collection Letter Sent Date
 Last Collection Letter Name -- Select Letter --

Resp. Party Type *
 AA - Triple AAA
 CA - Cash
 CO - Collection

Cell #
 Work #

Custom Statement Message

Print message on Statement for 0 times

Save Cancel

Responsible for Following Patients

Patient Name	Age	Sex	Recall Date	Balance
Hopkins, Miranda	53	F	2/6/2020	\$1,600.00

- 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."

Scheduler Patient Transactions Charting Reports Report New Utilities Setup Office Johnson Dental Health Center Help My Account Logout

PGID :3035 / OID :100

Search Patient or Responsible Party

Search For
 Patient
 Responsible Party

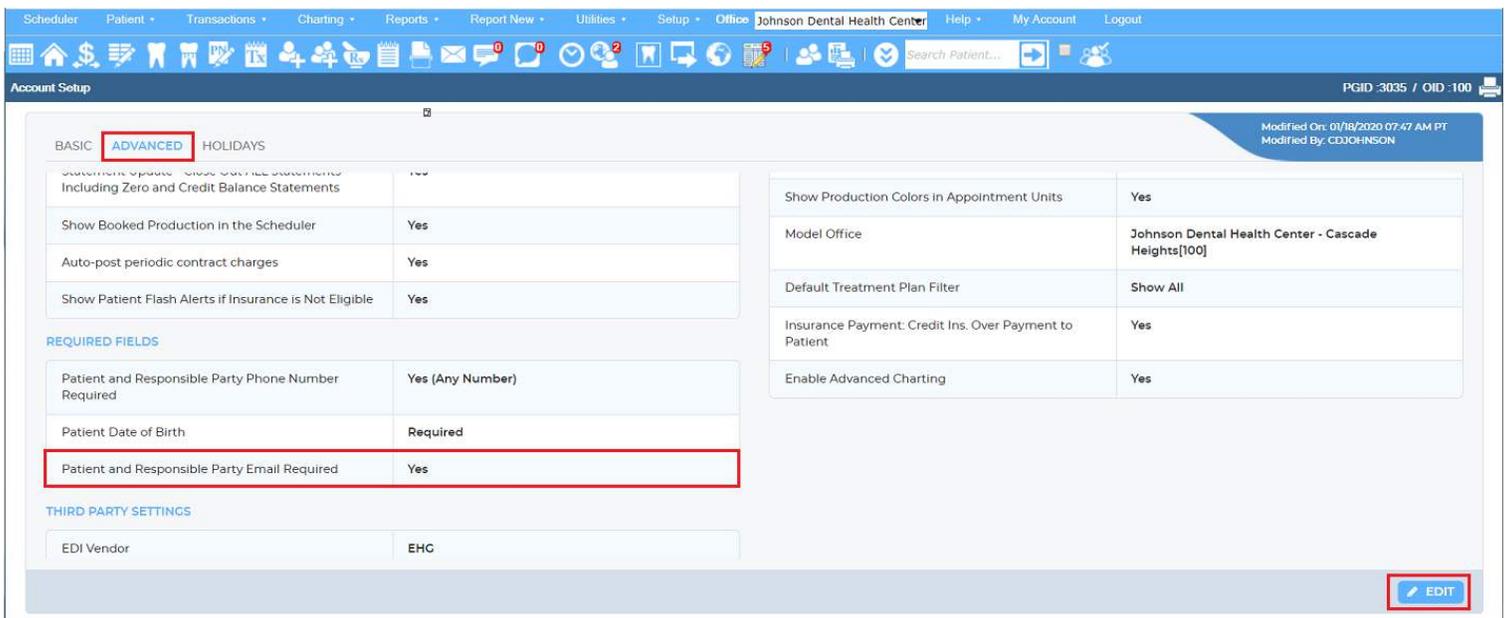
Search By
 Last Name
 First Name
 Nickname
 Patient Type
 Medication
 Chart #
 SSN
 Email

Search Text
 Enter Patient Last Name: _____

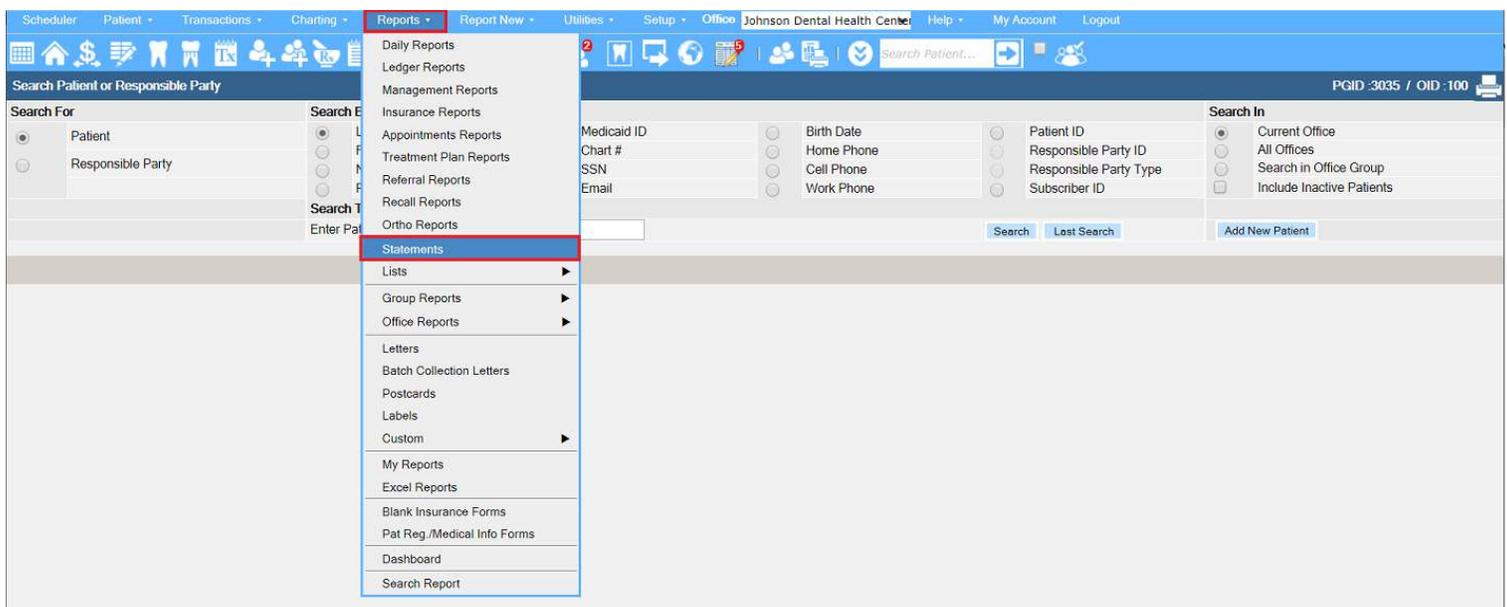
Account Info
 Offices
 Office Groups
 Security
 Providers
 Insurance
 Referrals
 Procedure Codes
 Fee Schedules
 Charting
 Pick List
 Medical Setup
 Ortho Setup
 Scheduler Views
 Collection Agencies
 Prescriptions
 Labs
 Payment/Adjustment Types
 Misc Setups
 Collection Letters Setup
 Close Out
 Dentray Classic Setup
 XDR Uploader Setup

Search In
 Patient ID
 Responsible Party ID
 Responsible Party Type
 Subscriber ID
 Current Office
 All Offices
 Search in Office Group
 Include Inactive Patients

Search Last Search Add New Patient

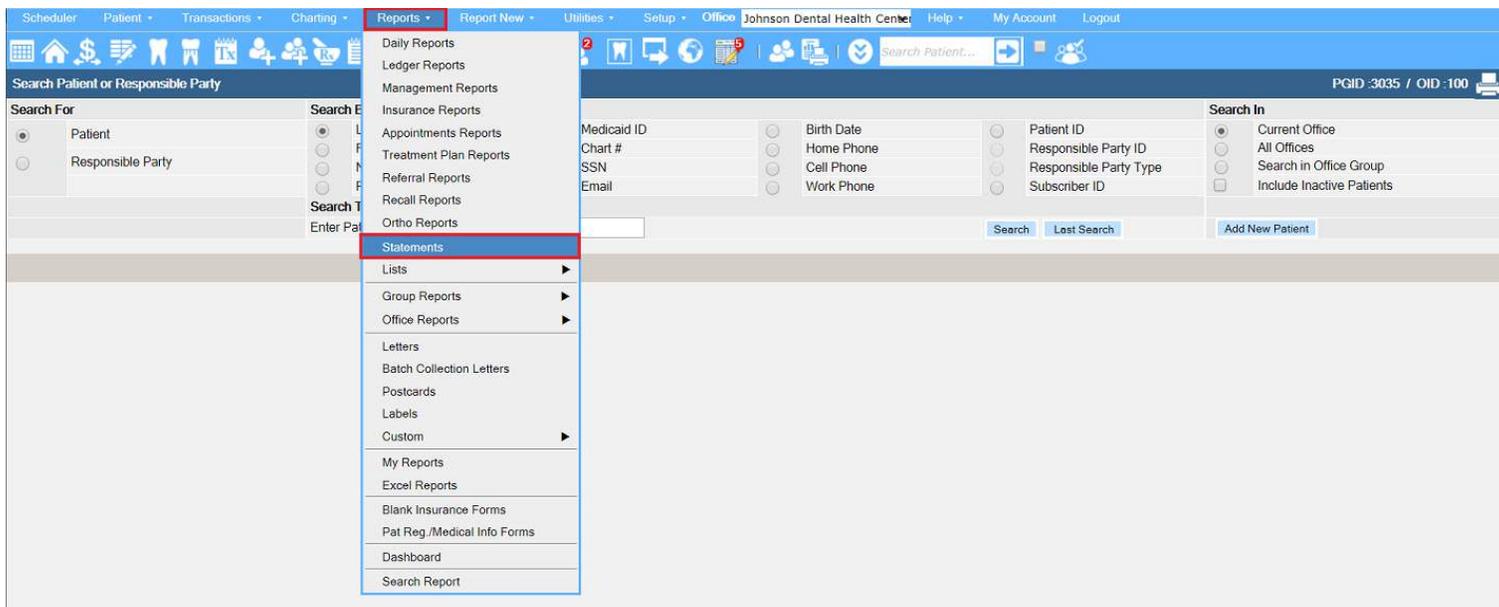


- eStatement Delivery Schedule:
 - eStatements will be sent out three days after your selected statement date (the same schedule used for Denticon paper statements).
 - If you are currently using Paper Statements Services through Denticon, eStatements will use the same schedule as currently used for 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





- 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.



Modified On: 12/28/2019 6:48:00 AM PT
Modified By: CDJOHNSON

Correspondence Name	Johnson Dental Health Center-Cascade
Current Logo Option	No logo
Logo	
Statement Name and Address	Use corporate statement name and address
Statement Address	2245 Professional Parkway Suite 301
Statement City, State Zip	ATL, GA 30311
Print Payment Portal Message on Statements	No

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 [Click here](#) 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

Dashboard Statement Setup (statements sent by Denticon for the central office) You are logged into the Staging Server. PGID: 1 / OD: 881

Statement Period: **Beginning Month (for end of last month statement) *** Statement Sample (No Payment Portal Message) Statement Sample (Including Payment Portal Message)

Statement Details

Statement Format: Paper Email Both

Statement Start Date: 8/7/2019 Last Statement Date: 12/31/2019 [View Statement Date](#) [View Statement Error Report](#) [View Statement Error Report](#)

Update statement date

Responsible Party Range

Start Name: AAAAA Include Credit Balances

End Name: ZZZZZ Exclude accounts where statement was sent within last days

Account Balance Over: 0.00 Exclude accounts where patient portion is paid and insurance portion is expected

Exclude patients Sent to Collection

Include message to pay via Payment Portal

Exclude Responsible Party Type

No Type Defined

Test

11

Statement messages are picked up from: Setup - Office - Statement messages and respective responsible party messages

This setup detail is for viewing purposes. If you require changes to this setup, please submit a ticket to Support.

[Close](#)

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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..).