



## Dentist / Manager

### Treatment Plan / Production / Collection Reconciliation

This is a quick guide to making sure that all of the production and collection gets posted and reconciled properly.

- 1) **Initial Exam:** The dentist conducts a new patient exam, and the treatment that will be proposed to the patient is written down in the "Patient Exam" form. As the Doctor calls out the treatment that is needed by the patient, it is written down on this form for it to be entered into Eaglesoft.

A photograph of a "Patient Exam" form from Eaglesoft. The form includes sections for patient information, treatment history, and a large area for listing procedures with checkboxes and descriptions.

- 2) **Proposed Treatment Plan:** After the treatment plan is entered into the computer it will be printed out, and presented to the patient for acceptance. The Treatment Coordinator or manager has the authority to get the patient to accept the treatment by offering payment plans or discounts in order to get the patient to accept the treatment.

A photograph of a "Proposed Treatment Plan" form from Eaglesoft. It shows a grid of treatment codes and descriptions, with checkboxes for each item.

- 3) **Signed Proposed Treatment Plan:** When the patient accepts the treatment the Treatment Coordinator and the doctor will communicate to note what part of the treatment will be started that day. The signed treatment plan will be scanned into the patients "SmartDoc" file for future reference. Please note that in this example the patient was offered a discounted price on all of the fillings that they needed. When the doctor determines that some of the procedures can be done today, the treatment coordinator will check them off, and change the pricing to the agreed upon price in the computer, as they prepare the procedures to be posted as done. It is the responsibility of the doctor to review the treatment plan, and make sure that the patient has signed the treatment plan to make sure that the right things were presented to the patient before starting on the treatment. At this point the doctor can get a copy of the treatment plan as it was accepted by the patient, so that they can cross reference future production reports, and collection reports.

A photograph of a "Signed Proposed Treatment Plan" form from Eaglesoft. It shows a grid of treatment items with checkboxes and a section at the bottom for "Treatment Services" with a dropdown menu.



- 4) **Production Reconciliation:** When the day is done EagleSoft is programmed to produce certain reports that are queued up to run when the office manager runs the “End of Day” report. The first report that the dentist should be aware of is the Production Reconciliation Report. Please note that the amount that is reflected in the Production Reconciliation is the same as the hand written amount on the signed treatment plan form. If the amount that is reflected in this production reconciliation report is different then there will be a future accounting problem. This could cause delays in the processing of Collection bonuses or other reports that are necessary to the proper management of the office. So it is crucial that these amounts are entered correctly in the system from the get go.

- 5) **Collection reconciliation:** Another report that is generated is the Collection Reconciliation Report, this will inform the dentist on the Collections that are gathered on the production that they have, or will produce. There will be times when the patient (If the Treatment Coordinator does their job right) will pre pay for future treatment that they will be receiving. You can see if this happens by comparing the collection report with the production report. If the patient prepays then the collection will be higher than the production, and the dentist should encourage the Manager or treatment coordinator to get the patient on the schedule as soon as possible to deliver the pre-paid production. If the Dentist delivers production that has not been collected yet, they are within their rights, and are encouraged to follow up, with the manager and treatment coordinator on the collection of said production.

- 6) **Account Receivable Report:** These systems are in place so that there are checks and balances to drive forward production and collection in the offices. Please note that additional reports are available such as the Accounts Receivable report which are great for the doctor to keep track on the production that has been delivered. The accounts receivable report will show by Account (Patients Name) how long the production has been outstanding. The categories are as follows:

- a. **Current:** This is work that has been recently delivered or posted. This category is for work that has been delivered in the last 29 days.
  - b. **30 Days:** This is work that was delivered 30 to 59 days ago most insurance plans pay their balances within this range of days. If there are payments that are outstanding in this column and the patient does not have insurance then the patient accounts should be further investigated.
  - c. **60 Days:** This is work that was delivered 60 to 89 days ago any insurance plan payment will have been received in this column, so if there is an outstanding balance when there are payments from insurance on the patient file then there is an issue with the billing and it should be further investigated.
  - d. **90 Days:** There are no circumstances where this column should have a balance. If the balance shows in parentheses (\$3,500.00) this means that the patient will have a credit that is still to be produced. This delay might be caused by the healing of implants awaiting restoration.



7) **Summary:** We encourage the dentist to take charge of the collection, and production flow in the offices. Please see the forms described in the previous pages in a larger format so that you can use as a reference.

# 1		Rava DENTAL			
		Clinical Examination			
Patient Name: <u>Patricia</u>		Date: <u>10/21/05</u>			
VISITING DENTIST AND GATE GUARDIAN:		LAST 6 MONTHS REVIEW OF DENTAL CARE AND NEEDS			
Dr. <u>John Rava</u> 123 Main Street Somerville, NJ 08876 Tel: <u>(908) 272-1234</u> Fax: <u>(908) 272-1235</u>		Overall oral health: <u>Good</u> <input checked="" type="checkbox"/> <u>Fair</u> <input type="checkbox"/> <u>Poor</u> <input type="checkbox"/> Last visit: <u>10/21/05</u> <input checked="" type="checkbox"/> <u>10/21/05</u> <input type="checkbox"/> <u>10/21/05</u> Next visit: <u>10/21/05</u> <input checked="" type="checkbox"/> <u>10/21/05</u> <input type="checkbox"/> <u>10/21/05</u>			
Height: <u>5' 5"</u> Weight: <u>125 lbs</u> Blood Type: <u>O+</u> Allergies: <u>None</u> Family History: <u>None</u> <input checked="" type="checkbox"/> <u>Yes</u> <input type="checkbox"/>		Family History: <u>None</u> <input checked="" type="checkbox"/> <u>Yes</u> <input type="checkbox"/> Previous treatment: <u>None</u> <input checked="" type="checkbox"/> <u>Yes</u> <input type="checkbox"/> Previous treatment: <u>None</u> <input checked="" type="checkbox"/> <u>Yes</u> <input type="checkbox"/>			
Teeth Number	Initial Diagnosis	Assessment	Find	Abnormal Findings	Plan
1					
2					
3					
4 & 5	<u>C</u>				
6	<u>F</u>				
7					
8					
9 & 10	<u>AH</u>				
11					
12					
13					
14					
15					
16	<u>OH</u>				
17					
18					
19					
20					
21					
22					
23					
24 & 10					
25					
26					
27					
28					
29					
30					
31					
32	<u>C</u>				

#4		EagleSoft	DATE			
			11/1/2014			
Date	Patient	Phone #	User Type	Description	Debit	Credit
10/27/14	Rebbie Lopez, Dy	(909) 920-8456	VG Service	D0549 OCCCLUSAL GUARD, BY REPORT	\$175.00	
10/27/14	61- Espresso, Carolina	(909) 948-1349	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE, P	\$135.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D4342 PERIO SCALING-ROOT PLANNING-1-3 THTV	\$65.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D6175 COMPREHENSIVE ORAL EVALUATION	\$0.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D6233 PANORAMIC FILM	\$0.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D6234 PERIODONTAL SCALING AND ROOT PLANING	\$200.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D6235 RESIN-BASED COMPOSITE-ONE SURFACE, P	\$168.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D6236 RESIN-BASED COMPOSITE-ONE SURFACE, P	\$168.00	
10/27/14	68-Ros, Richard	(909) 948-1349	VG Service	D6237 29 Surface O	\$0.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D0153 COMPREHENSIVE ORAL EVALUATION	\$0.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE, INCL BITWINGS	\$110.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE	\$110.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE	\$110.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE	\$110.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE	\$110.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE	\$110.00	
10/27/14	69-Sanchez, Rosa	(999) 232-0757	VG Service	D2391 RESIN-BASED COMPOSITE-ONE SURFACE	\$110.00	
			Rosalie Lopez Dy's Total:	\$1,351.00		
			Rosalie Lopez Dy's Production Balance:	\$1,351.00		
			*****Total:	\$1,351.00		
			Total Production Balance:	\$2,749.00		

TIME 7:03 AM		#5	EagleSoft		DATE 11/1/2014					
<b>COLLECTIONS RECONCILIATION</b>										
From EOD: Oct 27, 14 (10/27/14) To EOD: Oct 27, 14 (10/27/14)										
<b>Date</b>	<b>Patient</b>	<b>Phone #</b>	<b>User Type</b>	<b>Description</b>	<b>Debits</b>	<b>Credits</b>				
10/25/2014	71 - Lopez, Yolanda	(909) 949-4673	VG	Acct Pymt: visi:		\$100.00				
10/27/2014	68 - Ross, Richard	(909) 948-1348	VG	Acct Pymt: Care Credit:		\$5,500.00				
10/27/2014	61 - Espinosa, Carolina	(909) 920-0456	VG	Acct Pymt: Cash:		\$100.00				
10/27/2014	69 - Sanchez, Rosa	(909) 232-0757	VG	Acct Pymt: visi:		\$440.00				
						Roselle Lopez Dy's Totals: \$0.00 \$6,140.00				
						Roselle Lopez Dy's Collection Balance: \$6,140.00				
						>>>>> Totals: \$0.00 \$6,140.00				
						Total Collection Balance: \$6,140.00				

TIME: 9:45 AM

**ACCOUNTS RECEIVABLE BY RESPONSIBLE PARTY**

<b>Responsible Party</b>	<b>Current</b>	<b>30 Days</b>	<b>60 Days</b>	<b>90 Days</b>	<b>Contract</b>	<b>Total A/R</b>	<b>- Est. Ins.</b>	<b>= Due No</b>
15 Aldjani, Rula	\$0.00	\$1,241.50	\$0.00	\$0.00	\$0.00	\$1,241.50	\$0.00	\$1,241.50
85 Baneulos, Carlos	\$848.00	\$0.00	\$0.00	\$0.00	\$0.00	\$848.00	\$712.00	\$136.00
55 Calvillo, David	\$649.00	\$74.00	\$0.00	\$0.00	\$0.00	\$723.00	\$620.20	\$102.8
61 Espinoza, Carolina	\$345.00	\$0.00	\$0.00	\$0.00	\$0.00	\$345.00	\$0.00	\$345.00
10 Flores, Etvette	\$1,100.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,100.00	\$880.00	\$220.00
5 Flores, Thomas	\$1,040.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,040.00	\$832.00	\$208.00
44 Prichard, David	\$433.00	\$0.00	\$0.00	\$0.00	\$0.00	\$433.00	\$407.60	\$25.4
68 Rios, Richard	(\$5,300.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$5,300.00)	\$0.00	(\$5,300.00)
60 Rivera, Maria	\$756.00	\$0.00	\$0.00	\$0.00	\$0.00	\$756.00	\$0.00	\$756.00
54 Rivera, Yesid	(\$4,225.00)	\$0.00	\$0.00	\$0.00	\$3,825.00	(\$400.00)	\$0.00	(\$400.00)
18 Roller, Jennifer	(\$1,000.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$1,000.00)	\$0.00	(\$1,000.00)
81 Soliz, Victor	\$179.50	\$0.00	\$0.00	\$0.00	\$0.00	\$179.50	\$179.50	\$0.00
<b>Totals:</b>	<b>(\$5,174.50)</b>	<b>\$1,315.50</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$3,825.00</b>	<b>(\$34.00)</b>	<b>\$3,631.30</b>	<b>\$3,665.31</b>
<b>% of Total:</b>	<b>15.21%</b>	<b>12%</b>	<b>0.00%</b>	<b>0.00%</b>				