



Dentist / Manager

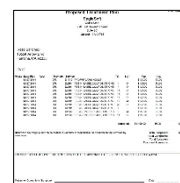
Treatment Plan / Production / Collection Reconciliation

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.



- 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.



- 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.





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.

DATE	TIME	AMOUNT
01/15/2014	08:00	100.00
01/15/2014	08:30	150.00
01/15/2014	09:00	200.00
01/15/2014	09:30	250.00
01/15/2014	10:00	300.00
01/15/2014	10:30	350.00
01/15/2014	11:00	400.00
01/15/2014	11:30	450.00
01/15/2014	12:00	500.00
01/15/2014	12:30	550.00
01/15/2014	13:00	600.00
01/15/2014	13:30	650.00
01/15/2014	14:00	700.00
01/15/2014	14:30	750.00
01/15/2014	15:00	800.00
01/15/2014	15:30	850.00
01/15/2014	16:00	900.00
01/15/2014	16:30	950.00
01/15/2014	17:00	1000.00

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.

DATE	TIME	AMOUNT
01/15/2014	08:00	100.00
01/15/2014	08:30	150.00
01/15/2014	09:00	200.00
01/15/2014	09:30	250.00
01/15/2014	10:00	300.00
01/15/2014	10:30	350.00
01/15/2014	11:00	400.00
01/15/2014	11:30	450.00
01/15/2014	12:00	500.00
01/15/2014	12:30	550.00
01/15/2014	13:00	600.00
01/15/2014	13:30	650.00
01/15/2014	14:00	700.00
01/15/2014	14:30	750.00
01/15/2014	15:00	800.00
01/15/2014	15:30	850.00
01/15/2014	16:00	900.00
01/15/2014	16:30	950.00
01/15/2014	17:00	1000.00

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:

DATE	TIME	AMOUNT
01/15/2014	08:00	100.00
01/15/2014	08:30	150.00
01/15/2014	09:00	200.00
01/15/2014	09:30	250.00
01/15/2014	10:00	300.00
01/15/2014	10:30	350.00
01/15/2014	11:00	400.00
01/15/2014	11:30	450.00
01/15/2014	12:00	500.00
01/15/2014	12:30	550.00
01/15/2014	13:00	600.00
01/15/2014	13:30	650.00
01/15/2014	14:00	700.00
01/15/2014	14:30	750.00
01/15/2014	15:00	800.00
01/15/2014	15:30	850.00
01/15/2014	16:00	900.00
01/15/2014	16:30	950.00
01/15/2014	17:00	1000.00

- 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.
- 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.
- 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.
- 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

Acava DENTAL
Clinical Examination

Patient Name: *[Signature]* Date: *[Signature]*

LEAFLET BROCHURE BY VISOR (908) 476-3046

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100

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#2

Proposed Treatment Plan
EagleSoft
4341 Green
270 East Seventh Street
Bala, DC
Mission, CA 94716

Rosa Sanchez
18534 Arrow Blvd
Fontana, CA 92335

10/1/14

Class	Date/Plan	Asst	Procedure	Units	Fee	Rate	Dis.
01	10/27/14	DL	02110 PROPHYLAXIS ADULT	1	\$100.00	\$0.00	\$100.00
02	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	4	\$100.00	\$0.00	\$400.00
03	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
04	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
05	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	17	\$100.00	\$0.00	\$1700.00
06	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	8	\$100.00	\$0.00	\$800.00
07	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	12	\$100.00	\$0.00	\$1200.00
08	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	12	\$100.00	\$0.00	\$1200.00
09	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
10	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
11	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	11	\$100.00	\$0.00	\$1100.00
Subtotal: \$1,000.00							\$1,000.00

Insurance coverage is only an estimated amount. Insurance is responsible for all treatment not covered by insurance.
Total Proposed: \$1,000.00
Total Completed: \$0.00
Total Remaining: \$1,000.00
Proposed Insurance: \$0.00

PLEASE READ AND AUTHORIZE THE DENTIST OR DENTAL OFFICE ASSISTANT TO PERFORM THE WORK DESCRIBED ABOVE.

Patient or Guardian's Signature: _____ Date: _____

#3

Proposed Treatment Plan
EagleSoft
4341 Green
270 East Seventh Street
Bala, DC
Mission, CA 94716

Rosa Sanchez
18534 Arrow Blvd
Fontana, CA 92335

10/1/2014

Class	Date/Plan	Asst	Procedure	Units	Fee	Rate	Dis.
01	10/27/14	DL	02110 PROPHYLAXIS ADULT	1	\$100.00	\$0.00	\$100.00
02	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	4	\$100.00	\$0.00	\$400.00
03	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
04	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
05	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	17	\$100.00	\$0.00	\$1700.00
06	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	8	\$100.00	\$0.00	\$800.00
07	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	12	\$100.00	\$0.00	\$1200.00
08	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	12	\$100.00	\$0.00	\$1200.00
09	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
10	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	15	\$100.00	\$0.00	\$1500.00
11	10/27/14	DL	02201 REIN-BASED COMPOSITE ONE	11	\$100.00	\$0.00	\$1100.00
Subtotal: \$1,000.00							\$1,000.00

Insurance coverage is only an estimated amount. Insurance is responsible for all treatment not covered by insurance.
Total Proposed: \$1,000.00
Total Completed: \$0.00
Total Remaining: \$1,000.00
Proposed Insurance: \$0.00

PLEASE READ AND AUTHORIZE THE DENTIST OR DENTAL OFFICE ASSISTANT TO PERFORM THE WORK DESCRIBED ABOVE.

Patient or Guardian's Signature: *Rosa Sanchez* Date: *10/1/2014*

#4

TIME 6:55 AM EagleSoft DATE 11/12/2014

PRODUCTION RECONCILIATION
From EOD: Oct 27, 14 (1927714) To EOD: Oct 27, 14 (1927714)

Date	Patient	Phone #	User Type	Description	Debit	Credit
	Roselle Lopez Dy					
10/27/14	61-Espinoza, Carolina	(909) 920-9456	VG	Service 02103 OCCLUSAL GUARD, BY REPORT	\$75.00	
10/27/14	68-Rios, Richard	(909) 948-1348	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 23 Surface O	\$140.00	
10/27/14	68-Rios, Richard	(909) 948-1348	VG	Service 02404 PERIODONTAL SCALING/ROOT PLANING 1-3 TTHYG Tooth 20-26	\$60.00	
10/27/14	68-Rios, Richard	(909) 948-1348	VG	Service 06192 COMPREHENSIVE ORAL EVALUATION	\$0.00	
10/27/14	68-Rios, Richard	(909) 948-1348	VG	Service 06332 PANORAMIC FILM	\$0.00	
10/27/14	60-Rivera, Maria	(909) 279-2884	VG	Service 02404 PERIODONTAL SCALING AND ROOT PLANING Tooth LR	\$200.00	
10/27/14	60-Rivera, Maria	(909) 279-2884	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 28 Surface O	\$160.00	
10/27/14	60-Rivera, Maria	(909) 279-2884	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 29 Surface O	\$160.00	
10/27/14	69-Sanchez, Rosa	(909) 232-0757	VG	Service 06192 COMPREHENSIVE ORAL EVALUATION	\$0.00	
10/27/14	69-Sanchez, Rosa	(909) 232-0757	VG	Service 06210 INTRADURAL-COMPOSITE (INCL. BITEWINGS)	\$0.00	
10/27/14	69-Sanchez, Rosa	(909) 232-0757	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 18 Surface M	\$110.00	
10/27/14	69-Sanchez, Rosa	(909) 232-0757	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 17 Surface O	\$110.00	
10/27/14	69-Sanchez, Rosa	(909) 232-0757	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 16 Surface C	\$110.00	
10/27/14	69-Sanchez, Rosa	(909) 232-0757	VG	Service 02301 REIN-BASED COMPOSITE-ONE SURFACE, P Tooth 15 Surface O	\$110.00	
Roselle Lopez Dy's Totals:					\$1,351.00	
Roselle Lopez Dy's Production Balance:					\$1,351.00	
***** Totals:					\$1,351.00	
Total Production Balance:					\$2,749.00	

#5

TIME 7:03 AM EagleSoft DATE 11/1/2014

COLLECTIONS RECONCILIATION
From EOD: Oct 27, 14 (1927714) To EOD: Oct 27, 14 (1927714)

Date	Patient	Phone #	User Type	Description	Debit	Credit
	Roselle Lopez Dy					
10/25/2014	71-Lopez, Yolanda	(909) 948-4673	VG	Acct Pymt Visa		\$100.00
10/27/2014	68-Rios, Richard	(909) 948-1348	VG	Acct Pymt Care Credit		\$5,500.00
10/27/2014	61-Espinoza, Carolina	(909) 920-9456	VG	Acct Pymt Cash		\$100.00
10/27/2014	69-Sanchez, Rosa	(909) 232-0757	VG	Acct Pymt Visa		\$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	

#6

TIME 8:45 AM EagleSoft DATE 11/11/2014

ACCOUNTS RECEIVABLE BY RESPONSIBLE PARTY

Responsible Party	Current	30 Days	60 Days	90 Days	Contract	Total A/R	-Est. Ins.	= Due No
15 Aldjani, Rula	\$0.00	\$1,241.50	\$0.00	\$0.00	\$0.00	\$1,241.50	\$0.00	\$1,241.50
85 Banuelos, 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	\$102.80
61 Espinoza, Carolina	\$345.00	\$0.00	\$0.00	\$0.00	\$0.00	\$345.00	\$0.00	\$345.00
10 Flores, Evette	\$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	\$25.40
68 Rios, Richard	(\$5,300.00)	\$0.00	\$0.00	\$0.00	\$0.00	(\$5,300.00)	\$0.00	(\$5,300.00)
80 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 Rolier, 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
Totals:	(\$5,174.50)	\$1,315.50	\$0.00	\$0.00	\$3,825.00	(\$34.00)	\$3,631.30	(\$3,665.30)
% of Total:	15219.12%	-3869.12%	0.00%	0.00%				