

## | Increase Collections and Staff Productivity |

Here's the question. Do you like your staff wasting time chasing down insurance money? We already know the answer.

### You need Trojan's Insurance Tracking Service.

Designed to eliminate the time your staff spends tracking down insurance claim payments from health plans, **Insurance Tracking** helps increase cash flow from carriers, while freeing your staff to perform other revenue generating activities!

### What Trojan does so you won't have to:

- Contact every health plan with outstanding claims to determine the status of each claim, identify the issues impeding payment, and provide guidance to your staff to expedite payment.
- Provide regular status updates on outstanding claims so you know what work was done and the status of each claim.
- You control what claims you want us to work.

## | Testimonials |

Read what our clients say about our Insurance Tracking service:

"I would like to compliment you on your excellent **Insurance Tracking** service. The time it frees up in our office on a daily basis is abundant. We are now able to spend our time on the important things that our patients expect, which is to deliver first-class customer service. We now have adequate time to fill our schedule. We can now work with patients and their treatment plans and financial arrangements and not feel "rushed" which is just another word for "not doing an optimum job." It's as if more hours in the day have been created for us!

I enthusiastically recommend your Insurance Tracking service to anyone who feels his/her office has to dedicate too much time to insurance claims and related matters, which I suspect is probably about 100% of the offices out there."

– Joel Cowden, Administrator,  
Office of Carlos E. Setti, DDS,  
The Art of Gentle Dentistry

"Trojan, for the month of February we have exceeded our collection goal, making last month the highest month for collections! Dr. Gary is very happy. Thank you for all your hard work! You are truly amazing."

– Windy Bailey, Insurance Coordinator,  
Office of Gary D. Richardson, DDS,  
Adventure Smiles Dentistry for Children



## Here's what Trojan does:

- Obtain and examine outstanding insurance claims report
- Register your office with all necessary websites to obtain claim status
- Using **your** aging report, prioritize by oldest claim dates with highest amounts
- Convert all claims into Trojan's worksheet
- Begin contact with carriers at 14 days for electronic claims and 46 days for paper claims and provide regular and consistent contact with each health plan from your outstanding insurance claims report
- View your patient accounts to gain information on real time claim payment status and notes on resubmissions
- Determine status of claims, identify impending payment
- Challenge insurance representatives and speak with supervisors when necessary
- Provide guidance to your staff to expedite payment
- Record each Trojan action including name of insurance representative, details learned, and next steps
- Interim follow-up with office by phone to expedite processing of claim
- Answer your staff's interim questions on any claim
- Request copies of your cancelled insurance checks when necessary
- Report to doctor and staff, situations difficult to explain

## What's left for you to do?

### It's simple...

- Provide Trojan with your insurance outstanding claims report each week
- Provide Trojan with log-in and password access to websites of health plans you are registered with
- Initiate same or next day claims generation, including necessary narratives and attachments
- Promptly post insurance payments
- Resubmit claims, send attachments, etc., and record notes
- Connect Trojan staff to your practice management system through remote access

## Make your Insurance Tracking Projects, so your team can:

- Handle incoming calls adequately and professionally
- Promptly return all patient calls
- Keep all hygiene and Dr. schedules full
- Study and deliver case presentations
- Calculate co-pay estimates and schedule treatment at the time of diagnosis
- Secure solid payment arrangements
- Perform consistent confirmation calls to all scheduled patients
- Perform daily post-operative care calls
- Maintain a "short notice" or "promise to call" list to fill last-minute cancellations
- Review your patients' accounts thoroughly 1-2 days prior to their appointments
- Review and stay in contact with delinquent accounts
- Reconcile daily with accuracy
- Review and send monthly statements
- Contact patients with outstanding treatment plans on a regular basis
- Keep in touch with patients who've been referred out but never followed through
- Market your practice:
  - Ask for referrals
  - Prepare and send welcome packets and after first visit letters
  - End of year letters, spring cleaning letters
  - Thanksgiving and holiday greetings
  - Spontaneous personal notes, completed treatment letters, patient education letters, missed appointment letters, etc
- Reschedule patients who missed appointments
- Send continuing care postcards
- Resolve issues with disgruntled patients
- Greet patients and schedule next appointment
- Keep patient information and health history current
- Post insurance and personal payments