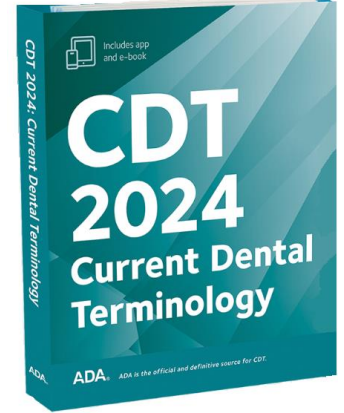# **D**iamond **D**ental **S**oftware

Since 1985

What's New in Version 6.5

New CDT 2024 Dental Procedure Codes

The American Dental Association's CDT (Current Dental Terminology) procedure codes and nomenclature have been updated for 2024. Changes include 15 new codes and 1 new category. New and revised codes fill in the coding gaps and more precisely identify areas of the oral cavity, which leads to quicker reimbursements and more accurate record keeping. Insurance carriers have already sent letters to dentists informing them that the *new codes will be required for 2024.*

Diamond Dental's New CDT 2024 Update Wizard has been greatly simplified and now requires only a few button-clicks to bring your procedure file up to date and customized for your particular needs. The wizard will add all the new codes you choose to add to your procedure file and hide (not delete) all the codes that have been decommissioned by the ADA.

The CDT Update Is Retroactive. It's no problem if you have missed some code updates in the past. Running the update will bring your procedure file current with the latest Current Dental Terminology.

There Is a New Dental Claim Form for 2024

The American Dental Association has introduced a new dental claim form for 2024 which has five significant field additions. These are:

- Insurance Payor ID
- Other Insurance Payor ID
- Last Scaling and Root Planing (SRP) Date
- Locum Tenens Dentist
- Patient Gender now M, F, and (U)nknown

With dedicated fields for identifying *Payer IDs*, the recording of the date of the *Last Scaling and Root Planing (SRP)*, and the reporting of *Locum Tenens Dentists*, the aim is to expedite claim adjudication, minimize errors, and maximize reimbursement for dental practices.

So, if you are not up on your Latin, a *Locum Tenens* dentist is a dentist who works in the place of the regular dentist when that dentist is absent, or when a practice is short staffed. Diamond Dental will automatically fill in all these new fields, you will not have to mark them at the time of claim form printing. The ADA recommends that all paper claims be generated using the 2024 format.

Special eClaims Offer for Diamond Customers

Diamond Dental has partnered with *Trojan Professional Services* for electronic claims using their *DrDirect* product (pronounced "Doctor Direct"). Trojan is now our preferred clearinghouse.

Sign Up and Get FREE Electronic Claims for 3 Months!

Trojan is offering a special offer for Diamond Dental customers who sign up for DrDirect: Here's the deal:

- The first 3 months are free for unlimited eClaims processing.
- The next 12 months are half-price at just $0.24 per claim.
- After the 15 months described above, the price will be just $0.48 per claim thereafter.

You are under no obligation. You can cancel the service at any time. DrDirect is seamlessly integrated with FastAttach from Vyne Dental for electronic attachments. When you sign up for DrDirect you will also receive a coupon for a special deal for FastAttach. DrDirect is simple to use, and Trojan will install it for you and explain any question you may have. Trojan also has excellent technical support, and they are very accessible.

To sign up for your free trial call Trojan's sales department at:

800-451-9723, ext 3

(let them know your using Diamond Dental)

Single Patient Ledger Printout

The Account Ledger printout for family accounts has always included all the activity for all the patients in an account. You can now generate an account ledger for a single member of an account. The ledger will display the patient's name and address. The line items will be limited to only those charges, payments, and adjustments that were assigned to that patient. However, the Balance will be the Balance for the entire family account and that is explained on the ledger. The ledger can be adjusted to display any date range desired, and the ledger will use as many pages as needed to display the activity within that date range. It can be printed to paper or generated as a PDF document.

# Diamond Dental Now Compatible with Windows Server 2022

If you are working with a computer tech, they may have suggested that Windows Server would be the best choice for the Windows version on your Main or "Server" computer. It does have many advantages over the standard Windows 10 or 11, however, none of those advantages affect the performance of Diamond Dental. Therefore, we have never suggested it to our customers. It's expensive, complicated and you really do need a tech to help you with it. It is also true that the customer may have other programs that do run better using Windows Server, and techs seem to love it for networking. So, we have always told techs when they call that if they wanted to implement Windows Server it was OK with us. Windows Server was introduced with Windows Server 2000 and Microsoft came out with an upgrade every few years. There has been Windows Server 2003, 2008, 2012, etc. Windows Server has always worked with Diamond Dental until Windows Server 2019. Something changed in 2019 and Diamond Dental no longer opened with either Windows Server 2019 or the latest version Windows Server 2022.

Diamond Dental now has a version known as Diamond Dental 7.0. It works with Windows Server 2022, and it is available to any customer who has Diamond Dental 6.5 or later. Diamond Dental 6.5 is totally compatible with version 7.0 and can be used for the Workstation computers that access Diamond 7.0 running under Windows Server 2022. Diamond 6.5 and 7.0 are essentially identical programs except that 7.0 uses a different database engine that allows it to run under the Windows Server operating system. Version 6.5 does seem to work better on the workstation computers so at this time we are limiting Diamond version 7.0 to be used only for customers who what to use Windows Server 2022 on their Main or Server computer. We do have customers running this arrangement today and it is working very well.

On-Screen Searchable CDT 2024 Code Book

The complete 2024 CDT Code Book is now included in Diamond Dental. Our On-Screen Code Book includes all the procedures found in the ADA 2024 CDT Dental Procedure Code Book with the full "Procedure Descriptions" along with the written "Descriptor" narratives that further define the nature and intended use of the procedure codes. The most significant advantage of the On-Screen Code Book over the spiral bound hard copy is its ability to search its contents. Another advantage is that the On-Screen Code Book is included with Diamond Dental, but you would have to purchase the spiral bound version from the ADA.
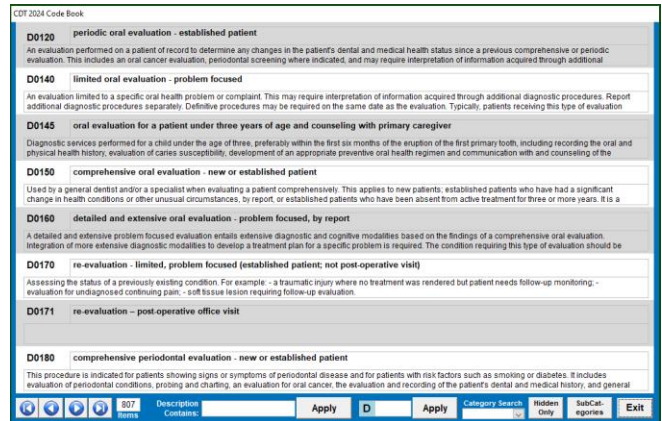
There are now five searches available:

Text Search: Enter any word or phrase and the screen will display all procedures which contain that text.

Specific Code Search: Enter a particular code and you will be taken to that part of the book that contains that Procedure.

Hidden Procedure Search: Each year the ADA demotes some procedure codes and replaces them with other codes. However, these "non-compliant" codes still exist in the history of your patients' ledgers. Clicking the *Hidden Only* button will display these older codes that are no longer in the latest CDT Code Book.

Category Search: Open the drop-down list of Categories and click the category you want and jump directly to that category in the book.

Subcategory Search: You may limit the displayed procedures to certain Subcategories of your choosing.

Expanded Insurance Tracking Module

Tracking insurance claims is an important part of the business side of a dental office. In version 6.5 our *Insurance Tracking* report has been greatly improved and expanded. The red arrow is pointing to the new *Carrier Contact Screen* button, and this will be discussed in the next section, but we have added a few useful filters and modified the paper report as well.

Patient DOB, Insurance ID, and Subscriber Name
We understand that this report if often used as a call sheet for claims
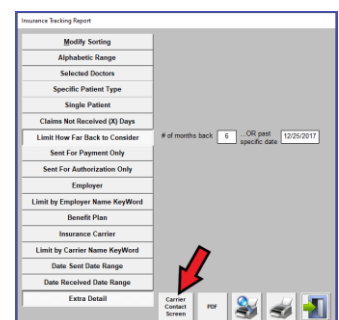
inquiry to insurance carriers. The first thing they ask is for the patient's date of birth and insurance ID. This is now provided on the report, so you don't have to hunt it down inside the program. We also provide the subscriber's name which is also useful. There is a new filter to *Limit How Far Back* to consider by number of months or a specific date and a *Single Patient* filter as well.

Make Payments Easier for Patients with QR Scan Codes

You can now insert a QR scan code into your paper billing statements to allow your patients to pay using their phones. Most credit card companies are very happy to build an online payment portal for you and supply you with a QR scan code image file that will take the patient directly to your payment portal where they can make their payment using their phone.

Try the Sample

A sample billing statement is seen here with a close-up of what a QR code looks like. With the phone camera in Photo mode, focus on the QR code surrounded in red. A notification will appear on your screen. Tap on the notification and you will be taken to wherever the QR code was programmed to take you. In this case it is just a sample screen informing you your scan was successful. *The blow-up in red does not appear on the actual statement.*

Paperless Billing and Collections with New Email Billing Statements

It's hard to beat the ease and convenience of sending your patient billing statements out electronically using Email Billing Statements. However, previously it was up to the patient to print the email and mail it to your office with their payment. People just do not want to do that anymore. That is why Email Billing Statements can now have a button link inserted right into the email. A sample is seen here.

You customize the top message and button link to suit your needs.

The paragraph of text seen above the statement in the email will be customized by you. The text of the button link and where the link takes the patient will also be customized by you. So now, whether you print statements to paper or use our new Email Billing Statements, your patients can easily and conveniently pay using their phone, and they will appreciate these new options.

Interactive Carrier Contact Screen

As referred to above, the Tracking Report screen has a new output button (red arrow), the *Carrier Contact Screen* (see sample on right). The output on this screen has exactly the same information that appears on the paper report and is subject to the same filter selections. However, this screen is interactive and has several advantages over the paper report. Each claim has a *Notes* button on the far right. Click it and a pop-up window will appear allowing you to write unlimited notes about your encounter with the carrier. Each claim also has a button on the far left. Click it to open the Interactive Carrier Contact screen (see lower right).

Interactive Carrier Contact Screen for Particular Patient

This screen gives you all the information you will need when making a claim inquiry. This includes details for the patient, primary and secondary subscribers, insurance carriers (with AutoDialer), billing dentist, payments received from carrier, and details about the claim itself which include all the line items that appeared on the claim. You can also delete the claim from tracking or mark it as Received.

Better Linkage Between Procedures and CDT

The procedures in your Procedure file will now be linked to the 12 distinct CDT Categories such as *Diagnostic*, *Preventive*, *Restorative*, *Endodontics*, etc. You can also create your own custom categories if desired. Each CDT Category is further classified by several Subcategories. For example, the Restorative category includes 85 procedure codes from D2140 to D2999. These 85 procedures are further classified into 6 Subcategories which are *Amalgam Restorations*, *Resin Restorations*, *Gold Foil*, *Inlays/Onlays*, *Single Crowns,* and *Other Restorative Services*. With each procedure code linked to these Categories and Subcategories, Diamond Dental can generate reports and screens that give you a better picture of how your practice is doing. It can also show you where your strengths are and where your weaknesses are. See the next section which describes how the new Transaction / Frequency Report takes advantage of these classifications.

The New Transaction / Frequency Reports

The Transaction / Frequency report now has three useful formats, these are:

Transaction / Frequency Standard Report

A partial page of the Standard report is seen here on the right. The report, as always, displays the number of times each procedure code was performed, and the amount of income produced from those procedures.

Transaction / Frequency Category Report

One of the new reports is the *Transaction / Frequency Category* report. The *Standard* report is one long stream of procedure codes with the values based upon the individual code itself. The *Category* report also includes these same individual totals but groups the procedures based upon the Procedure Code Category to which they belong. In the *Standard* report it is easy to get lost in the details because there are so many procedures. You can see an Amalgam 1 surface, Amalgam 2 surface, etc. That is useful, but you might want to see a total for the Restorative category group as a whole, and that is what you can see in the *Category* report.

Transaction / Frequency Subcategory Report

While the *Category* report groups procedures into one of the 12 CDT Categories (plus any custom categories you may have created), the *Subcategory* report is more specific because it groups procedures into one of the 73 CDT Subcategories. Comparing the *Category* and *SubCategory* reports, the *Category* report groups 15 procedures into the Diagnostic category and gives a total for the Diagnostic group as a whole. The *Subcategory* report groups these same 15 procedures into 3 Subcategories, which are Clinical Oral Evaluations, Diagnostic Imaging, and Tests and Examinations. These are all Subcategories of the parent Category of Diagnostic, and the parent Category is seen on the far right. Each Subcategory has its own group totals giving you much more detail than is seen in either the *Standard* report or the *Category* report.

Diamond Dental Fully Integrates with Patient Communicator

Patient Communicator is a feature rich patient communication platform that enables your office to have easy, efficient, and effective communication between your practice and your patients. There are many such online patient communication companies around, but only *Patient Communicator* seamlessly integrates with Diamond Dental to make it a very useful tool for your practice. When you contact them let them know you are using Diamond Dental. Here is their contact information and a summary of their features:

> Patient Communicator
> 17660 Union Turnpike, Fresh Meadows, NY 11366
> Phone: (888) 512-3452
> Email: sales@patientcommunicator.com

Special Integration Button on Patient Entry and Appointment Setter Screens
- Click the *Patient Communicator* button to access all the Patient Communicator information for the selected patient.
- This includes all the forms and information that is discussed below that relates to the patient.

Automated Appointment Reminders and Confirmations
- You set the parameters for all your outgoing messages, the number of attempts and how many days before the appointment date, including the day of the appointment.
- Appointment Reminders are automatic. Once it is set up, it does all the work.
- Confirmations are updated directly into your scheduler.
- Connect with patients the way they want: text, email, or voice.
- Patients can confirm appointments with one click.
- Day-of reminders decrease no-shows up to 70%.

Online Scheduler
- Patients can schedule real appointments 24/7.
- New and existing patients can easily schedule appointments online 24/7.
- Define the exact parameters of the appointment slots that are offered for online scheduling.
- Online bookings are updated directly into your scheduler!
- Patients can "Wait List" themselves for preferred appointments.
- The "Blacklist" blocks chronic cancellers from scheduling online.

Recall Wizard
- Set your practice's recall preferences once and then let it go!
- Recall messages are sent out automatically, every day.
- Patients can schedule online with a link from their recall message.
- Recall messages are sent based on the last recall appointment date.

Patient Forms
- Access your patients' forms directly from Diamond Dental!
- Customized forms for your practice are available.
- Make patient check-in efficient for your staff and convenient for your patients.
- Patients can complete and digitally sign their registration, medical history, and insurance forms.
- Create customized consent forms that patients can sign anywhere in the office.
- New patients can complete their forms securely from the comfort of their own home.
- Reduce data entry time with forms that are saved directly into Diamond Dental.

TrueText
- Patients can finally communicate with your practice like they do with their friends and family.
- Unlimited texting with your patients.
- Desktop notifications for incoming texts.
- Text in multiple languages.
- Text messages are saved and archived.

Curbside Check-In
- Make checking in easy and convenient even during these difficult times.
- Patients can text the front desk to inform them of their arrival.
- Registration forms can be filled out and submitted while waiting in the car.
- Patients can enter the practice precisely when their appointment is to begin.

Treatment Plans
- Present your patients with treatment plans and obtain their consent in a simple and convenient way.
- Forms are clear and easy for patients to understand.
- Treatment plans are pulled directly from your Diamond Dental program.
- Patients can digitally sign on the spot.

ClearCall
- Make incoming calls more productive and deliver a truly personalized experience with a smart caller ID.
- Identify unscheduled treatments and recommend them on the call.
- Remind patients of their unpaid balances and collect.
- Schedule patients or their family members for their recall appointments.
- All the patient's information is displayed on one screen at just the right time.

iPhone and Android App
- Access your Patient Communicator from anywhere with the smartphone app.
- See your upcoming schedule for the day and reach out to anyone who has not confirmed.
- Communicate with your patients with your mobile phone using your practice's phone number.
- Send last-minute emergency notifications to patients without missing a beat.

Marketing
- You will have access to Email Templates.
- Create custom marketing templates for new campaigns.
- A full template library is uploaded to your account for use with any new campaign.
- Patient Communicator's design team is available to help with special template requests.
- You can have customized headers on every message with your practice logo and contact details.
- Social Media and Reputation Management.

Automate Just About Everything
- Connect to patients effectively without tying up your staff.
- Send emergency closure messages from the comfort of home.
- Communicate essential pre-op and post op instructions.
- Welcome new patients to your practice.
- Tell your patients about promotions or ask them to refer a friend.