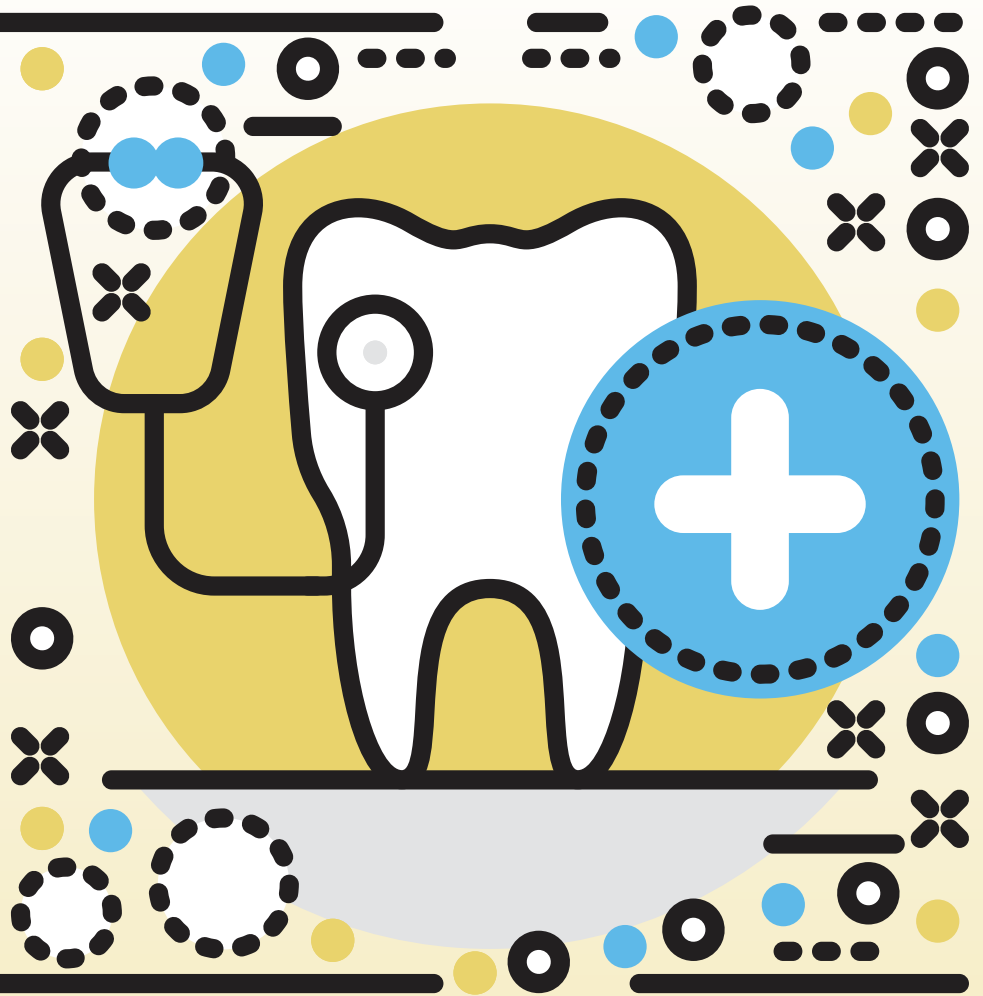


Dental-to-Medical Coding Advantages Continue to Grow

Now a Path
to Certification
Through
Credentialing
Programs

by Christine Taxin



The demand for medical coders is at a historic high. Fueled by the healthcare needs of an aging “baby boomer” population, the U.S. Bureau of Labor Statistics lists medical coding among the 20 fastest growing occupations, with job opportunities for professional coders projected to grow 18.2% by 2028.

With increased knowledge of the effects of oral cavity conditions on other parts of the body, we are seeing more medical billing in dental than ever. Baby boomers now have increased access to dental coverage through Medicare Advantage Plans, through both dental and medical plans. Additionally, many dental plans now offer more visits to the dental office for patients with high-risk medical issues such as diabetes. Measures like these reflect a growing understanding that patients can stay healthy and live longer lives with these added visits.

The hard-won lessons of the pandemic have brought even more attention to the systemic links between dental and medical health. After a year's worth of daily news relating to disease transmission and infections, the understanding and need for medical billing in dental practices has become a standard that most patients recognize and expect. On our Dental Medical Billing website, an added section where dental offices that are trained in medical billing can advertise has proven to be an immensely popular resource.

There are also a growing number of courses, books and articles about dental/medical systemic issues, such as *"Balance: A Guide to Managing Dental Caries for Patients and Practitioners"* by V. Kim Kutsch DMD and Robert J. Bowers. One key takeaway from the literature is that high-risk patients without dental plans or in need of extended treatments may require medical intervention in the form of prescription/professional oral treatment and collaboration between dental and medical practitioners.

Seeing a growing need to bridge some gaps between the two, credentialing courses are beginning to appear on dental-to-medical cross-coding. Credentialing courses and associated tests can be attained through these new courses. These credentials represent the gold standard in medical coding, billing, auditing, documentation, compliance and practice management, and are nationally recognized by employers, medical societies, government organizations, and hospitals to bring a higher rate of payments due to the knowledge of the coder.

Many dental practices which find themselves adding treatments that can be billed to medical can benefit from this higher level of education. These courses will enrich the practice—not just by maximizing reimbursements and avoiding costly compliance mistakes, but also by increasing the access and affordability of treatments that patients may not otherwise consider. Many providers now seek a team member with these skills to handle their billing, but also see the value of having someone on the team with the training to tell a good medically billing patient from one who is not. Knowledge is powerful.

Just think about the amount of medical that has become part of dental practices today: CBCT Scans, oral saliva tests, and now vaccines and tests for COVID-19. I expect the presence of medical to continue to grow in importance for dental practices, especially since many patients responding to surveys have indicated the desire for one insurance plan that covers all treatments.



Christine Taxis is the founder and president of Links2Success, a practice management consulting company to the dental and medical fields. She has taught dental and medical for dental billing seminars and webinars, sharing her 25 years of practice management experience.

FMI: To learn more about Christine's certified dental-to-medical biller credential program, visit: dentalmedicalbilling.com/credentials-program



Service Savvy

Updating Trojan Plans in *Dentrix*

DOWNLOADING TROJAN BENEFITS FOR *DENTRIX*

(Trojan recommends you update once per week.)

- Double-click the **Trojan Communicator** icon. Your download will begin.
- The file transfer status screen shows the progress as each file downloads. The time remaining is indicated.
- When the download is complete, a screen with two options appears:
Click **Option 1) Click here to minimize this program.**
- This minimizes the **Trojan Communicator** program allowing you to update benefits in your *Dentrix*.

If you are unable to run the Trojan Data Update now, please call Software Support. **DO NOT DOWNLOAD A SECOND TIME!**

UPDATING THE BENEFITS IN *DENTRIX*

The steps are minimal to update your *Dentrix* system.

- Be sure all users are out of the **Trojan Viewer**. (They can still work in *Dentrix* on other computers.)
- Double click the **Trojan Update Utility** icon. (If you do not have this icon on the Windows desktop, you can click **Start, Programs, Dentrix Trojan Viewer, Dentrix Trojan Update Utility.**)

If you are unable to run the Trojan Data Update now, please call Software Support.

DO NOT DOWNLOAD A SECOND TIME!

- When you have opened the **Dentrix Trojan Update Utility**, click on **Database Update**. Click OK to continue from the back-up message.
- Be sure all computers are exited from the Trojan Viewer and remain out for the entire update process.
- You are prompted to choose the location of your updates. In the Install Update from: box type the path **C:\tro**. Then click **OK** to proceed.

The Dentrix Trojan Insurance Update will immediately begin to process your update. You will see a series of events processing, beginning with Deleting Records. DO NOT STOP THE UPDATE. Deleting records is a necessary process. Do not interrupt the update process once it has started.

- Click **OK** in the "Update complete" message.
- Click **File** and **Exit**.

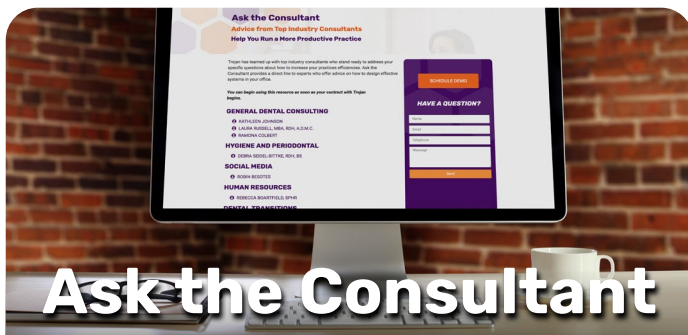
You have now completed updating your *Dentrix* with the latest Trojan benefits. Users may use Trojan again.

COMPLETING THE PROCESS

- Click on the **Trojan Communicator** that you minimized at the beginning of the process.
- Select **Option 2) Click here only after you have processed the Trojan update.**
- Confirm that you have processed the update by clicking **YES**.

If you were unable to process the downloaded files into your *Dentrix*, **DO NOT DOWNLOAD A SECOND TIME!** You will have gaps in your data.

If you have any questions about updates for your office, please call Trojan's Software Support team at 800-451-9723, Ext. 1. We are here to help you Monday through Friday from 6 AM to 4 PM PST.



Ask the Consultant

Q: We have a patient who had orthodontic treatment with us but did not follow through wearing his trays. The patient has returned from 20 months of not following through with treatment but needs to start treatment all over again. We have already billed insurance and they have paid for his ortho treatment. We will have to charge him as a new case. Can we still bill insurance if there is benefit available? If so, what ADA code would you recommend? And what reason or explanation can we use?

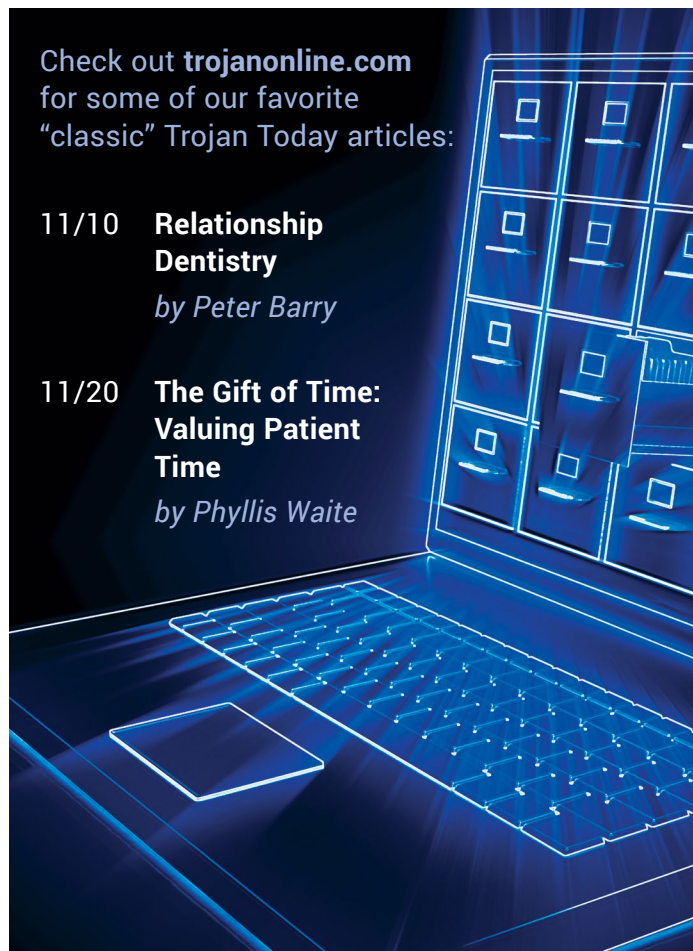
A: Since you have already been paid for the case by the insurance company, I doubt if there is an available benefit; therefore, the patient would be responsible.

Response provided by ***Kathleen Johnson***,
President of Kathleen Johnson Consulting, Inc.

Check out **trojanonline.com** for some of our favorite "classic" Trojan Today articles:

11/10 **Relationship Dentistry**
by Peter Barry

11/20 **The Gift of Time: Valuing Patient Time**
by Phyllis Waite



Quote-Worthy

“ I am grateful for what I am and have. My thanksgiving is perpetual. ”

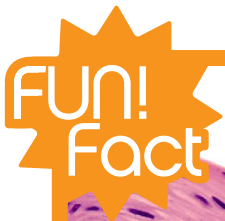
— Henry David Thoreau



What Clients Say

"The Trojan Professional Services staff is courteous and efficient. They take in information quickly and accurately and return plan information within 1-3 business days. They consistently exceed expectations to research benefits, going the extra mile to gather the necessary subscriber information when needed."

— M.R., Patient Coordinator



**The human tongue is as unique as a fingerprint.
No two people have the same tongue print.**

Taste buds in foliate tongue papillae. Many of them show the taste or gustatory pore. Hematoxylin & eosin stain.

Check it Out!

DIY Digital Dental Consulting

A Consulting Experience Redesigned for Today's Dental World

For more information:

<https://diydigitalconsulting.com/>

Prosperident's "The Dental Practice Owner's Podcast"

Click here for more information.

Links2Success, Insurance Extravaganza 3

NOV. 12-13, 2021
ORLANDO, FLORIDA

Click here for more information.

Novonee –

The Premier Dentrux Community

Dayna Johnson's education membership program for Dentrux users.

<https://www.facebook.com/MyNovonee>

Join us for an active, virtual weekend to nourish your body, mind, and spirit.

Mental Wellness Summit December 3-5, 2021

Post-pandemic, frontline workers are at high risk of [secondary trauma](#) and the damaging physical and mental effects that go with it. In the dental industry, anxiety rates for providers were [nearly 40% pre-pandemic](#).

[Since COVID-19, one study shows anxiety for dentists at 71% and depression at 60%.](#)

In addition to the mental wellness of the providers, their families have also been affected.

This multi-sensory, family-friendly continuing education event takes place on Zoom.

FMI: dentalavengers.com

TROJAN Closing



NOVEMBER 25–26, 2021
Thanksgiving Holiday

DECEMBER 23, 2021 –
JANUARY 3, 2022
Happy Holidays



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