

TROJANTODAY

The Newsletter for Today's Dental World

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**TROJAN CLOSED
11/23 & 11/24
HAPPY THANKSGIVING**

I love the fall. Cooler mornings, sweaters, schools back in session, leaves changing color, pumpkin waffle mix at Trader Joe's, and football! My favorite holiday is Thanksgiving. It's a time to pause and give thanks. My gratitude basket is overflowing this year. Here are a few things I am most thankful for:

I am thankful for my health. I had triple bypass open heart surgery in April 2020. This was in the early scariest weeks of the global pandemic. We had to close the Trojan office and send everyone home. All the dental offices that we serve had to do the same. This was a challenging and scary time for all of us. I am delighted to say that today, I feel great. I have a whole new appreciation for renewed health and celebrate every day.

I am thankful for technology. I don't begin to understand it, and I need much help navigating through it. However, technology has enabled the Trojan staff to work remotely and effectively. Three years ago, I had never heard of Zoom. I have attended

I am thankful for the trust, commitment, and loyalty of the Trojan Staff and clients.

two weddings, four funerals, and a Bar mitzvah on Zoom in the past three years. My extended family, scattered over nine states, gathers on Zoom once a month. I have seven college girlfriends who have a “Zoom happy hour” together every Monday. Think of the technology in the dental office that has enhanced the work that everyone does in the practice. Learning new technology is challenging but oh-so-satisfying when you get it.



I am thankful for the trust, commitment, and loyalty of the Trojan staff and Trojan clients. We have all weathered a challenging time and grown in the process.

I am thankful for my family—those connected by blood and the ones connected by choice. Family can be those you work with, live with, or the community you are a part of. On Thanksgiving Day in

in 2020, my husband and I had a turkey breast, and we binged on something on Netflix. This year, freshly vaccinated, we will gather around a much larger table of family and friends. Whether your gathering will be large or small this year, I hope you will take the time to celebrate all that you are thankful for and know that we at Trojan are grateful for YOU!

Ingrid Kidd Goldfarb
Owner and President
Trojan Professional Services, Inc.





Just a Friendly Reminder: Make Updates Routine

Our Trojan Benefit Service clients have used a variety of methods to keep their Trojan data up-to-date over the years – from paper copies to microfiche, four-inch floppy discs to CDs, and now secure online data downloads. Despite the convenience of modern technology, some of our clients are forgetting to update on a regular basis.

In the past, the arrival of a CD served as a physical reminder to update. To ensure that you have the most current plan research, we recommend updating at least once a week. Frequent updates can help speed up the process and ensure that your update is done in no time.

We understand that it can be difficult to remember to download and process your updates. Here are a few helpful suggestions to keep you on track:

- Always keep the Trojan Communicator running and set it to remind you to run updates weekly.
- Assign an employee to handle updates on a regular basis.
- Use tools such as Microsoft's Post-it Notes to set reminders on your desktop.
- Add updating Trojan to the checklist for another routine or office procedure.
- Consider updating Trojan during your morning huddle or while catching up on messages.

Make updating Trojan Communicator a part of your routine to avoid unnecessary delays. Remember, the more frequently you update, the less time it will take.

If you need assistance with updates or have any questions, please don't hesitate to contact our Software Support Department at 800-451-9723 ext. 1.

What They Say about Trojan

Love this program. It makes checking recall visits so much easier!

Insurance Coordinator
Sickervill, NJ



Links2Success
2024 Insurance Extravaganza
More Here

Sugar Facts: A spoonful of sugar added to a vase will prolong the life of freshly cut flowers.



Fun fact

Want articles from Lilly Cortes-Pona on Pediatric codes?

YES



QUOTE-WORTHY

“ The two words that will change your life are “Thank You.”
Like a candle that can light a thousand more without
shortening its own life, appreciation is a gift that,
when given, can set the whole world aglow. ”

-Stacey Lee



Ask the Consultant

Answer by Kathleen Johnson

Q: We have a patient whose primary insurance paid out of network, and the secondary insurance is a non-duplication so they paid as primary also. This resulted in an overpayment higher than our billed fees.

How do we address this appropriately? I think since the patient has not paid anything to the office, it does not make sense to send them a refund for the overpayment. Practice Booster (The secondary insurance told me to refund the patient. What is the correct way to go about this?

A: The doctor's office should not collect more than its full fee and if it does, it should refund the difference. I recommend sending the payment back to the plan in case of an audit.

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