



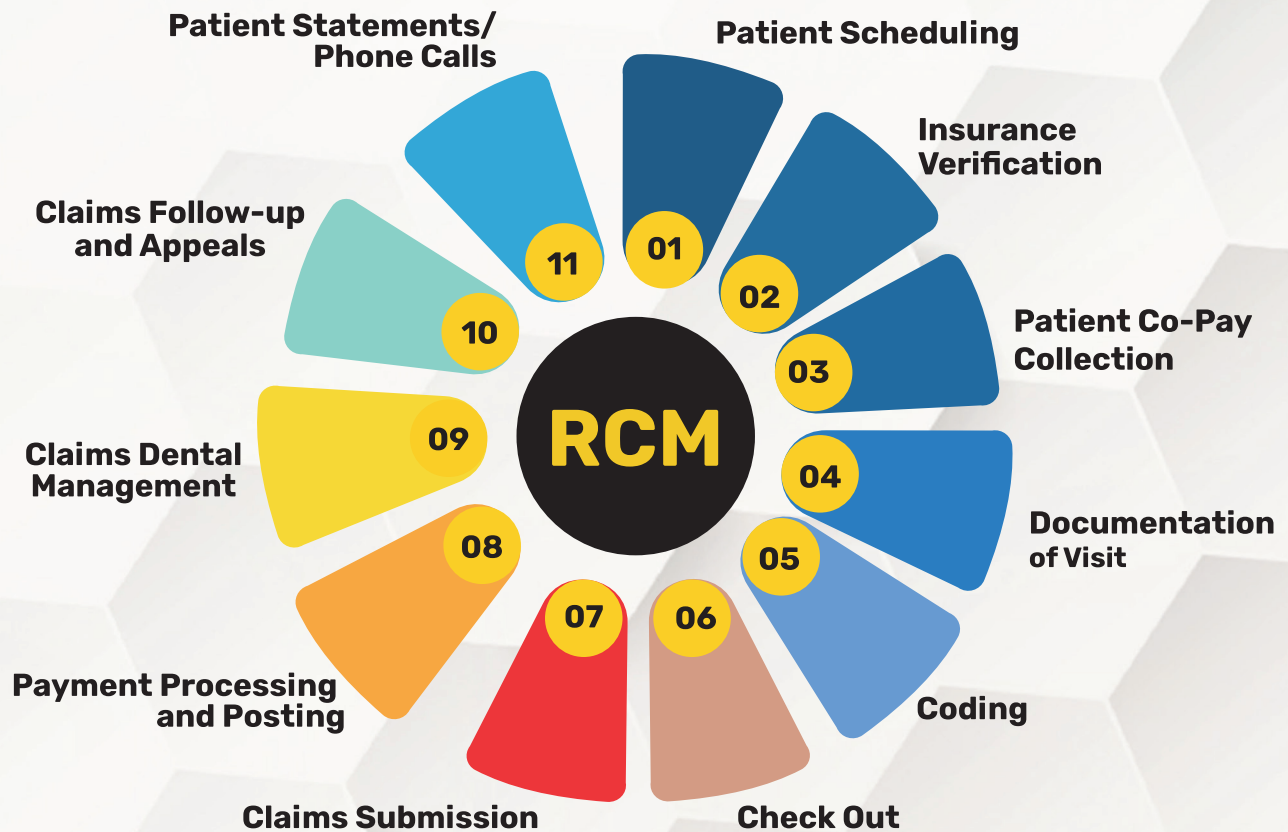
# SupportDDS RCM Overview

## DSO Pricing Model

SupportDDS is working to improve the lives of our team members, while making a Global Impact for ministries around the world!

### ROLES

- Dental Coordinator
- Revenue Cycle Management
- Director of First Impressions
- Finance/Accounting
- IT Help Desk
- Executive Assistant





## Victoria Johnson

Victoria Johnson is an accomplished and experienced leader in Revenue Cycle Management, Learning and Development, and Dental Operations. With over a decade of experience, she has served in progressive leadership roles in Emerging and Elite DSOs. Victoria has led teams of RCM professionals in the strategy, optimization, and implementation of the entire revenue cycle operation, including credentialing, payor relations, patient financial services, and overall operational revenue success.

Victoria's past success and passion for dentistry has been built on the pillars of creating high-performance cultures, patient satisfaction, operational systems, and practice efficiency.

### WE OFFER 3 CUSTOMIZABLE SOLUTIONS:

**01**

We provide the people; you train them your way

**02**

Train the Trainer. Your team trains our experts on your processes and procedures. Our experts then train all of your remote/virtual team members for you

**03**

We train the team members utilizing our best practice knowledge and SOPs. We have your team ready to go for you to plug and play

# SAMPLE BEST PRACTICE/SOP: EFT/ERA PAYMENT POSTING

## **Purpose:**

The purpose of this SOP is to describe the standard procedures to be followed for posting electronic payments (EFT/ERA payments).

## **Scope:**

This SOP applies to all electronic payments from payers related to collectible services provided to the patient.

## **Responsibilities:**

The assigned SupportDDS team members are responsible for ensuring that all EFT payments are posted into the practice management system accurately and timely.

## **Procedure:**

1. Log into bank account (view-only or restricted access).
2. Gather the necessary documents.
  - Electronic remittance advice (ERA)
  - Patient ledger
3. Review the ERA.
  - Make sure the patient's name, date of service, and procedure codes are correct.
  - Verify the amount of the EFT payment and any applicable write-offs.
4. Post the EFT payment to the patient ledger.
  - Enter the amount of the payment.
  - Allocate the payment to the correct procedure codes.
  - Categorize the payment as "EFT Payment".
5. Complete the adjustment following the Standardized Adjustment Codes cheat sheet, if needed.
6. Save the ERA to the Document Center in the patient account.
7. Reconcile the EFT payments with the patient ledgers.
  - This will ensure that all payments have been posted correctly.

## **Frequency:**

EFT payments are to be posted on the date the payment is deposited into the bank account.

At the end of the business day, the Team Leads will review the Day Sheets to confirm that all payments have been posted, and that they balance out with what was deposited in the bank.



# SAMPLE BEST PRACTICE/SOP: LOCKBOX PAYMENT POSTING

## **Purpose:**

The purpose of this SOP is to describe the standard procedures to be followed for posting lockbox payments.

## **Scope:**

This SOP applies to all lockbox payments related to collectible services provided to the patient.

## **Responsibilities:**

The assigned SupportDDS team members are responsible for ensuring that all lockbox payments are posted into the practice management system accurately and timely.

## **Procedure:**

1. Retrieve the daily lockbox batch file.
2. Gather the necessary documents.
  - Electronic EOBs
  - Patient ledger
3. Review the EOB.
  - Make sure the patient's name, date of service, and procedure codes are correct.
  - Verify the amount of the payment and any applicable write-offs.
4. Post the payment to the patient ledger.
  - Enter the amount of the payment.
  - Allocate the payment to the correct procedure codes.
5. Complete the adjustment following the Standardized Adjustment Codes Cheat Sheet, if needed.
6. Save the EOB to the Document Center in the patient account.
7. Reconcile the payments with the patient ledgers.
  - This will ensure that all payments have been posted correctly.

## **Frequency:**

Lockbox payments are to be posted on the date the payment is deposited into the bank account.

At the end of the business day, the Team Leads will review the Day Sheets to confirm that all payments have been posted, and that they balance out with what was deposited in the bank.

## TEAM MEMBER PRICING

### Rates

1 - 4 Seats

**\$2,125.00**

5- 9 Seats

**\$2,050.00**

10- 19 Seats

**\$1,980.00**

20 - 29 Seats

**\$1,925.00**

30+

**Negotiable**

### Costa Rica/Bi-lingual Rates

1 - 4 Seats

**\$2,450.00**

5- 9 Seats

**\$2,375.00**

10- 19 Seats

**\$2,300.00**

20 - 29 Seats

**\$2,245.00**

30+

**Negotiable**

Rates are based on a full-time team member working 40-hours a week.

#### Included:

- Standard PC with dual monitors
- Noise cancelling headset
- Web camera
- Access to copier/scanner (Print fees apply)
- KPI reporting
- I.T. & HR Support
- Dedicated Client Success Manager with 30+ seats