

Revenue Cycle	Person Responsible					
Timeline	Patient ↓	Receptionist ↓	Provider ↓	Dental Assistant ↓	Dental Billing ↓	Accounting ↓
 <b>Appointment is Scheduled</b>	Patient calls/presents to schedule an appointment.	Reception verifies insurance eligibility for tx planned procedures via calling or online; provides out of pocket estimates & schedules appointment (if no preauthorization is needed).			Billing verifies eligibility for SFDS.	
<b>Receipt of Preauthorizations</b>		If a preauthorization is needed, dental reception calls the patient to schedule the appointment when the preauthorization comes back.				
<b>1-2 Days Before Appointment</b>		Reception double checks insurance eligibility, breakdown of benefits, patient history, and receipt of any needed preauthorizations 24-48 hours prior to appointment.				
<b>Day of Appointment</b>	Patient presents for the appointment.	Reception collects estimated out of pocket costs and then alerts clinical staff that patient has arrived.	Provider provides the scheduled oral health services, writes the clinical note, documents the appropriate procedure codes and updates the tx plan.	Dental assistant walks patient to reception, confirms procedures provided and next visit information with reception.		

<b>Creation of the Claim</b>		Reception confirms that the patient prepayments were accurate, adjustments are made if necessary. The claim is created.				
<b>Submission of the Claim</b>					Billing reviews codes and clinical notes for accuracy and sends claims to appropriate clearing house/3rd party payors. If outstanding patient balances exist, patient is sent monthly statements.	
<b>Denied Claims Are Scrubbed and Resubmitted</b>			The provider may be asked to review denied claim errors if clinical review is needed.		Billing reviews, corrects, and resubmits any denied claims. If the claim cannot be paid upon resubmission, the claim is closed and a statement is sent to the patient for payment.	
<b>Payment Received</b>					Billing posts and reconciles patient and 3rd party payments against the patient's account.	Accounting reconciles all payments from the bank to the internal daily transaction tracker.
<b>Collections</b>					Patients with outstanding balances are offered to set up a payment plan to avoid credit reporting or being sent to a collection agency or small claims. (In accordance with the payment policy.)	Accounting reviews monthly total outstanding AR.

<b>Bad Debt is Written Off</b>					Billing reviews aging report and cleans up patients accounts. (In accordance with the bad debt policy.)	Accounting reviews monthly total bad debt adjustments.
<b>Revenue Cycle</b>						Accounting reviews all monthly adjustments, patient refunds, AR, bad debt, and financial reports from Dentrix and Orthotrac. Accounting records appropriate summary transactions each month to general ledger.