



## Release Notes: April 07, 2022 (Prod 389-390)

The product update released April 07, 2022 introduces enhancements to the presentation of predetermination information. Imaging was updated with several convenient enhancements, and new data fields were added to Power Reporting.

### Insurance

#### Predetermination Enhancements

With this release, there are new predetermination enhancements to help you view and check on the status of predetermination requests for patients.

#### Predetermination Type and Sorting Added to the Predeterminations Page

When you are on a patient's Tx Planner tab, there is a **Predeterminations** button which opens a Predetermination Requests page.

Date Sent	Type	Subscriber	Carrier	Status	Amount	Att.
03/30/2022	Secondary	Mary O'Neal	Blue Cross Blue Shiel...	Unsent	\$980.00	
03/30/2022	Primary	Mary O'Neal	Cigna Dental Health ...	Unsent	\$980.00	
02/15/2022	Primary	Mary O'Neal	Cigna Dental Health ...	Unsent	\$1,300.00	
01/25/2022	Primary	Mary O'Neal	Cigna Dental Health ...	Unsent	\$110.00	
01/24/2022	Primary	Mary O'Neal	Cigna Dental Health ...	Rejectsv	\$1,300.00	

We have added a new **Type** column to help you easily see whether you sent a predetermination to primary or secondary insurance.


Date Sent	Type	Subscriber
03/30/2022	Secondary	Mary O'Neal
03/30/2022	Primary	Mary O'Neal
02/15/2022	Primary	Mary O'Neal

You can now sort the Predetermination Requests page to make it easier to find information about a predetermination. By default, the table is sorted by **Date Sent**, with the most recent record at the top. Click the sorting arrows in any column to change the sorting order.

Predetermination Requests						
Date Sent	Type	Subscriber	Carrier	Status	Amount	Att.
03/30/2022	Secondary	Mary O'Neal	Blue Cross Blue Shiel...	Unsent	\$980.00	
03/30/2022	Primary	Mary O'Neal	Cigna Dental Health ...	Unsent	\$980.00	

### Predeterminations Added to Insurance Claims Page

The Insurance Claims page can now include predetermination requests. You can tell which entries are predeterminations by looking in the **Claim Type** column. For a predetermination, **PreDet** followed by either **(Primary)** or **(Secondary)** appears depending on whether the predetermination was for primary or secondary insurance.

Insurance Claims								Include predeterminations
Patient	Service Date	Created On	Amount	Claim Type	Subscriber	Carrier	Att.	Status
Mary O'Neal	01/24/2022	03/30/2022	\$980.00	PreDet (Secon...	Mary O'Neal	Blue Cross Blue Shield of I...		Unsent
Mary O'Neal	01/24/2022	03/30/2022	\$980.00	PreDet (Primary)	Mary O'Neal	Cigna Dental Health PPO		Unsent
Mary O'Neal	01/24/2022	02/15/2022	\$1,300.00	PreDet (Primary)	Mary O'Neal	Cigna Dental Health PPO		Unsent
Mary O'Neal	01/23/2020	02/15/2022	\$127.00	Primary	Mary O'Neal	Cigna Dental Health PPO		Sent

You can include or exclude predetermination records by toggling the new **Include predeterminations** switch On or Off.

## Power Reporting

This release introduces several enhancements to Power Reporting.

### New Treatment Area Field

A new **Procedure Treatment Area** field has been added to the Analysis Treatment Planner report builder. This allows you to see the exact treatment area for a procedure.

**Note:** If the treatment area is a range of teeth, the tooth numbers included in the range will be listed in the **Proc Treatment Area** field.

Power Reporting > Analysis Treatment Plan Report Builder ★

Available fields (62) for: Tx Plan  
Find:  X View ▾

▼ Procedure

- Proc Treatment Area
- Proc Alias
- Proc Category
- Proc Code
- Proc Desc
- Proc Description

> 1 Filter

Patient	Proc Code	Proc Description	Proc Treatment Area
Brown, Bob	D6240	Porcelain/HNM Pontic	Th26
			Th27
			Th28
			Th29
			Th30
			Th31
	D6750	Retainer crown - porc...	Th25
			Th32
	D7140	Routine Extraction	Th18
Felix Gallardo...	D7140	Routine Extraction	Th19
	D0320	TMJ Arthrogram w/ In...	Mouth
Willis, Patrick	D1516	Space maintainer - fi...	Th12, Th13, Th14, Th15, Th...
	D2140	Amalgam 1 Surface	Th21(L)

### New Revision History Filter

A new Revision History filter has been added to the **Deposit Report** and the **Active Patient Count - HSPA Report** to exclude historical information. This ensures that accurate counts are displayed because only the latest information is counted.

Power Reporting > Deposit Report ★

▼ 5 Filters

- includes today
- includes Guarantor Payments and Insurance Payments
- contains Divine Smiles - Oceanside
- includes Current
- is not equal to 0.0 for each Payment Reference Info

Power Reporting > Active Patient Count - HSPA ★

▼ 4 Filters

- includes current Month and previous 24 Month
- excludes n/a
- includes Procedures
- includes Current

## Reconciling the Applied Date with the Modified Date

This release introduces an update to the relationship between the Modified Date and the Applied Date in Power Reports. The Modified Date shows the last time a transaction was changed. The Applied Date shows when a payment or credit was applied to a procedure or charge. As of this release, the Applied Date will mirror the Modified Date in Power Reports that include payments, procedures, credit adjustments, and charge adjustments.

For example: If a charge has an applied amount, the Applied Date and the Modified Date will be the same date to reflect the date a credit was applied. If a charge does not have an applied amount, the Applied Date will be "Not Available."

If a charge has an applied amount, but later that charge is edited, the Modified Date becomes the date of that change.

Power Reporting > Analysis Ledger Report Builder

Available fields (138) for: Ledger  
Find:  View

Layout  
Rows  
 Patients  
 Proc Code  
 Date (Applied)  
 Date (Trans)  
 Modified Date  
 Revision History  
 Production or Collection  
 Is Applied  
 Drop Level Here

2 Filters  
 Modified Date includes today and previous 8 Modified Date  
 Patient includes Sun, Cydney A

Patient	Proc Code	Date (Applied)	Date (Trans)	Modified Date	Revision History	Production or Collection	Is Applied	Amount
	Not Available: spaces e...	Not Availa...	03/28/2022	03/28/2022	Current	Collection	Unapplied	-\$15.00
		03/23/2022	03/23/2022	03/23/2022	Obsolete	Production	Unapplied	\$105.00
Sun, Cydney...	D2140	03/28/2022	03/23/2022	03/28/2022	Current	Production	Unapplied	\$200.00
	D2160	03/23/2022	03/23/2022	03/23/2022	Obsolete	Production	Unapplied	-\$105.00
					Current	Collection	Applied	-\$10.00

## New WorldPay Credit Card Processing Fields in Ledger Reports

If you have a WorldPay account and use Dentrix Ascend Pay to process credit card information, there is a new set of fields in Ledger reports that will be useful to you.

You will find the new Credit Card Processing fields in the Fields panel. Because you use Dentrix Ascend Pay, the data from your credit card processor is automatically captured in Dentrix Ascend. You can view this data by adding these fields to your reports.

Power Reporting > Analysis Ledger Report Builder

Available fields (138) for: Ledger  
Find:  View

Layout  
Rows  
 Date  
 Transaction Type  
 Transaction ID  
 Reference Number  
 Card Type  
 Card Source  
 Card Holder  
 Account Name  
 Drop Level Here

2 Filters  
 Day includes today and previous 7 Day  
 Transaction Type includes Credit Card Payment, Credit Card Refund and Credit Card Void

Date	Transaction Type	Transaction ID	Reference Number	Card Type	Card Source	Card Holder	Account Name
03/27/2022	Credit Card Payment	140145085	2 Test d10be888d31642fb8cb84...	Discover	Online	Test_1	Online Payments
		140146188	1 Test 21c2d3cca8d9473e886f0f9...	Amex	Online	Test_3	Online Payments
03/28/2022	Credit Card Payment	140146542	1 Test 11f05615aa5e44a0957189b...	Amex	Online	Test_3	Online Payments
		140120181	Sanvole Three 4e794445e5174078...	Mastercard	Online	Three Sanv...	Online Payments
		140138646	0001 Patient b50c076eaf6b4ab18...	Mastercard	Terminal	Not Available	1096759
		140138847	0001 Patient 740bd6ebb9a49a9...	Amex	Terminal	TEST CARD ...	1096759
		140139050	0001 Patient ~ 9d58229750fc40ae...	Mastercard	Terminal	Not Available	1096759
		140139418	0001 Patient m 44abf189bbe0465...	Amex	Terminal	TEST CARD ...	1096759
		140145007	2 Test b63346b4e34b4135abd35a...	Mastercard	Online	Test B 2	Online Payments
		140146106	1 Test 479abb1fc38f483bf37edff5...	Visa	Online	Test_2	Online Payments
			0001 Patient 4d2e536a060e45418...	Not Availa...	Terminal	Not Available	1096759
			Sanvole Three 39508e31414141a...	Not Availa...	Terminal	Not Available	1096759
			Sanvole Three 87b90ee0e6114cdf...	Not Availa...	Terminal	Not Available	1096759
			Sanvole Three bfc4ab8b302b49bd...	Not Availa...	Terminal	Not Available	1096759
			Sanvole Three ec03757f13f44915...	Not Availa...	Terminal	Not Available	Online Payments
03/29/2022			2 Test B 20bf2c74ae99485c8b9e7...	Not Availa...	Online	Test_1	Online Payments
			2 Test B 44aa87be3f22410e966e1...	Not Availa...	Online	Test_1	Online Payments
			2 Test B 893ce2ff1c3b480c8a512b...	Not Availa...	Online	Test_1	Online Payments
			2 Test B d4f688440fc8479aa9554f...	Not Availa...	Online	Test_1	Online Payments
	Credit Card Refund	140146188	1 Test A 17769844c4284024b6699...	Not Availa...	Online	Test_3	Online Payments
		140146542	1 Test A 122474b061c459c941e4...	Not Availa...	Online	Test_3	Online Payments
			1 Test A ebf9a92b2e7543fe903f62...	Not Availa...	Online	Test_3	Online Payments

**Note:** If you do not use Dentrix Ascend Pay, these fields will still be visible to you, but the data will show as “Not Available”.

## Usability

### Insurance Carrier Page Updates

With this release, the pagination on the Insurance Carrier page has been updated. This update focuses on giving you quicker access to your insurance carrier plans.

By default, you can view 100 carriers at one time. This allows for faster load times because it limits the initial viewable list to 100 entries. You can also change the view to show either 200 or 300 carriers by selecting the 200 or 300 from the **Showing** list. To navigate the pages of insurance carriers, you can either click the page numbers or click the **Previous** or **Next** links.

### Insurance Carriers

[Add Carrier](#)

A Payer ID of 06126 is assigned to a carrier that does not match one of the supported carriers in the Henry Schein One database. Claims for unsupported carriers may be printed and mailed by the clearinghouse, rather than processed electronically. Electronic attachments and eligibility verifications will not work for unsupported carriers.

Name	Payer ID	# Plans	Printed Claims
AARP Dental Insurance Plan	AARP1	7	
Adventist Health System West	95340	1	
Aetna	60054	60	
AFLAC- GA	58066	44	
Alliant Services (Voluntary Benefits Plan)	70106	1	
Always Care Benefits	STR01	1	
American Medical Securities	CX001	1	
American Postal Workers Union (APWU)	44444	3	
American Postal Workers Union Health Plan (APWU)	44444	1	
American Public Life Insurance Company (AFA)	60801	1	
Ameritas	47009	41	
Ameritas Life Insurance Corp	47009	49	
Ameritas	06126	6	X
Anthem BCBS (OH, IN, KY, CT, & NH) (No FEP Claims)	84105	7	
Anthem BCBS of Minnesota	06126	8	X
Anthem Blue Cross CA	47198	1	
Associated Benefits -IA (Claims printed & mailed)	TLU28	1	
Association Benefit Plan	25133	11	
Assurant Employee Benefits(PO Box 2940 Clinton IA)	70408	4	
Assurant Health (Claims Printed & mailed)	39065	1	
Assurant Supplemental Ins (PO Box 2829 Clinton IA)	ASHC1	4	

Showing 100 of 251 entries ← Previous 1 2 3 Next →

## Patient Information

In the past, Dentrix Ascend would prevent you from having the same email address for multiple patients. However, it is common for related patients to have the same email address—such as a parent who serves as the primary contact for all their children.

With this release, when you input an email address, a yellow warning icon will appear to alert you that the email address already belongs to another patient. However, you will be able to proceed and save the same email address for multiple patients. The warning appears when you input an email on the Basic Information tab of the Create Patient or Patient Information pages. It also appears on the Contact Info tab in the appointment panel in the Calendar.

**Create Patient**

Basic Info

First name \* M.I. Last name \*  
Jane Bentley

Use contact information of the household  
Bentley, Candice

Preferred name Title Suffix

Address \*  
123 Main

Gender \* Birthdate \* Status  
Female 01/01/2019 New


City \* State \* ZIP code \*  
Pleasant Grove UT 84062

Phone type Phone number Ext  
Mobile (801) 555-2526

Chart # First visit Last visit  
MM/DD/YYYY MM/DD/YYYY

Social Security # Primary provider  
###-##-#### <Please Select>

Discount plan  
[None]

Email   
candibentley@email.com

Warning  
This Email address belongs to another patient.

Save Cancel

**Calendar**

Monday 28

Hygiene Jarrod Carte

Jane Bentley  
01/01/2019 (3 years old)


Chart Ledger Tx Planner

Appt Contact Info Rel. Appts Med. Alerts Lab Case

**Patient Contact Information**

Address  
123 Main

City State ZIP code  
Pleasant Grove UT 84062

Email   
candibentley@email.com

Warning  
This Email address belongs to another patient.

Save Cancel

Note that just because you can enter the same email for multiple patients this does not change the essential logic that patients are contacted through their primary contact.

## User Rights

No new user rights were introduced in this release.

## Imaging Enhancements

### New Recapture Button

With this release, a **Recapture** button has been added to the Image Viewer for imaging procedures.

In [Release 388](#) Dentrix Ascend announced a new imaging workflow that automatically finished the image acquisition and closed the exam. This update introduces further imaging enhancements. You can now click the new **Recapture** button from the Image Viewer when you need to recapture an image.



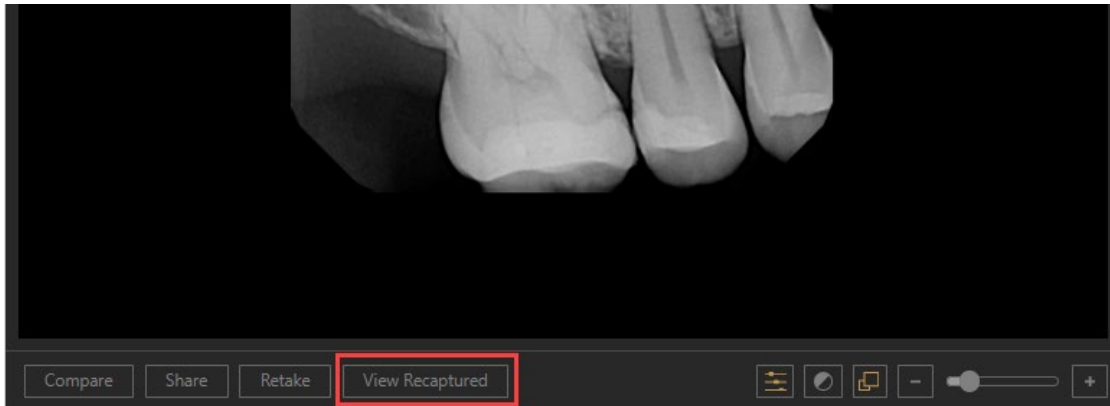
After you recapture the image, the Select Image window automatically opens. Select which image you would like to keep. Click **Keep Existing** to keep the existing image or click **Keep Recaptured** to keep the recaptured image.



Next, click **Finish Acquisition** to close the exam or click **Recapture** to recapture the image again if needed.



When the acquisition closes, the Image Preview gives you the option to review the recaptured images. Click **View Recaptured** to review the recaptured images if needed.



The View Recaptured Images window opens. You see the current image on the left side, and the recapture image on the right. If there is more than one recaptured image, click the arrows to view the different images. Then click **Replace Current** or click **Cancel** to keep the current image.





## Image Attachment Enhancement

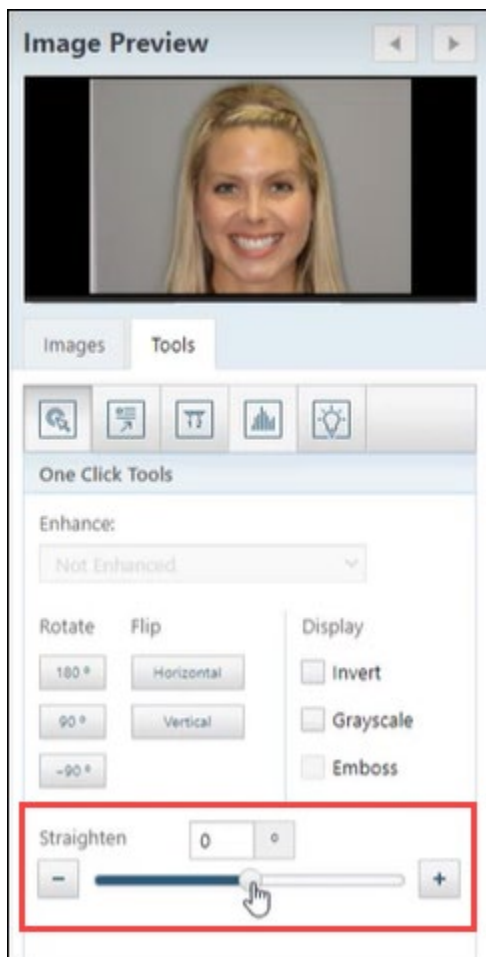
Dentrix Ascend has added the acquisition date and tooth number to image attachments to help you comply with certain state imaging regulations.

Now when you need to attach an image to an insurance claim, the image will automatically have the image acquisition date and the tooth number(s) for that image.

## Image Rotation Enhancement

Dentrix Ascend now allows you to rotate an image in the image viewer. This allows you to straighten an image if needed.

To rotate an image, select the image from the Image History and open the Tools tab. Drag the Straighten slider tool to the left or right depending on the angle of rotation you need. You can also type the degree of the angle in the Straighten angle box.



## Imaging Conversions

With this release, the following imaging software has been added to Dentrix Ascend:

- Romexis Software volume acquisition device bridge

## New Learning Content

The Education Team continuously adds or updates content to the Dentrix Ascend Resource Center. Below are some of the latest videos and articles. Click a title to get more information about these topics.

### [Acquiring Images](#)

Watch the Acquiring Images video update to learn the new imaging features and enhancements included in the [IT 388](#) release.

### [Editing a Treatment Planned Case](#)

Dentrix Ascend offers you flexibility when you need to make changes in the treatment planner. You can quickly and easily edit the treatment planner to accommodate your office and patient's needs. Watch this video to learn about editing a treatment plan case.

### [Power Reporting Fields](#)

The Power Reporting module gives you access to a lot of information. This master document links to more documents where all the data fields and measures are explained.

### [Filling Open Appointment Times](#)

Dentrix Ascend keeps gap-filling appointment opportunities in one spot so you can find the perfect patient for any openings that may arise.

### [Creating a Custom Acquisition Sequence](#)

Dentrix Ascend comes with some default image acquisition sequences. You may prefer a different order. Read this article to learn how to do it your way.