

## Tesia-PCI Clearinghouse FAQ

### **Why is Tesia-PCI the premier dental claims clearinghouse?**

For nearly twenty (20) years, Tesia-PCI has offered dental practices a variety of EDI submission tools and methods to get offices paid faster and more accurately. We make it possible for you to submit electronic transactions regardless of the technical capabilities of your office. Whether you are currently submitting claims electronically, or are just beginning to think about transitioning to a paperless office, Tesia-PCI has the solution and expertise that is right for you.

### **Does Tesia-PCI provide responses back from the insurance payors for my claims?**

Yes – Tesia-PCI always provides back an “Immediate Verification” report outlining each claim transmitted and whether it was accepted or rejected by Tesia-PCI’s front-end edits. Following, Tesia-PCI will pass back any information provided by the insurance payors, including claim status, EoB’s and more!

### **What is Real-Time claim processing?**

Submitting a claim in Real-Time allows you to instantly connect to the insurance company. When the claim is processed in Real-Time the insurance company responds back to the software in your office within seconds with a full, detailed Explanation of Benefits. Real-Time EoB’s allow you tell the patient exactly what they are going to owe before they even leave the office!

### **Can I use my existing Practice Software to transmit claims?**

Yes – Tesia-PCI can provide you with a powerful system (TesiaBridge™) that interfaces with nearly all Windows-based practice management software systems including Dextrix, Eaglesoft, Open Dental, Softdent, MOGO, and more!

### **Can TesiaBridge™ offer me more than just eClaims submission?**

Yes – TesiaBridge™ can process dental claims, eligibility & benefits, claim status requests, eAttachments, patient statements, credit & debit card processing, and more. It also returns back responses from insurance plans, including EoBs which are processed in REAL TIME! Imagine, EoB’s in eight (8) seconds - no more bad debt, no more collections. You can collect patient balance billing before they leave the office.

### **Will TesiaBridge™ change my existing software?**

In all cases, TesiaBridge™ will NOT affect your current practice management system, or the ability of your vendor to support the product(s) you have purchased.

### **Will our current practice management system vendor continue to support problems with our claims?**

Your office management systems vendor should continue to support any questions or problems that develop during the creation of claims from your computer or their respective software. Tesia-PCI will support the transmission of claims and the processing of those claims, and will provide technical and customer service support at no cost.

### **Will working with Tesia-PCI affect my contract for support with my practice management system vendor?**

No. The contract for support of your office management system is not affected by utilizing TesiaBridge™ or Tesia-PCI as your clearinghouse.

### **How will our claims processing change?**

It should be easier. Generally how you create claims is not affected. The only significant change is the redirection of the claims from your current clearinghouse to Tesia-PCI.

### **What are your fees for e-claims service?**

Tesia-PCI charges \$29.95 per tax id per month for unlimited claims submission and **ZERO (\$0)** for participating payors. The industry average is \$0.50 per claim which provides a 30% savings for processing your electronic claims. Special pricing is available for low volume offices.

### **What if we want to switch back to our current clearinghouse?**

If we fail in our goal to provide you with 100% customer satisfaction, and you wish to terminate your service agreement with Tesia-PCI, we will fully refund any remaining credits on your account.



**Call today - (800) 724-7240**