

Denticon Support Guide

Denticon Topic	Training	Support
User logins or permissions	InterDent employees, New employees and Temp employees	IT Create Support Ticket
DoseSpot	<p>1. Dr will log into Denticon/RX/DoseSpot and finish first part of identity proofing (Follow step by step email sent by IT)</p> <p>2. TFA Activation (follow step-by-step email)</p> <p>3. Dr Will log in to Denticon/RX/DoseSpot to complete 2-factor authentication (follow step-by-step email)</p> <p>*If having issues during steps, submit an IT support ticket</p>	IT Create Support Ticket
DentalXChange	<p>Use icon on InterDent to login. Password reset email sent by DentalXChange to each front office user. If not received, create IT support ticket.</p> <p>Log into UKG Pro learning or use link below: https://learning.ultipro.com/4854136/dentalxchange-claims-training</p>	IT Create Support Ticket
DentalXchange	“Provider Match Required” error in DXC – if still present 2 days after submitting claim, please email Jeanne Brock.	CBO brockj@interdent.com
Insurance Plans and Fee Schedules	Insurance plans not added in Denticon but in QSI or Fee schedules incorrect, send email to Plan Management. If new insurance plan (i.e. not in QSI), add ins breakdown.	Plan Management planmanagement@InterDent.com
Insurance Billing type	If billing type needs to be modified for example changed to E-claim or paper claim, email Jeanne Brock with a screenshot of insurance name and ID#.	CBO brockj@interdent.com
Ledger	Adjustments and insurance payments allocation	CBO brockj@interdent.com
Provider Changes/Setup	<p>Submit Denticon provider request form for any providers that need to be added to a location in Denticon. Inform Credentialing if any Providers are to be inactivated.</p> <p>Manager sets up Provider Schedules through Denticon “Setup>Providers>Per Office Settings”.</p>	Credentialing credentialing@interdent.com
Moving appointments to new provider	<p>After receiving confirmation email from credentialing that new provider has been added follow instructions attached to email.</p> <p>Log into UKG Pro learning or use link below: https://learning.ultipro.com/7541614/transferring-appts-pts-and-tx-plans-for-new-providers-in-denticon</p>	UKG Training

Schedules – Providers or Operatories Missing	Manager go to Setup>Scheduler>Scheduler Views to ensure all Provider Operatories are assigned to the relevant User View (including “All Providers”) If Provider not listed for office, contact Credentialing.	Credentialing credentialing@interdent.com
Denticon setup for watermarks & user views	Log into UKG Pro learning or use link below: https://learning.ultipro.com/7541727/denticon-watermarks-%26-user-views-setup	UKG Training
Scheduling Call center issues	Submit email with screen capture of the appointment mistakes.	Call Center CallCenter@interdent.com
Apteryx/XVWeb Imaging	Log into UKG Pro learning or use link below: https://learning.ultipro.com/4837543/apteryx-imaging-training/about	UKG Training
Apteryx/XVWeb Imaging	Finding missing/duplicates x-rays Log into UKG Pro learning or use link below: https://learning.ultipro.com/5363206/apteryx-imaging-training%2A	UKG Training
Apteryx/XVWeb Imaging	Transferring x-rays to different account Log into UKG Pro learning or use link below: https://learning.ultipro.com/5363206/apteryx-imaging-training%2A	UKG training
Pre-Authorizations	Log into UKG Pro learning or use link below: https://learning.ultipro.com/7499693/pre-authorization-process-via-denticon	UKG Training
Consent requests	Adding consent forms to Denticon: Create support ticket and include a copy of consent form. (Must go through approval process)	IT Create Support Ticket
Denticon setup request	Any request related to Explosion codes, production types and progress notes. (Must go through approval process)	IT Create Support Ticket
Dentist Limited Code updates	If code is posted by GP and HYG but only allowing GP to post to ledger, submit ticket and include code. (Must go through approval process)	IT Create Support Ticket
Conversion Accounts	First step to find: “Search in Office Group” and include inactive accounts. If not found submit ticket.	IT Create Support Ticket
Transfer Pt Home office (from outside your office’s region/group)	If pt is transferring from one of our offices outside of the Office Group you have access to, contact other office to get pt ID & submit ticket to IT requesting home office to be changed.	IT Create Support Ticket