



Welcome to the latest edition of the XLDent Customer Newsletter!

As we continue to enhance your experience and streamline dental practice management, we're excited to share the latest updates and features. Here's what you'll find in this issue:

- **Change Healthcare Crisis Update:** A thank you note and important updates post-crisis.
- **Customer Hub for Faster Support:** Simplify how you receive help.
- **Dental ERA:** Why this feature is a must-have for efficient billing.
- **Update Alert:** XLDent Version 19.5.0.302 Available Now
- **Transitioning from ImageXL to Tigerview:** Ensure seamless imaging with advanced features.
- **XLConnect Patient Engagement:** Discover the benefits of improved patient interactions.
- **Critical Role of Hardware Updates:** Why keeping your hardware updated is essential.
- **Tech Tips:** Enhance your practice with our latest technological advice.

Dive in to discover how these updates can enhance your practice's efficiency and patient care!

A Heartfelt Thank You to Our Clients and Staff

As we move beyond the recent Change Healthcare attack, we extend our deepest gratitude to all our clients and staff for your patience, resilience, and unwavering support.

- **Restoration Progress:** We're actively restoring all affected services and will keep you updated on full restoration. Your cooperation has been instrumental in these efforts.
- **Switch to DentalXChange:** A significant percentage of our clients have successfully transitioned for claims processing. This switch has enhanced service reliability and security.
- **Join the Majority:** If you are among the minority yet to switch, we strongly encourage you to consider transitioning to these platforms. Doing so will align your operations with the enhanced security and efficiency our other clients are currently benefiting from.

Please reach out to us to make the switch or for more information. We are here to support you every step of the way.

Thank You: Once again, we thank each one of you for your patience, understanding, and continued trust in XLDent.

Experience Faster Support with Our Customer Hub!

Haven't joined our Customer Hub yet? It's now easier than ever to view and manage your support tickets with a single click.

 [Sign Up Now!](#)

Why Choose the Customer Hub?

- **24/7 Accessibility:** Get access to support and billing from anywhere, at any time. Experience convenience like never before.
- **Swift Support:** With our ticketing system, receive prompt responses to your queries. Also, live chat is available and can be accessed directly from www.xldent.com.
- **Efficient Communication:** To ensure faster resolution, create new support tickets or follow-up on existing ones directly in the Customer Hub.
- **Your Voice Matters:** Your feedback is invaluable. Rate our services, share your thoughts, and suggest improvements. We're dedicated to evolving based on your insights to enhance your experience.

Ready for faster support? [Join the Customer Hub today!](#)

Turn Pennies into Dollars with Dental Electronic Remittance Advice (ERAs)

Why are ERA's a game-changer for your practice?

Electronic Remittance Advice is a way to get the Explanation of Benefits in an electronic format from the payer delivered through the clearinghouse and directly into your XLDent software. Here're some reasons why you should consider ERA's:

- **Rapid Processing:** Receive payment information electronically within days, not weeks, accelerating your claims workflow.
- **Effortless Management:** Directly manage insurance responses, with all necessary details integrated into XLDent.
- **Improved Financial Health:** Quickly ascertain payable amounts to enhance accounts receivable and financial stability.
- **Cost-Effective:** For just pennies per claim, the time saved translates into substantial financial gains.
- **Easy Integration:** Payer remittance is automatically delivered directly into your XLDent system and is attached to the corresponding patient claim.

Contact us today to see how ERA can elevate your practice's efficiency and profitability!

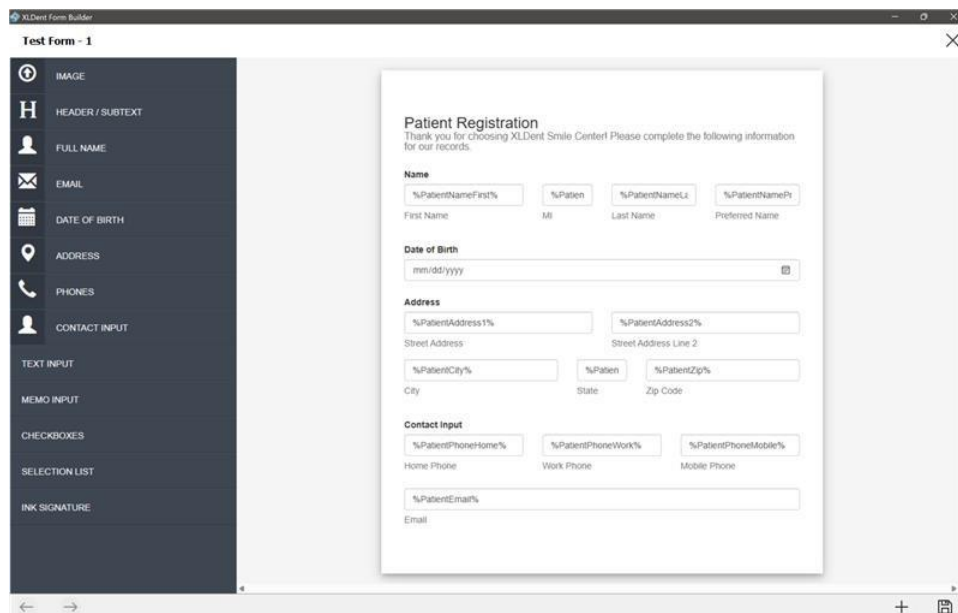
Get the Latest: XLDent Version 19.5.0.302

Upgrade your software with the latest XLDent update! Version 19.5.0.302 brings new enhancements that make your daily tasks easier and more secure.

Exciting Updates in XLDent Version 19.5.0.302!

New Features:

- **Updated Templates:** We've added the new ADA 2024 printed Insurance Claim Form Template.
- **Enhanced Design Tools:** Introducing the Integrated Web Form Designer for XLCheckIn and Patient Forms, making customization easier than ever.



The screenshot displays the XLDent Form Builder interface. On the left is a dark sidebar with a list of form elements: IMAGE, HEADER / SUBTEXT, FULL NAME, EMAIL, DATE OF BIRTH, ADDRESS, PHONES, CONTACT INPUT, TEXT INPUT, MEMO INPUT, CHECKBOXES, SELECTION LIST, and INK SIGNATURE. The main area shows a preview of a 'Patient Registration' form. The form title is 'Patient Registration' with a subtitle: 'Thank you for choosing XLDent Smile Center! Please complete the following information for our records.' The form fields are organized into sections: 'Name' with fields for First Name, MI, Last Name, and Preferred Name; 'Date of Birth' with a date input field; 'Address' with fields for Street Address (Line 1 and 2), City, State, and Zip Code; and 'Contact Input' with fields for Home Phone, Work Phone, Mobile Phone, and Email. The form is displayed in a window titled 'Test Form - 1' with standard window controls at the top and navigation buttons at the bottom.

- **Sleeker XLCheckIn Interface:** Enjoy a refreshed look with Back/Next buttons now at the bottom for improved navigation.

Patient Registration
Thank you for choosing XL Dent Smile Center! Please complete the following information for our records.

Name
Victoria L Fisher Victoria
First Name MI Last Name Preferred Name

Date of Birth
09/15/1982

Address
4051 Albany Circle
Street Address Street Address Line 2
Anywhere MN 553139556
City State Zip Code

Contact Input
6124435431 6518877898 7632865749
Home Phone Work Phone Mobile Phone
Email

← Back Cancel Finish ✓

- **Expanded Messaging:** Access Patient/Family Messaging History directly from the Patient window by clicking the XLMsgs icon.

Patient (1128) Victoria Fisher

Photograph and Scheduled Appointments

Victoria Fisher

Date	Time	Appointment Category
7/24/2024	9:00 AM	
7/3/2025	10:10 AM	
7/15/2025	8:50 AM	New Patient Child

Account Members

Name	Relation	Age	Last Visit	Next Recall
Victoria Fisher	Spouse	41	10/12/2022	3/1/2023
Brent Fisher	Child	27	2/28/2017	8/28/2017
Kevin Fisher	Child	12	11/5/2019	8/28/2017
Kristin Fisher	Child	12	2/28/2017	8/28/2017
Laura Fisher	Child	7	2/28/2017	8/28/2017

Personal Information

1128 Spouse 1127 Fisher Tom
Record No. Relation Responsible Party

Victoria L Fisher Victoria
Name First MI Last Preferred
4051 Albany Circle (612)443-5431 Home Phone
Address Line 1 (651)887-7898
Address Line 2 (763)286-2466 Work Phone
Anywhere MN 55313-9556 () Mobile Phone
City-State-Zip
USA
Country Email Fax
9/15/1982 41 466-54-2466 Female Married
Birth Date Age SSN Gender Marital Status
PPO 1 D 2 Active
Classification Doctor Hygienist Office Record Status

New Message History

Name	Victoria	Date	Time	State	User
message office 2		10/24/2023	14:40:59	Sent	Chad Lewis, Endo DMD
victoria msg received office 2		10/24/2023	13:56:06	Sent	Chad Lewis, Endo DMD
message out to victoria as office 2 endo		10/24/2023	13:28:41	Sent	Chad Lewis, Endo DMD

← Messages and Web Access Show Family Messages

ePrescribing and Claims Processing Enhancements:

- **ePrescribing Update:** Now supporting the Medi-Span drug database, with API v2 migration set for Summer 2024.
- **DentalXChange Claims Integration:** Streamline your Electronic Insurance Claims processing (requires DXC Claims subscription).
- **DentalXChange Claims Integration:** Streamline your Electronic Insurance Claims processing (requires DXC Claims subscription).
- **DentalXChange ERA and Attachments:** Newly integrated in Pay Claims and Edit Claims for enhanced functionality (requires respective DXC subscriptions).

- NEW eClaims Primary Paid Date has been added to electronic submission of Secondary Claims

Resolved Issues:

- **XLScout Stability:** Fixed service interruptions due to Access Violation or Out of Memory errors.
- **Scheduler Clipboard:** Corrected the erroneous deletion of appointments when declining clipboard warnings.
- **XLMsgs Functionality:** Improved message receiving capabilities for multiple offices sharing the same phone number.

Enhanced Features of DoseSpot v2:

- **Quick Medication Prescribing:** With the switch from Lexicomp to Medi-Span, prescribe any new medication faster and more efficiently.
- **Advanced Security:** New versions include upgraded security protocols, ensuring safer and more secure patient data handling.
- **Streamlined ePrescribing:** Experience a smoother, more intuitive ePrescribing process, reducing time and increasing accuracy.

Watch your email for more information on scheduling your update.

Transition Seamlessly from ImageXL to Tigerview

Why Make the Switch to Tigerview?

- **End of ImageXL Updates and Fixes:** Announced in Fall 2021, ImageXL has been sunsetted by the developer PlanetDDS/Apteryx. Continued use poses risks and lack of updates.
- **Avoid Switching Hassles:** Stay with XLDent! Switching practice management software can be disruptive. Tigerview integrates smoothly with XLDent, maintaining a seamless workflow.
- **Advanced Imaging Capabilities:** Tigerview offers superior imaging technology with enhanced features that improve diagnostic capabilities and patient outcomes.
- **Dedicated Support:** Our team is here to assist with a smooth transition, ensuring minimal disruption to your practice.

Contact XLDent to ensure a smooth switch to Tigerview and continue enjoying robust imaging solutions within your XLDent ecosystem - [Learn More about Tigerview](#)

Streamline Your Practice with XLConnect: Overcome Staffing Challenges and Boost Efficiency

Facing staffing shortages? Discover how XLConnect can transform your dental practice. With features like automated appointment reminders and two-way text messaging, XLConnect reduces administrative burdens, enhances patient communication, and significantly improves your operational efficiency.

Here's what you'll gain:

- **Increase in Revenue:** Optimize your appointment scheduling and reduce no-shows, potentially adding thousands to your monthly earnings.
- **Time Savings:** Free up to 10 hours weekly for your staff, allowing them to focus on more valuable tasks.
- **Boosted Patient Satisfaction:** Improve the patient experience with convenient and preferred communication methods.

Learn how to turn these challenges into opportunities and maintain high standards of care despite staffing shortages. [Read more about the tangible benefits XLConnect offers.](#)

Secure, Compliant, Efficient: Why Updating Your Hardware is Crucial

In the digital age, outdated hardware isn't just a technical issue—it's a barrier to effective practice management and a risk to patient data security. Here's why staying updated is essential:

- **Protect Patient Data:** Outdated systems are vulnerable to cyber threats, risking patient confidentiality and compliance with HIPAA.
- **Enhance Efficiency:** Modern hardware supports the latest dental software features, streamlining operations from scheduling to treatment planning.
- **Ensure Compliance:** Regular updates and advanced security features help you meet HIPAA standards and protect against data breaches.

Discover how XLDentIT provides comprehensive support to keep your hardware reliable and secure, ensuring your practice operates smoothly and remains compliant. [Read more about the benefits of updating your hardware.](#)

Tech Tips

Tips & Tricks for Efficient Claim Management

Mastering Filters in Claims Review

- **Track Unpaid Claims Easily:** Access the 'Review Claims' section and streamline your view by selecting 'Submitted' in the Status field column. This filters out all unpaid claims for quick follow-up.
 - **Detailed Unpaid Claims View:** Utilize the Status field column in Claims Review to categorize Unpaid Claims based on Hold, Partial, Submitted, or To Submit. Just check the relevant boxes to view specific subsets of claims.
 - **Quick Access to Open Claims:** Click on the 'X' in the bottom left corner within the Claims Review window to compile a list of open claims. Sort these by status or other parameters like carrier to focus on specific groups for efficient management.
 - **Smart Carrier-Specific Views:** The Review Claim window isn't just for general tracking; it's a gem for viewing Submitted claims sorted/grouped by carrier. Ideal for communicating and reviewing multiple claims with a carrier representative.
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