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### **Day 1: Dental Claim Issues: Handling Denials and Appeals**

We'll review the most common claim denial issues and how to handle them. Buildups, periodontal services and extractions are among the topics but we'll discuss more. Conversations with patients will also be addressed.

What You Will Learn:

- How to anticipate documentation needs
- Use effective verbiage based on clinical records to appeal denials
- How and when to keep your patients updated on claim status and possible surprise balances

### **Day 2: How to Make Smart Participation Decisions**

It is possible to be profitable in today's insurance environment with efficiency and proper positioning. This interactive workshop will help you to decide your insurance participation and profitability comfort level.

What You Will Learn:

- Discover your office's true insurance position
- Assess and evaluate your practice metrics
- Understand the current insurance environment and plan for near-future changes