



Tesia-PCI Corporation

Tesia-PCI Clearinghouse FAQ

tesia clearinghouse faq (fax friendly) (v12.2.2.04)

Why is Tesia-PCI the premier dental claims clearinghouse?

There are many advantages to using Tesia-PCI as your clearinghouse. The most significant benefit is the cost of the claim. Tesia-PCI charges \$0.35 per electronic claim for all carriers, and ZERO for participating Payors (e.g. Met Life; UCCI; many BCBS and Delta Dental plans; etc.). The industry average is \$0.50 per claim which provides a 30% savings for processing your electronic claims.

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!

Can I use my existing Practice Software to transmit claims?

Yes – Tesia-PCI can provide you with a powerful system (TesiaClaimX™) that interfaces nearly all Windows-based practice management software systems, including PracticeWorks, Soft Dent, Eagle Soft, Dentrix, MOGO, EZ Dent and more!

Can TesiaClaimX™ offer me more than just eClaims submission?

Yes – TesiaClaimX™ is a robust system that also allows you to check patient eligibility, receive reports in professionally formatted layouts, provides a higher level of claims tracking called WatchDog™, is self-updating (no future CD’s) and more!

I have multiple offices and work stations – can TesiaClaimX™ work in a “network” environment?

Absolutely – TesiaClaimX™ was designed for networking systems and configurations.

Will TesiaClaimX™ change my existing software?

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

Will our current office 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 office management system vendor?

No. The contract for support of your office management system is not affected by utilizing TesiaClaimX™ 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.

How does the billing process work?

We ask that electronic claims be pre-paid, generally for a period of one (1) to three (3) months. We electronically transmit electronic reconciliation statements for the service to your practice, helping you keep updated records of all charges debited from your account.

Does Tesia-PCI allow me to pay with a check?

In select cases, Tesia-PCI will indeed allow offices to pay by check or invoice. This is only offered to those offices who meet specific criteria (i.e. volume of submissions and/or provide deposit).

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.

Fax: (800) 524-6596
Sales@Tesia.com
<http://www.Tesia.com>



Call Today (800) 724-7240

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