



Dr. Jack Cottrell

The Future of Claims Processing

As dental practitioners, we are always faced with decisions about introducing new technologies into our practice environment. I can recall colleagues who were hesitant about using CDAnet when it was first launched over 15 years ago.

CDAnet was designed by CDA to minimize the administrative burden in dental offices created by third-party insurance plans. This tool saved dentists time and money by ensuring that benefit claims could be sent electronically without paying transaction fees.

Since that time, computer infrastructure and software capabilities have grown exponentially. As such, ITRANS™ was developed to keep dentistry at the forefront of the emerging technology. Launched successfully in 2004, ITRANS builds upon the CDAnet network, while offering users new features and capabilities. It is the next step in the evolution of electronic claims transmission.

While it would be presumptuous of me to claim to be an expert on ITRANS, I thought it would be helpful to hear what colleagues are saying about this new tool. We have been gathering feedback from offices who have integrated ITRANS into their day-to-day operations. Here is a small sample of what people are telling us.

Dr. Martin Aidelbaum is an oral and maxillo-facial surgeon from Surrey, British Columbia. He likes the fact that, with ITRANS, a dedicated phone line is no longer required:

"The dial-up modem used by CDAnet would sometimes be in the middle of a negotiation, and it wouldn't hang up cleanly. We also share the phone line with the outgoing fax and with the credit card or debit machine. The transmission would be broken if one of these went off, or it would prevent it from hanging up properly. You would then try to retransmit CDAnet and noth-

ing would happen. This is now a thing of the past with ITRANS."

Glenda Danbrook describes her role at the Strasbourg Dental Clinic in Strasbourg, Saskatchewan, as a 'jill of all trades.' Although she is new to electronic claims processing, installing ITRANS at her clinic has resulted in dramatic improvements in claims processing time:

"Previously, all claims at the office were done manually so the turnaround time for payments, predetermination, coordination of benefits, claims was anywhere between 3 to 6 weeks! We notice a big difference with ITRANS and the feedback from patients has been tremendous."

Trindy Reid is a dental assistant and receptionist at the office of Dr. Jeffrey Clark in Grand Bay-Westfield, New Brunswick. She found the transition to ITRANS to be quite straightforward:

"It's been a positive experience. There is relatively little to no learning curve with this product. I found it quite easy to learn how to use ITRANS because it was similar to what we've used before. I would call it a user-friendly system."

Finally, Dr. Sanjay Uppal of Cambridge, Ontario, is pleased with the enhanced tracking and monitoring capabilities that ITRANS brings to his practice:

"One of the most exciting features of ITRANS is how it performs like the 'FedEx' of claims processing. With its various reports and printouts, we can now follow a benefit claim from beginning to end, allowing us to keep our patients informed about the status of their claims."

These positive user experiences are merely a few examples of how our colleagues are benefiting today from implementing ITRANS in their offices. As one might expect, the ITRANS product offering continues to evolve and expand. There is a new financial option, with preferred payment rates on VISA, Mastercard and Interac direct payment processing now available through Paymentech Canada.

The success of ITRANS will benefit us all, so I would encourage you to enroll and incorporate this tool into your practice. As many colleagues have discovered, it is ready to help you now and for the future.

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