

“How much of this procedure will my insurance cover?” is a common question overheard in a dental office. With the offering of Real-time Eligibility features embedded in Patterson EagleSoft Version 11.00 and higher, dentists and patients alike will be able to answer that question quickly and easily through an electronic connection to a number of insurance companies. Often times the decision to proceed with a needed procedure is a matter of finances. Is the procedure covered under a patient’s insurance plan? If so, how much? “Today, dental offices execute a series of time-consuming phone calls to insurance companies to obtain benefit information,” says Jennifer Westendorf, Inside Sales Manager, Patterson EagleSoft. “Anyone who has ever made one of these calls knows how time consuming they are. With the Real-time Eligibility feature, dentists can pass this information on to their patients while they’re still in the chair. This service will improve the communication between dental offices and insurance companies in an effort to reduce the administrative task associated with insurance,” continued Westendorf. Patients and dentists – who live on real-time schedules – will appreciate how quickly they can get answers about coverage for dental procedures.

To learn more about Real-time Eligibility, contact the eBusiness Sales Team at 1.800.294.8504.

What is Real-time Eligibility and what benefit will it provide me?

Eligibility is an electronic service which provides verification of patient eligibility and benefit coverage in a real-time environment. The request is entered from the EagleSoft program and flows through an electronic network to the insurance company’s database. Within seconds a detailed response is returned to EagleSoft. This interactive communication allows providers to obtain information while the patient is in the chair and eliminates time consuming phone calls to payers.

What version of EagleSoft is needed for this feature?

The feature is available in Version 11.00 and higher but needs to be activated by our eBusiness team.

With what Payers will I be able to check Eligibility? How do I obtain a copy of the Eligibility payer list?

You can check Eligibility with any payer that is listed on the Eligibility payer list. You can obtain an up-to-date copy of this payer list via your software.

Do all payers provide the same responses?

No, the level of detail on the response can vary from payer to payer.

What fees are involved?

Unlike eClaims and eStatements, there is NOT a per transaction fee. Rather, there is a flat monthly fee of \$24.95 regardless of usage.

What if I decide I no longer want this service?

Please contact the eBusiness Sales department at 800.294.8504 to inactivate your account for Real-time Eligibility.

How will I be billed?

You will be billed on your Patterson Statement in the same manner in which you are billed for electronic claims and electronic statements. The line description will be ‘Electronic Services.’

What are the office requirements?

You need to have Patterson EagleSoft Version 11.00 or higher, to be sending claims electronically via WebMD/CPS and to have an Internet connection established on at least one computer that is on the EagleSoft network.