



Electronic Attachment Frequently Asked Questions

What attachments can be sent electronically?

All attachments can be sent electronically. X-rays, Perio charts, intra-oral photos, EOB's, Narratives, any scanned document etc...

Do I have to have a digital x-ray system?

No. Over 70% of the providers utilizing electronic attachments are using scanners. If you do not have a digital x-ray system you will need a scanner with a transparency adapter.

If I do have a digital x-ray system will it work with electronic attachments?

Yes. All digital x-ray systems can be easily used with electronic attachments.

If I have a digital x-ray system will I still need a scanner?

You will not need a scanner for x-rays, but you may want to purchase a scanner for documents such as EOB's that may need to be scanned in.

Is the Internet required to submit electronic attachments?

Yes you will be required to have Internet access.

How do I submit electronic attachments?

In EagleSoft version 13.00 the electronic attachment software has been integrated. The integration is available to those customers that submit their claims electronically through our preferred clearinghouse. This integration will populate the patient information and the NEA reference number for you. You will no longer need to re-key this information into the independent NEA software.

How do electronic attachments work?

Your electronic attachments will be transmitted securely through the Internet to NEA's repository. Once the attachment is received, a confirmation report is immediately transmitted back to the provider for tracking purposes. The attachments are stored for the insurance carriers and are available to their consultants for review.

Can anyone view my attachments?

No. The insurance carriers can only view attachments transmitted for their company. Each consultant has to go through two levels of security to view the attachments. Electronic attachments meet all federal regulations on security to be able to view the attachments.

How do attachments get connected to claims?

After you have submitted an electronic attachment you will receive an NEA reference number. This number will then automatically appear in the unusual remarks section of the claim form. Once the claim is submitted, the insurance company will associate the NEA number on the claim form with the attachment on NEA's site.

What is the cost for submitting attachments electronically?

- One time registration fee of \$100.00 – this is a 50% discount
- Monthly charge of \$25.00 for unlimited usage

**Call your eServices Sales Representative
TODAY to enroll! 800.294.8504**



50% off Registration To Send Your X-rays & other Attachments Electronically

National Electronic Attachment, Inc. (NEA) of Atlanta, Georgia is offering **50%** off the FastAttach Registration fee for EagleSoft customers; this is a **\$100 savings**. Registration includes:

- Software
- Installation
- Training
- Support

There are currently over 140 insurance carriers and thousands of dental practices nationally using the FastAttach system. The FastAttach system allows dentists to transmit the following electronically to the insurance carriers:

- X-rays
- EOBs
- Perio charts
- Intra-oral pictures
- Narratives
- Any scanned document

For more information on the FastAttach service please visit www.nea-fast.com or www.eaglesoft.net for a list of frequently asked questions and a current list of participating insurance carriers.

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