DATATEC EASYDENT

ADA Code won't print on Insurance Claim and/or go Electronically

1) The amount of the charge is zero or negative and it's not an Estimate
   - Go to the Patient's Ledger and look at the charge entry

2) You could have "NONE" in Insur Print column in Fee Schedule
   - Go to Utility Menu>Fee Schedules (ADA), check the "Insur Print" column

3) Last Claim Date on Patient Insurance Screen is set and stopping claim
   - Go to Patient's Insurance screen, check the "Last Real Claim" date

4) Ledger items could have been "Hidden" or even "Deleted"
   - Go to the Patient's Ledger screen, see if item is marked "H" Hidden, currently

5) Check for correct Date of Service on the Ledger Items
   - Go to Patient's Ledger, optionally fill in the "DOS Filter" field

6) Something is wrong with the patient's ledger
   - Go to the Patient's Ledger screen
     Click the top toolbar "Tools" option, select "Ledger Rebuild"
     As long as no one is currently posting, click the Red "Rebuild" button