NEA-Fast Attach

Sign Up Online at www.nea-fast.com

Special Promotions to Dental Systems’ clients periodically offered.

Call Dental Systems for details 281-838-3950 or 800-683-2501

Electronic Attachments through NEA “FastAttach”

Send x-rays, perio charting, EOB’s, Specialist referrals, and more! NEA requires a $200 registration fee and charges are $20 per month or $25 per month for FastAttach Plus.

To register, go to www.nea-fast.com. After you register online, you can follow the prompts to download FastAttach. NEA’s support staff will contact you within 24 hours to schedule phone training. Unlimited customer service is offered to any registered office.

Frequently Asked Questions and Answers:

Q: What does FastAttach™ do for me?
A: FastAttach™ enables dental offices to electronically transmit x-rays, perio charts, intraoral photos, EOB’s and any other required information for insurance carriers to view in support of electronic claims. Additionally FastAttach™ Plus, a new service, enables your selected peers to view attachments that you assign to them.

Q: What do you need to utilize FastAttach™?
A: You will need:

- Pentium Processor computer or equivalent
- Windows 98, Windows NT 4.0 or higher
- Monitor with video card capable of 24-bit color
- Microsoft Internet Explorer 5.1 or higher
- An Internet Service Provider
- Must be transmitting your claims electronically
- A way to digitize your attachments (scanner with a transparency adapter or digital x-ray system)

Q: What are the differences between FastAttach™ and FastAttach™ Plus?
A: FastAttach™ allows you to transmit an unlimited number of attachments to NEA’s repository for all the payors in the NEA network. You also get unlimited telephone support/training, and software updates at no extra charge. FastAttach™ Plus allows all the FastAttach™ functions, plus it provides your office with an offsite repository. This repository is accessible 24 / 7 by any computer with Internet access and gives you:

- An exact copy of every attachment you transmit to a payor for your records.
- The capability to electronically transmit patient referrals and their attachments to specialists who have FastAttach™ Plus.
- The ability to notate and reply securely and electronically on patient referrals for better patient follow up.
- The ability to store all your x-rays in your NEA repository as an offsite back up to your originals.
Q: Do I have to have a digital x-ray system?
A: No. Over 70% of the providers utilizing FastAttach™ are using scanners. If you do not have a digital x-ray system you will need a scanner with a transparency adapter.

Q: How do I know which scanner is best for me?
A: NEA recommends and sells several scanners that meet the needs of different categories of work. Providers rarely performing procedures that require a panoramic x-ray or full mouth series usually purchase a scanner model with a smaller transparency scan area. Providers performing procedures that require panoramic x-rays or full mouth series are purchasing a scanner that has a larger transparency scan area. All the scanners that we recommend will produce a good quality scanned image. The major difference in the scanners is the size of the transparency adapter, generally the scanners that have a large transparency adapter, are more expensive.

Q: If I have a digital x-ray system, will it work with FastAttach™?
A: Yes. All digital x-ray systems can be easily used with FastAttach™.

Q: If I have a digital x-ray system, do I still have to have a scanner?
A: You will not need a scanner for x-rays, but you may want an inexpensive scanner that can scan documents such as perio charts and EOB’s or color photographs such as intraoral photographs.

Q: Will FastAttach™ work with my dental software?
A: Yes. It does not matter what dental software you have as long as you have Windows 98 or NT or higher.

Q: How does FastAttach™ work?
A: FastAttach™ securely transmits electronic attachments 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.

Q: Can anyone view my attachments?
A: No. The insurance carriers can only view attachments transmitted for their company. Each consultant has to go through two levels of security to be able to view the attachments. FastAttach™ meets all federal regulations on the security to be able to view the attachments. Also, if you have FastAttach™ Plus, you can view your attachments, plus you can assign other dentists as peers to enable them to look at specific attachments that you send them. Each individual peer will have a unique name and password to use as a login. This will meet all federal regulations on the security of sensitive medical information on the Internet.

Q: How do the attachments get connected to the claims?
A: According to your software and claims clearinghouse, you will connect your attachments to the claims either manually or automatically with a simple tracking number in the remarks section of your electronic claim.

Q: Is the quality of a scanned x-ray good enough for the insurance carrier consultant?
A: The scanned x-ray cannot make a bad x-ray good. Therefore, assuming you are using a good original x-ray, the scanned x-ray will be better than a duplicate x-ray.
Q: Are the scanned x-rays stored in my computer, so I can access them later?
A: You have a choice between FastAttach™ or FastAttach™ Plus. FastAttach™ is the basic transmission of attachments from your computer to NEA for the insurance carriers to view. FastAttach™ Plus allows you to store all of your images in an offsite repository that will not use up your computer storage, and you can view them any time you want. You can also assign peers, such as specialists, consultants, or other dentists to have the capability to view specific attachments that you assign to their peer name (user id). They can only see the images that you assign to them. Only you will have access to all the images that are stored.

Q: How do I know if I need to send an attachment or not?
A: FastAttach™ has a message box that informs you which procedures need attachments for each insurance carrier. This eliminates unnecessary work on your part.

Q: How does using FastAttach™ speed up my pre-determinations and claims processing?
A: The claim or pre-determination goes directly into the insurance carriers payment system where the consultant can access the transaction and the attachment on his/her computer to make a quick decision.

Q: How much does FastAttach™ and FastAttach™ Plus cost?
A: There is a one-time $200 registration fee that includes the software, installation and training. FastAttach™ is $20 monthly and includes unlimited usage (no per attachment fee), unlimited telephone support, and software upgrades at no additional charge. FastAttach™ Plus is $25 monthly and includes all the services of FastAttach™ plus unlimited storage of your attachments and transmission to your peers. There are no hidden costs.
Dental: Payors Online

**Blues**
- BCBS Arkansas
- BCBS Georgia
- BCBS Illinois
- BCBS Massachusetts
- BCBS Michigan
- BCBS New Mexico
- BCBS Texas
- BC Life & Health (CA)
- Blue Shield of California
- Highmark
- Pennsylvania Blue Shield
- Premera Blue Cross(WA/AK)

**Delta Dental**
- Alaska
- Arkansas
- California (Federal Services)
- California
- Colorado
- Idaho
- Indiana
- Kentucky
- Massachusetts
- Michigan
- Missouri
- Missouri in SC
- New Jersey
- New Mexico
- Ohio
- Oklahoma
- Oregon Dental Service - ODS
- South Dakota
- Tennessee
- Virginia
- Washington Dental -WDS

**Medicaid**
- CA - Dentical (Pilot)
- IL - Medicaid
- KY - Passport Plan Reg 3
- MD - MD Physician Care - MCO
- MO - Blue Advantage
- MO - Community Care Plus
- MO - Community Health Plan
- MO - Family Health Partners
- MO - FirstGuard Health
- MO - HealthCareUSA
- MO - MC+
- MO - Mercy Health Plans
- MO - Missouri Care
- MO - Truman Care
- NE - United Healthcare of Midlands
- NM - Cimmaron Health Plan
- NM - Presbyterian Salud
- NM - Loveless Community Health
- OK - Heartland Health
- OK - Unicare Health Plan
- PA - Best Healthcare
- PA - Health Partners
- PA - Three Rivers Health Plans
- SD - Medicaid
- TN - TennCare
- WI - Primecare

**Dental HMO**
- American Dental Plan, Inc.
- American Dental Prov. of AR, Inc.
- American Dental Plan of GA, Inc
- American Dental Plan of NC, Inc.
- CompDent
- CompDent of AL, Inc.
- CompDent of IL, Inc.
- Concordia Plus
- Dental Network of America
- DentiCare, Inc.
- Oral Health Services
- OHS of Alabama, Inc.
Commercial

- Aetna
- Americhoice
- Ameritas
- Assurant Benefits
- Bridgeport
- Big Lots Associated Benefit
- Brokers National
- Business Men's Assurance
- Caterpillar Company
- Christian Brothers Service
- CIGNA HealthCare
- CompBenefits Corporation
- Concordia Preferred
- Connecticut General
- Dental Benefit Providers
- Dental Guard Preferred Network
- Doral Dental USA
- Educators Mutual Life
- Emphesys
- Employee Benefit Mgmt. Corp.(EBMC)
- Employers Health Insurance
- Employer Plan Services
- ExclusiveCare
- First Reliance Standard
- Fortis Benefits
- Fortis Insurance Company
- GE Group Life Assurance
- Group Health (GHI)
- Guardian
- Harrington Benefit Services
- Health Care Systems, Inc.
- Health Choice
- Health Plan Services
- Hershey Health Smiles
- Humana Dental
- J.F. Molloy & Assoc.
- JLT Services
- John Hancock
- Lincoln National
- MetLife
- Mutual of Omaha
- Mutually Preferred
- National Rural Letter Carrier Assoc.
- Pacific Source
- Paul Revere
- Primary Delivery Systems
- Principal Financial Group
- Principal Life Insurance
- Protective Life
- Prudential
- Randmark
- Reliance Standard
- ReliaStar
- Security Life
- Standard Insurance
- Sun Life of Canada
- Superior Dental Care
- TDC, Inc. TDC, Ltd.
- Three Rivers Health Plans
- Time Insurance
- Tricare Active Reservists
- Tricare Dental
- Unicare Life and Health
- Unicare Special Accounts
- Unistar
- United Concordia
- United Healthcare
- United of Omaha
- Vencor/Kindred Healthcare
- Vistica Administrators
- WellPoint Health Network
- Xantus Health Plan