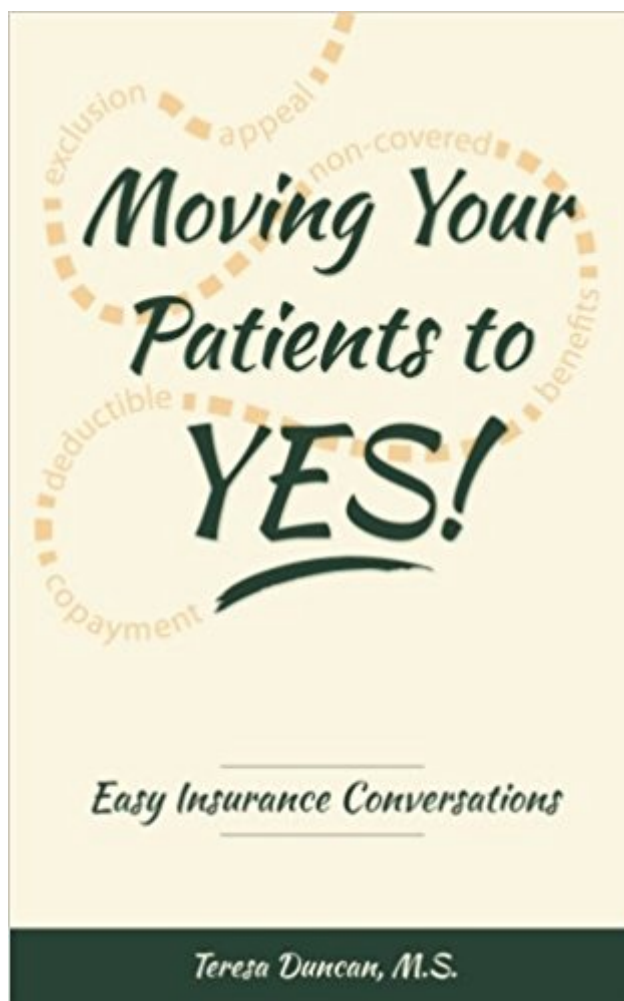


The book was found

Moving Your Patients To YES!: Easy Insurance Conversations



Synopsis

Moving Your Patients to Yes! Easy Insurance Conversations Has a patient ever stumped you with an insurance question? Do you wonder how to tactfully discuss insurance benefits with an emotional or inquisitive patient? Teresa gives you her best conversation tactics for these stressful situations based on her many classes and client discussions. Conversations made easier: • Benefit tier explanations • Non-covered benefits and why • Co-payment calculations and collections • Secondary insurance conversations • Write-off confusion and ethics • Premier and Preferred explanations • And more! | What people are saying about the book: • I loaned my client a copy and she used it on a patient call. She was able to get them to stay with the practice even though they were out of network! • - Susan Leckowicz, CEO of Dentalcoaches.com • This is an excellent book for dentists and team members that want to master insurance systems in their practice. It's easy to read and understand. Filled with helpful information! • - Sandy Pardue, Director of Consulting, Classic Practice Resources • I just read Teresa Duncan's book, "Moving Your Patients to YES!" and it's officially on my list of "must reads" for progressive dental teams. It's not what you say, but how you say it when it comes to insurance conversations and Teresa is a master at this! • - Bonnie Hixson, President, Hixson Media • I think that every new dental employee should read this book as part of the hiring process. Helps to get the team members in the right mindset. Priceless! • - Laura Hatch, Owner of Front Office Rock

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Customer Reviews

Teresa Duncan of OdysseyMgmt.com is a speaker and writer with over 20 years' experience in healthcare. Her areas of expertise include Dental Insurance Coding, Office Manager Training and

Practice Strategy. Sheâ™s an award-winning dental âˆinsiderâ™ who is known for staying abreast of current trends and industry trends. As a recipient of the Educator of the Year Award by the Association of Dental Implant Auxiliaries, she understands the importance of continuing education. Recently she was given the Champion Award by NEA-Vyne for service in connecting corporations for collaborative efforts. She is the author of *Moving Your Patients to Yes: Easy Insurance Conversations*, *Recognizing Patient Types* and a contributing author to the ADAâ™s CDT 2017 and 2018 Companion Guides. Teresa is a frequent contributor to *The Observer*, *The Progressive Dentist*, *Dentistry IQ*, *Dr. Bicuspid* and many other publications. She serves as a founding Trustee for the auxiliary-learning focused DALE Foundation. Teresa is a member of the Academy of Dental Management Consultants and the National Speakers Association. She is a proud Lifetime member and Fellow of the American Association of Dental Office Management and is the founding host of their popular Virtual Study Club. She has been named one of the Top 25 Women in Dentistry by Dental Products Report Magazine and is recognized yearly as a Leader in Consulting by Dentistry Today. Most recently she provided consulting assistance in the development of the American Dental Association's Guidelines for Practice Successâ„. Teresa received her Masterâ™s Degree in Healthcare Management from Marymount University.

Such a great book with easy-to-follow thought processes. This is a must-read for anyone working in a dental practice. Insurance can be a frustration but Teresa shows in this book that it doesn't have to be. Highly recommended read!

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