



1800DentDoc.com Application Procedure

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Here's the situation. Once you have downloaded the app to your smartphone or tablet and logged in with your credentials, you will start receiving PDR Claims from 1800DentDoc.com.

The following steps will help you walk thru the basic process. The goal is to provide excellent customer service and complete the entire process in 3 business days.

Step	Description of steps on the application	Timing
1	Claim arrives on your iPhone or Android device that was sent your geographic service area.	3 day clock starts ticking
2	Accept/Reject the Claim (you accept it you own it)	Day 1
3	Review in App the Damage List Repair Authorization	
4	Review billing / Tech pricing	
5	Contact Customer (Member) within 24 hours	
6	Make Notes in the App for any relevant info.	
7	Schedule Claim Repair – Sync to your calendar in the App	
8	Travel to the customer location	
9	Present customer with “Disclosure Signature” pad in app authorizing the repair	
10	Repair Damage	
11	Present Customer with “Finalize Signature” of satisfactory repair.	
12	Finalize Claim and submit <ul style="list-style-type: none"> a. Select Status of Damage b. Upload Invoice (Image) <ul style="list-style-type: none"> - Take Picture of your Invoice - Add Invoice # and \$ Amount 	

FAQs:

Q1. What happens if I accept a claim and it's not able to be repaired once I see it.

A1. Finalize claim, select status of damage "Closed—Non-Repairable" and upload invoice.

Q2. What happens if I don't accept a claim right away? How long do I get to accept it before it gets assigned to someone else?

A2. 4hrs

Q3. What happens if there are repairs that are greater than what was authorized on the Claim?

A3. The App has a "Priority Communication" feature you will see as "PC" where you can escalate an issue and get authorization or next steps from 1800DentDoc.com Headquarters.

Q4. I can't talk on the phone and use the app at the same time?

A4. Depending on the device and provider you are with determines rather you can use your phone and data at the same time. Check with your provider if you are having issues.

This app is very user friendly and after processing a few claims you will feel right at home. If you have further questions feel free to give our business a call.

Thank you

The 1-800-Dent Doc Team