

Teresa Duncan, MS



Teresa is a speaker and writer with over 20 years' experience in healthcare. Her areas of expertise include revenue protection using proven accounts receivable and insurance methods; and helping doctors and managers establish solid management systems. A recipient of the Educator of the Year Award by the Association of Dental Implant Auxiliaries – a component of the International Congress of Oral Implantologists, she understands the importance of continuing education.

She is the author of *Moving Your Patients to Yes: Easy Insurance Conversations* and a contributing author to the ADA's CDT 2017 Companion Guide. Teresa is a frequent contributor to *The Progressive Dentist*, *Dr. Bicuspid* and the ADA's *Dental Practice Success* quarterly newsletter. She was a founding Trustee for the auxiliary-learning focused DALE Foundation. Teresa is a member of the National Association of Dental Plans, Academy of Dental Management Consultants, and the National Speakers Association.

She has been named one of the Top 25 Women in Dentistry by Dental Products Report Magazine and is recognized 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 Success™. The ADA's CDT Guide features a chapter authored by her. Teresa received her Master's Degree in Healthcare Management from Marymount University.

Recent and upcoming lectures include:

- American Dental Association **
- Schulman Study Group
- Nation's Capital and Mid-Atlantic Dental Meeting**
- Star of the North Meeting**
- California Dental Association**
- Yankee Dental Society **
- Pacific Northwest Dental Conference**
- Greater New York Dental Meeting **
- Virginia Dental Association**
- American Association of Dental Office Management Annual Meeting **
- Western Regional Dental Convention
- BioHorizons Global Symposium **
- Rocky Mountain Dental Convention **
- International Dental Equipment Manufacturers Conference (IDEM) Singapore **

**Returning Speaker

Travels from Washington, DC area

Course #1

Foundations of Dental Office Management

This new course is designed for doctors or managers with less than five years of management experience or for those desiring a refresher course on the basics of dental office management. Experienced dentists know clinical excellence alone does not spell success – managerial talent and leadership is needed as well.

Discussions will focus on situations that most managers encounter in their new roles. From hiring and firing to managing your practice's revenue cycle – we'll review basic systems that you will need to have in place.

Topics will include:

- Structuring an effective team
- Managing your practice for financial success
- Tips on insurance management
- Leadership and attitude as a manager

Format: 2 or 3 hour lectures available

I wish I would have attended this (course) years ago! Time zoomed by!!
Thank you, very informative and entertaining!
– Pacific Northwest Dental Conference attendee

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Henry Schein Dental and NEA/MEA.*

Course #2

Coding and Insurance Skills Workshop

Alternate title: The Acci-Dental Insurance Coordinator

Insurance is an important part of your office's revenue cycle but it does not need to overwhelm your daily routine. Manage your information and your claims to minimize delays and rejections. This course is perfect for the new or uncertain coder.

Attendees can expect:

- Introduction to basic coding including explanation of the most common procedures encountered in a dental office
- Tips to obtain reimbursement for your practice and your patients, including writing your narratives and sending attachments
- Brief discussion of coding trends including dental diagnosis codes

Format: 2 or 3 hour lectures available

Recommended follow-up class: No More Headaches: Tips to Manage Your Insurance Process

I enjoyed your seminar very much. Insurance and how to deal with it is a reality that all dental practices face and you present things in a way that makes it considerably less of a hassle and more of a bottom-line practice builder. Thanks! – Dr. Ted G.

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Course #3

Buckle Up! Insurance Changes Are Coming!

The Affordable Care Act, SNO-DDS, Delta, PPOs – every one of these items will impact your office in the immediate future. This discussion will help you prepare by explaining the why and how of these industry shifts. Offices that are aware of these changes before they are put into effect will weather the storm just fine. Will you be one of them?

Learning Objectives:

- Discuss upcoming changes to our industry
- Assess what you can do to prepare your practice for the future

Format: 1 -3 hour lectures available

Teresa's information is always current and forward. I appreciate her
dedication to our learning process.
– Rosiland B.

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Course #4

Nobody Told Me That! Management Issues Everyone is Afraid to Talk About

Do you ever wish someone would have just told you about that strange rule or regulation? Or that human resources decisions are so complicated? Often, we manage by our very strong intuition but still make mistakes. Let's discuss how to protect ourselves by staying ahead of the game. We'll use lessons and examples from each other to make us all stronger business leaders!

We'll discuss:

- What you wish you'd known about employee management
- Recovering from blunders (gracefully!)
- How to help your team avoid common pitfalls in patient management

Format: 2- or 3-hour lectures available

The class was 110% informative!
- Shanae P., Falls Church, VA

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Course #5

Nobody Told Me That! 5 Ways Insurance Can Surprise You

How can you avoid making the same mistakes as countless offices across the country? Teresa discusses the most common complaints and tricks she hears from attendees and clients. From networks to claims processing, stay in the know with this dynamic presentation.

We'll discuss:

- Why your contracts are essential reading
- How to talk to patients about their FAQs
- Ways to stay ahead of upcoming changes

Format: 2- or 3-hour lectures available

I have been to other seminars that I would have preferred sleeping the entire time as opposed to listening to who was speaking and that was certainly not the case here! I appreciate your enthusiasm for the business and taking the time to teach us!

- Heather W.

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Course #6

The Office Manager: Your First Line of Defense

The role of dental office manager has evolved past the role of team cheerleader and resident friendly face. Today's administrator must protect the practice against all threats – both external and internal. This session will address the many ways a practice can come under fire and how the progressive office manager can best evolve to meet the challenges.

We'll discuss:

- Regulatory issues you need to monitor
- How patients can pose problems to the practice
- Ways to ensure your team members are not liabilities

Format: 2 or 3 hour lectures available

This course helped me find new/existing systems to 'calibrate and perfect.' I feel better informed about some practices that aren't taking place.
– Crystle A., NYC, NY

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Course #7

Management Confidential!

Managers and leaders find that their job descriptions change on an almost-daily basis. You'll enjoy Teresa's humorous take on what it's like to motivate and lead team members while keeping up with all those other small details like collecting money and handling patients. The course is full of tips on how to deal with difficult situations and find the humor in our unique and wonderful jobs. A no-holds-barred question and answer session finishes up this fun and empowering seminar.

We'll discuss...

- Human resource horror stories
- The grumpy team member
- The rude patient
- Anything else you bring up!

Format: 2 or 3 hour lectures available

Thanks for speaking to our study club. The managers really felt that you understood their issues. We'll definitely have you back!
– North Shore Study Club

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Course #8

Fearless Financial & Case Presentations

Receptionists and assistants know that patients usually wait until the doctor leaves the room to ask the hardest questions! This course will help you to become more comfortable with discussing your patient's treatment options. The ideal case presentation should relax the patient and not be a source of stress for you! A discussion on financial arrangements will help you to handle the money issues with a smile.

Learn:

- How to effectively communicate with your patients about their treatment needs
- Verbal skills to help you overcome the most common patient objections
- Why solid financial arrangements are essential to case acceptance

Format: 2 or 3 hour lectures available

I really enjoyed your lecture and if you speak (near me) again you'll see me back in your class.

- Amy H.

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Course #9

No More Headaches: Tips to Manage Your Insurance and A/R Process

This interactive workshop will focus on proven techniques to improve your claims payment process. Topics will include writing narratives, identifying effective attachments and simplifying your appeals process. Attendees will learn common errors and reasons for delay or denial of payment. Manage your office's dental insurance system before it handles you!

Learning objectives include:

- Identify common reasons for claim denials
- Understand how to write effective narratives
- How effective treatment plan presentations can affect your insurance process
- Verbal skills and scripting for collection scenarios

Format: 2 or 3 hour lectures available

Recommended preliminary class: Insurance Coordinator Skills Workshop

I thoroughly enjoyed the insurance course you gave at the Arkansas State Dental meeting. How refreshing it is to hear someone speak in a language and use terminology that can be understood!! – Donna, Conway Pediatric Dental Group

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Course #10 – Can be given as an add-on if both speakers are on the program

Insider Perspectives: State of the Dental Industry

Presented by Teresa Duncan & Kevin Henry, Editorial Director for Dental Products Report

Our industry is in a state of flux that rivals any other time in dental history. With changes in the insurance industry; group practices growing at astonishing rates; and patients becoming more and more knowledgeable and thrifty with their dollars; it can be a tough time to be a dentist or dental team member. However, it is possible to overcome obstacles and make this year the best your practice has ever seen.

In this fast-moving presentation, two industry experts will bring you their insights and help you understand what's really happening in dentistry and what trends you should pay attention to ... and which ones can be ignored. Using real data from the best sources available and exclusive survey results, Teresa Duncan and Kevin Henry will present information that simply can't be found anywhere else.

In this course, attendees will learn:

- Why shifting demographics of today's dental patient and the next generation of dentists will affect your practice
- How ICD-10, SNO-DDS and other regulatory changes will impact your business
- How group and multi-location practices are growing and changing dentistry's landscape
- Real-time practice-management trends that will boost your practice's bottom line

Format: 2 or 3-hour lectures available

Featured at Yankee Dental Congress, Rocky Mountain Dental Convention, Inland Northwest Dental Conference and Dentrrix's Business of Dentistry

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