

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 Lifetime Achievement Award from the American Association of Dental Office Management, she understands the importance of continuing education.

She is the author of [Moving Your Patients to Yes: Easy Insurance Conversations](#) and a regular contributing author to the ADA's CDT Companion Guide™. Teresa is a frequent contributor to multiple dental publications. She was a founding Trustee for the auxiliary-learning focused DALE Foundation. Teresa is a member of several organizations including the National Speakers Association and National Association of Dental Plans.

She has been named one of the Top 25 Women in Dentistry by Dental Products Report Magazine and is recognized annually as a Leader in Consulting by Dentistry Today. She provided consulting assistance in the development of the American Dental Association's Guidelines for Practice Success™ and is an annual contributor to the [ADA's CDT Companion Guide](#). Her podcasts “*Nobody Told Me That!*” and “*Chew On This!*” provide regular coding and management updates. Teresa received her Master's Degree in Healthcare Management from Marymount University.

Teresa has spoken often for these organizations:

- American Dental Association
- Chicago Midwinter Meeting
- Star of the North Meeting
- California Dental Association
- Yankee Dental Society
- American Association of Dental Office Management Annual Meeting
- Hinman Dental Meeting
- Pacific Northwest Dental Conference
- Virginia Dental Association
- Western Regional Dental Convention
- Rocky Mountain Dental Convention

Travels from the 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

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 #2

Dental Insurance in a Day

or

Alternate titles: “The Acci-Dental Insurance Coordinator” or
“Coding and Insurance Skills Workshop”

Insurance is an important part of your office’s revenue cycle, but it does not need to overwhelm your daily routine. Effective insurance coordinators have set up systems and are constantly flexible with their learning. Manage your information and your claims to minimize delays and rejections. This course is perfect for all team members who want to work together to get your claims paid! Experienced coders will benefit from the documentation and updated codes section.

Attendees can expect:

- Guidelines to build an effective insurance system
- Tips to obtain reimbursement for your practice and your patients, including management of documentation/attachments
- Best practices for generating and reviewing reports
- Discussion of coding trends including diagnosis and administrative codes

Format: 6 hours for a full day but a shorter 3-hour version is available

Our office has applied your guidance in the debridement code submission. The week after Yankee, we happened to have 3 new patients needing debridement (really severe perio patient), I followed your advice since I think it makes a lot of sense. All three debridements were partially reimbursed by their dental insurance. I think this worked! Bravo!!
Finally, about time. Thanks to you!
- Dr. Yao

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Course #3

Revenue Cycle Management For Leaders

Today's practice leader doesn't just manage collections. Cash flow, payment organization and forecasting are all key components of revenue cycle management (RCM). This class will explain why we need to think past sending statements and making collections calls so that we can stay cash flush and prepared for any challenges.

We'll also discuss how to explain the importance of RCM to your team members so they can support you in your efforts.

Topics will include:

- Best practices for your collections process
- Review of inventory management
- How to discuss revenue goals with the team

Format: 2 hours

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

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Course #4

Insurance Participation Workshop

(alternate titles: **What's Your Practice's Participation Position?**
or **How to Make Smart Participation Decisions**)

It **is** possible to be profitable in today's insurance environment with efficiency and proper positioning. This interactive workshop will help you to decide your insurance participation and profitability comfort level. If you've ever wondered how to manage all these plans and networks, then this is your course!

Learning Objectives:

- Discover your office's true insurance position
- Assess and evaluate your practice metrics
- Understand the current insurance environment and plan for near-future changes
- Learn how you can best prepare for a surprise audit

For the workshop please bring these reports generated for a 12-month period:

- Procedure Code Report (which procedures were billed for and how often)
- Adjustment Report (detailed)
- New Patient Referral Sources
- Production/Collection (aged 30, 60, 90 days)

** Please have a calculator available.

Format: 2- or 3-hour lectures available

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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 that human resources decisions are so complicated? Unexpected situations can test even the most experienced manager! 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 will use lessons and examples from each other to make us all stronger business leaders!

We'll discuss:

- What you wish you had known about employee management
- Situations that can surprise you
- How to help your team avoid common pitfalls in patient management

Format: 2- or 3-hour lectures available

Clear, easy to understand, to the point, down to earth, friendly and really understands how many areas an office manager has to monitor and handle each day. Just excellent! – Wendy L.

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Course #6

Fearless Financial & Case Presentations

Receptionists, managers 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

Thank you so much for all of your relevant and important information!
We have already begun to apply your verbiage when talking with our patients about their dental benefits! Awesome!
– Melissa G.

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Course #7 – 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, Editor-in-Chief of Dr. Bicuspid

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, Medicare Advantage and other regulatory issues will impact your business
- How group and multi-location practices are growing and changing dentistry's landscape
- The impact of employment trends on our teams

Format: 2- or 3-hour lectures available

Featured at Yankee Dental Congress, The Hinman Dental Meeting, Rocky Mountain Dental Convention, AADOM's Annual Conference, Dentrix's Business of Dentistry and ADA Annual Session.

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