

IT

I have a general repair or basic issue. The office is open and functioning.

Submit an IT ticket.
Every team member is empowered to submit a ticket!

I cannot open the office!
(For example, Open Dental will not load. X-ray systems will not operate.)

Submit an IT ticket AND call 312-241-1669.

Everyone on the IT team will be called via round robin.

If no response from above, contact the below via Teams or Phone.

Charles Meadows
312-668-9830

Paul Xumsai
630-402-6841

Saturday: Cannot open the office!

Submit a ticket AND call 312-241-1669 AND Teams chat to Pablo Fernandez.

Pablo is our dedicated Saturday IT contact. If no response from above, contact the below via Teams or Phone.

Charles Meadows
312-668-9830

Paul Xumsai
630-402-6841

Revenue Cycle Management

I have a confusing account balance while QCing and it is 3 days before the patient's appointment.

Send an email to
revenuecycle@uniteddentalpartners.com

I see open claims on accounts while QCing and I would like the status.

Look up the claim on the insurance portal.

If claim shows paid, send patient information to RCM email with payment number and payment date.

If claim requires more information, make sure that the information is available in OD. Then send RCM an email to resubmit.

If claim is denied and cannot be resubmitted or appealed send RCM an email to close claim. (ex. frequency, waiting period, missing tooth, benefit max)

The patient is here. I don't know what to collect.

Send a Teams chat marked important to Stephanie Hohmeier.

Facilities & Equipment

I have a general repair at the office or my equipment question.

Submit a Facilities ticket...
The day it happens

I cannot operate the office.
(For example, we have a broken water pipe flooding the office, or the compressor will not function.)

Submit a Facilities ticket AND call Steve Siloy at 708-701-6538
Then call your direct leader to loop them in

Supplies

I need to order OFFICE supplies.

Email Vanessa Marquez and Ksenia Palaznika

I need to order DENTAL supplies.

Place an order through Zen.

Help with Zen is available using Zen Chat. Steve Siloy can also help arrange additional training

NexHealth

I have questions about NexHealth.

Send an email to: Lori Mixon
lori.mixon@uniteddentalpartners.com

If escalation is needed, email
support@nexhealth.com

Kleer

I have questions about Membership Plans.

Send an email to: Lori Mixon
lori.mixon@uniteddentalpartners.com

Live Kleer Support
support@kleer.com
844-965-5337
8am-5pm ET

Strategic Issues – contact
Chelsea Pava
chelsea@kleer.com
484-459-8386

Recruiting

A team member has resigned.

Immediately submit a requisition in ADP, email your direct leader

A team member is on final warning.

Immediately submit a requisition in ADP AND send an email to Stacie Flanagan with copy to Cristina King, CC your direct leader

Someone just walked out.

Submit a term notice in ADP and with IT

Immediately submit a requisition in ADP

Contact Vanessa Marquez to find backfill help

Email Stacie Flanagan and copy Cristina King

People & Culture

I need help with preparing a corrective action

Send an email to
HR@uniteddentalpartners.com with the corrective action information and we will reach out to you to discuss.

A team member resigned

Send an email to
HR@uniteddentalpartners.com with the resignation notice

Place a copy of the resignation in their ADP profile

Complete the termination in ADP with a future date of term (if not same day)

Send an email to HD (IT) to have all system access removed

We need to terminate an employee

Send a termination (corrective action) document to
HR@uniteddentalpartners.com for approval

Once approved, terminate the employee and have a witness present (in person or virtually and this can be someone from People & Culture or your direct leader)

Upload a copy of the termination document in their ADP profile

Send an email to HD (IT) to have all system access removed, including key fobs – this needs to be done ASAP after termination

Terminate the employee in ADP – ASAP after termination

People & Culture

I need help with ADP

Send an email to HR@uniteddentalpartners.com to request assistance in ADP and we will set up an appointment or you can reach out via TEAMS for help

Payroll

I have payroll questions

Send an email to payroll@uniteddentalpartners.com