

# Vyne Trellis Release Announcement

5/11/2022

### Summary

Introducing Vyne Trellis® enhanced claim grid and redesigned attachment experience, now including updated design and features.

What's new?

## **Claim Management Page Updates**

#### New Layout

- 1. Tabs are renamed from Queue/Processed to be Unsent/Sent
- 2. The Unsent Tab's Process All button is renamed to **Send All** and moved to the upper right corner
- 3. Show Hidden Claims, Update Claims, Print, Download, and Column Selector are relocated
- 4. Status Filters are located on the Column Header; when a filter or search is applied status tags display at the top of the screen

titellie							sfelipe@dentalhero.com CUST ID: 9001
trettis	Claim Management						Send All
88 My Practice	Status: Ready × Subscriber: Doe ×	<b>•</b>					
V Claims	Unsent Sent	₽.					Search C & L II
Claim Management							
	□ ∨ Details	0 Q. Received Date	0 Patient Name	to 🔍 Subscriber Name	0 . Carrier	o 🔍 Status	© Q Status Description © Q
Seconda		11/17/2021 2:20 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	sfelipe@dentalhero.com CUST ID: 9001 ~
Payments		11/17/2021 2:24 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	
Secure Email		11/17/2021 2:24 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	3
		11/17/2021 2:26 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	Search 🔍 👁 🔿 🗗 🗄
		11/17/2021 2:20 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	
		11/17/2021 2:26 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	
		11/17/2021 2:26 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	
		11/17/2021 2:26 PM	DOE, CHARLIE	DOE, EDWARD	TEST_CARRIER - DO NOT MAIL	Ready	
		11/17/2021 2:26 PM	DOE, JANET	DOE, JAMES	TEST_CARRIER - DO NOT MAIL	Ready	
		11/17/2021 2:26 PM	DOE, JANET	DOE, JAMES	TEST_CARRIER - DO NOT MAIL	Ready	
		11/17/2021 2:26 PM	DOE, JANET	DOE, JEROME	BEARSKIN HEALTH CLINIC	Ready	
4 More Solutions		11/17/2021 2:20 PM	DOE, JANET	DOE, JEROME	BEARSKIN HEALTH CLINIC	Ready	
? em More							© 2022 Napa EA/MEDK, LLC. All rights reserved.



5. Columns offer the option to Select | Reorder Columns in the Column Selector modal and now includes a **Reset** and **Apply** option, reducing accidental clicks to Reset columns.



# **Claim Grid Updates**

- 1. Clickable Rows (Removal of the View button on each row)
- 2. Filters by rows no longer automatically reset after clicking either Save or Resend
- 3. Action Column updated with a Select All box instead of the word Actions as text
- 4. New Actions added: Hold and Release offer user-initiated claim holds for claims that are Unsent until they choose to release the hold; claims will not be submitted when clicking Send All. The status of Hold will be displayed in the Status Column if a claim is on Hold in the Unsent Tab



Vyne Trellis Release

Trellis B My Practice	Claim Management
r Claims	
Claim Management	Unsent Sent
Claim Search	□ ·     Details
Settings	Send
P Eligibility	L Delete
🗔 Payments	Release
Secure Email	Ignore Attachment Req

5. Status - In Queue was updated to be Ready

Carrier	Status	\$ Q
TEST_CARRIER - DO NOT MAIL	⊘ Ready	
TEST_CARRIER - DO NOT MAIL	⊘ Ready	
TEST_CARRIER - DO NOT MAIL	⊘ Ready	

# **Claim Details Layout Updates**

The claim modal was replaced with a full-page, giving more screen space. Updates on the page include:

- 1. Status Badge at the top next to the patient name to indicate the status
- 2. Tabs are relocated to the top of the screen
- 3. Error Badges display on the tabs with missing or invalid information
- 4. If more than one field is missing/invalid, a user will see all validation errors when they open the page (instead of one at a time)



Vyne Trellis Release

trollie		sfelipe@dentalhero.com CUSTID: 9001 ~
trettis	() Beck	Save and Close Send Claim
88 My Practice	DOE, SAMANTHA 💿 Ready 🤳	
🔊 Claims 🛛 🔁		
Claim Management	Status Patient Info Procedures Provider Attachments	@ X
Claim Search	(•) Ready	
Settings	01/12/2022 12:59 PM Clemin is in Cueue and is ready to be processed.	
Eligibility	Status Description	
Payments	Failed Valdston Subscriber ID	
Secure Email	Hold     On/11/2022 4:23 PM     This clum has been placed on hold and will not be sent until it has been released.     To release this clam, click "Actions" and "Release".	
	Televisian     Televisian     Transaction     Transaction     Transaction     Televisian     Televisian	
	to Toolean     thirthouse and is ready to be processed.	
	fur Influess 117,77,221.201 FM Claum to cumptify leng processed. Check back later for status updates.	
	Received 11/17/2021 201 PM	
More Solutions to meet your goals		© 2022 Neps EA/MEDX, LLC, All rights reserved.

## **Claim Details Tab Updates**

- 1. Status Tab Displays the most recent status of the claim to the oldest
- 2. The "Where's my Claim" tracker is removed from the view
- 3. Tabs have updated design

0	Back
DC	DE, SAMANTHA 📀 Ready
Stat	us Patient Info 🕕 Procedures Provider Attachments
$\oslash$	Ready
$\sim$	01/12/2022 12:59 PM
	Claim is in Queue and is ready to be processed.
	Status Description
	Failed Validation: Subscriber ID
Δ	Hold
	01/11/2022 4:22 PM
	This claim has been placed on hold and will not be sent until it has been released. To release this claim, click "Actions" and "Release".
	Failed Validation
e	11/17/2021 2:01 PM
	Claim has one or more errors, claim can be deleted or resolved prior to processing.
Ø	In Queue
	11/17/2021 2:01 PM
	Claim is in Queue and is ready to be processed.
4	In Process
	11/17/2021 2:01 PM Claim is currently being processed. Check back later for status updates.
⊳	Received
	11/17/2021 2.01 PW



### **Attachment Updates**

Note: Attachments that do not have an electronic route cannot be sent (or even added).

- If a carrier is unknown, the user is required to select an attachment carrier. This
  eliminates the removal of attachments for non-supported electronic attachment carriers.
  If no electronic route is available, the user will see a message indicating that they are
  unable to add an attachment to the claim.
- 2. When resubmitting a claim, a user may choose to reuse the images included in the original claim and attachment with the resubmission.
- 3. A printer-friendly view of the attachment, with all included details, is now available.
- 4. The Narrative field is now included and can be used to directly type into.
- 5. File Upload now includes a new 'Drag and Drop' method to simplify uploading images.

			Attachments			
Please Select a Carrier						
			Sent Attachment	Date	Time	
To submit an attachment with this claim, select the carrier from the drop-down below. If the car	rrier is not listed, then no electronic connection is av	ailable for attachments.	NEA#253049848	03/09/2022	09:54 AM	
Carrier Dental Ins. Co.					Create New Atta	hment for this Claim
AARP - AARP1					Do you need to relect if you wa	resubmit this claim and want to include an attachment? If : of to include the initial attachment's context in the new
ACCESS DENTAL PLAN - CA - TLZ17					attachment for	your resubmitted claim, then click Continue
ACS BENEFIT SOLUTIONS - 61474					Include the	content from your last attachment
ADVANTAGE DENTAL - 93524						
ADVANTICA - 43168						Continu
AETNA - 60054						
AETNA DMO - 68246						
ALTUS DENTAL - 50503						_ ◎ 品 ※
terson, Tessa 🕜 Patient Info Procedures Provider 😑 Attachments						NEA#253 ① Print Attachment
terson, Tessa (7) Patient Info Procedures Provider (8) Attachment		•			New Att	NEA#253 ⑦ Print Attachment
terson, Tessa ⑦ Patient Info Procedures Provider • Attachments Attachment Ided Images	Instal Screeu Cartury	Narrative			New Att	NEAF253 (*) Print Attachment schment - NEAF (*) 0 / 2003 Cheasters
Attachment Ided Images Freen Capture File Upload Keyboard Capture	Instal Sores, Casture	Aarrative Diagnostic or descriptive	information supporting the patient's treatm	ent plan, insurance claim an	New Att	NEAF253 ① Print Attachment schment - NEA# ⑦ 0/2000 Cheasters
Attachment Ided Images Teen Capture File Upload Keyboard Capture	Install Science, Cantore	Narrative Diagnostic or descriptive	information supporting the patient's treatm	ent plan, insurance claim an	New Att	NEAF253 ① Print Attachment achment - NEAF ①
terson, Tessa () Patient Info Procedures Provider () Attachments Attachment Ided Images Treen Capture () File Upload (Keyboard Capture) Twentwet Worp Type ()	Instal Scienc Canace	Aurrative Diagnostic or descriptive	information supporting the patient's treatm	ent plan, insurance claim ar	New Att	NEAF253 ① Print Attachment Attachment O/ 2009 Cheadres
terson, Tessa () Patient Info Procedures Provider () Attachments Attachment uded Images reem Capture () File Upload () Keyboard Capture Termination () Keyboard Capture () The Upload () () () () () () () () () () () () ()	Install Society Canture	Aarrative	information supporting the patient's treatm	ent plan, insurance claim an	New Att	NEAF253 ① Print Attachment NEA# ① / 2000 Cheasters
Attachment  Attachment  Ided Images  Feen Capture  File Upload  Keyboard Capture  File Upload  File Upload File Upl	Instal Sores: Casture	Narrative Diagnostic or descriptive	information supporting the patient's treatm	ent plan, insurance claim an	New Alt	NEAr253 ① Print Attachment schment - NEA# ⑦ 0/2000 Characters
eerson, Tessa () Patient Info Procedures Provider () Attachments Attachment ded Images reen Capture () File Upload () Keyboard Capture Teaming Tege Type () () () () () () () () () () () () ()	Install Scene, Canadae E.B. Renov	Aarrative Diagnostic or descriptive	information supporting the patient's treatme	ent plan, insurance claim an	New All	NEAF253 ① Print Attachment Attachment O/ 2009 Characters
Attachments  Attachment  Attac	Intel Screen Caster	Aarrative Diagnostic or descriptive	information supporting the patient's treatm	ent plan, insurance claim an	New Att	NEA#253 ① Frint Attachment Chartert - NEA# ① / 2000 Characters
terson, Tessa () Patient Info Procedures Provider () Attachments Attachment uded Images reen Capture () File Upload () Keyboard Capture Termont () File Upload () () () () () () () () () () () () ()	Instal Scienc Centure	Attachment Remii/rem	information supporting the patient's treatm	ert plan, insurance claim an	New Att	NEAF253 (*) Print Attachment schment - NEAF (*) 0/2000 Cheacters 0/2000 Cheacters
terson, Tessa () Patient Info Attachment Joded Images reen Capture () File Upload () Keyboard Capture File Upload * File Upload * File Upload *	Install Soress Cassure	Attachment Requiren	information supporting the patient's treatm nemts	ent plan, insurance claim an	New All	NEAF253 (*) Print Atlachment of 2000 Cheasters Jacobs (*)

The information provided herein is for informational and training purposes only. This information is not intended to be exhaustive, may be dated or need updating in the future and does not guarantee any specific outcomes..