

## ***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 hosts two dental podcasts. Teresa is a frequent contributor to *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 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 annually 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 Companion Guide regularly 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 \*\*
- Chicago Midwinter Meeting \*\*
- Star of the North Meeting\*\*
- California Dental Association\*\*
- Yankee Dental Society \*\*
- Hinman Dental Meeting
- 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 \*\*

*\*\*Returning Speaker*

Travels from Washington, DC area

***Teresa Duncan, MS • [www.OdysseyMgmt.com](http://www.OdysseyMgmt.com) • [Teresa@OdysseyMgmt.com](mailto:Teresa@OdysseyMgmt.com)  
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Instagram: *treeduncan* • FB: *OdysseyManagement****

## 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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## 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. Manage your information and your claims to minimize delays and rejections. Effective insurance coordinators have set up systems and are constantly flexible with their learning. Teresa will show you how this could be you! This course is perfect for the new or uncertain coder. Experienced coders will benefit from the documentation and updated codes section.

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 management of narratives and attachments
- Brief discussion of coding trends including diagnosis and administrative codes

Format: 2 or 3 hour lectures available

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: 1-2 hours – perfect for study clubs

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 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
- 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

# 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 your office can improve its billing and coding practices, then you'll find the answer in this session.

### 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, it is recommended to 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

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

Maria and I sincerely enjoyed your course on Friday. We both commented how restless we usually get at seminars! Neither one of us at any time felt as if the day was dragging or that the subject matter wasn't relevant. For that, we thank you.

- Donna G.

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## Course #8

# 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 #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*

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 #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, Former Editorial Director for Dental Products Report and Dental Economics**

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
- Lessons learned from the COVID-19 shutdown

Format: 2 or 3-hour lectures available

*Featured at Yankee Dental Congress, Rocky Mountain Dental Convention, Inland Northwest Dental Conference, AADOM's Annual Conference, Dentrix's Business of Dentistry and ADA Annual Session.*

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