

VYNE CUSTOMER FAQs



Patterson Dental has an alternative solution to restore insurance claims processing for our Eaglesoft customers. We have expanded our Eaglesoft claims processing and insurance services to include Vyne Dental. A new authorized integration with the Vyne Trellis product from Vyne Dental will ensure that your insurance claims and attachments, real-time eligibility checks, and electronic remittance advice (ERA) services are restored.

For more information on processing claims with Vyne Trellis, visit our website [here](#) or search for Answer 43884 on [www.pattfaq.com](#).

See below for frequently asked questions and answers.

1. How much does Vyne Trellis cost?

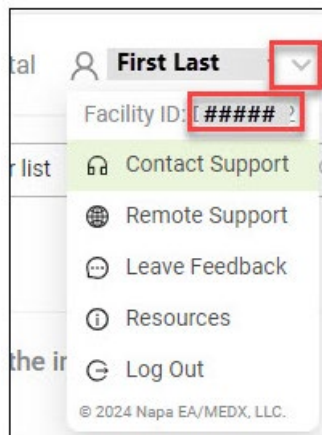
The normal subscription rate is \$129 per month. Your subscription rate includes unlimited electronic claims, unlimited electronic attachments, unlimited eligibility and benefits, ERAs, secure email, electronic case collaboration, payments via text and email, and team chat. We have packages that align to what you were paying in the past and packages that can help you consolidate multiple services, save money, and drive better revenue collection.

2. How do I access the EDI Enrollment form?

The enrollment form can be found in Vyne Trellis [here](#).

3. Where can I find my Vyne Customer ID?

You can find your Vyne Facility ID/Customer ID by clicking the drop-down next to your name in the Vyne application.



4. We used Remote Lite before switching to Eaglesoft. Can we resume that service, or do we have to enroll as a new customer?

Remote Lite e-claims processing service works with your practice management system to handle claims submissions and submissions. If you have not cancelled your Remote Lite subscription, you can continue sending claims through Remote Lite. If you have previously cancelled your service, you can register for Vyne Trellis.

5. Do we need to be on a specific version of Eaglesoft to use Vyne Trellis?

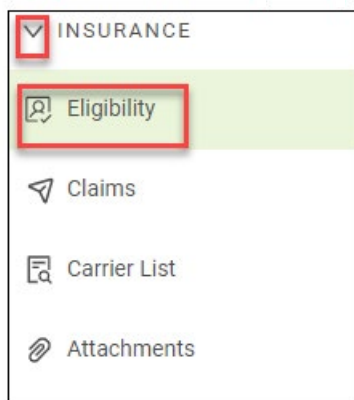
Vyne Trellis is compatible with Eaglesoft Version 17 and above. We strongly encourage you to upgrade to the latest version of Eaglesoft to take advantage of all the features in previous releases that you may have missed and important security updates.

6. Once we are enrolled, how soon will training begin?

You can find training videos on [FAQ 43901](#) and helpful resources on [FAQ 43943](#) on www.pattfaq.com.

7. How do we access Eligibility without the integration in Eaglesoft?

You can log in to Vyne Trellis and click on 'Eligibility' to verify eligibility.

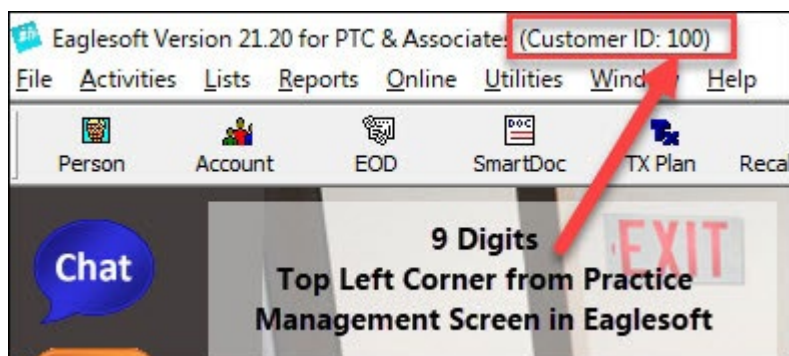


8. I am already a Vyne FastAttach customer and have many claims with FastAttach. Do I need to recreate the claims?

Vyne FastAttach is an electronic claim attachment solution. If you have claims waiting to be submitted in Eaglesoft electronically that already have an NEA number appended to them, you do not have to recreate them. You can change the Form Name from Electronic to Vyne to submit those claims.

9. Where can I find my customer ID to fill out the EDI Form?

You can find your Patterson customer ID in Eaglesoft here.



10. What if we have multiple offices with different Eaglesoft deployments? Can we have a single dashboard?

To address HIPAA compliance obligations and ensure accurate patient routing, each location will be equipped with its own dedicated dashboard.

11. Is a separate enrollment required for each product (i.e., e-claims, eligibility, ERA)?

Vyne Trellis is a revenue acceleration platform. You only need to register one time. However, some carriers do require special enrollment for electronic claims and ERAs. See [here](#) for the list and instructions to complete special enrollment for electronic submission.

12. Do we have to install Vyne Trellis on each computer?

Vyne Dental Plugin should be installed only on computers that you are sending your claims from. Any user with access can log in to app.vynetrellis.com to view and manage claims after they have been transferred from Eaglesoft to Vyne.