



Northern Virginia
DENTAL SOCIETY

ADA



Teresa Duncan, MS

Managing Your Revenue Cycle: Conversations, Claims, and Collections

Friday, April 30, 2027
Fairfax Marriott at Fair Oaks

11787 Route 50, Fairfax, VA 22033

Registration: 8:00-8:30 am Program: 8:30 am-4:30 pm

Full Day In-Person Course • 6 CE Credit Lecture Hours • Business Attire

Synopsis: Money talk in the dental office doesn't have to be awkward or overwhelming. In this course, we'll walk through the full journey of a dollar in your practice—from treatment plan to paid in full—and show how insurance, documentation, and collections all fit together. You'll see examples of "clean claim" habits, easy-to-follow systems, and simple report checks that keep cash flow steady and predictable. We'll also look at how smarter documentation and new technologies can make claims less painful for everyone. Then we'll tackle the tricky part: what to say when patients have questions about their benefits and out-of-pocket costs. Let's help our teams to feel confident discussing both treatment and money.

We encourage you to register online at www.nvds.org.

PROGRAM REGISTRATION FORM • Friday, April 30, 2027 • Teresa Duncan, MS

Dentist Name E-Mail

A unique email is required for each registrant

Staff Member E-Mail

Staff Member E-Mail

Phone *If additional registrants, please submit on a separate sheet.*

Credit Card Number

Name on Credit Card

TOTAL \$

Expiration Date /

Billing Zip Code

Verification Code

Save this payment method for future use? ☐

	Early Bird Fee Register by 3/30/2027	Regular Fee After 3/31/2027
Dentist - NVDS Member	\$175	\$185
Dentist - NVDS Retired Member	\$145	\$155
Dentist - ADA/VDA Member	\$275	\$285
Dentist - Non-ADA Member	\$650	\$650
Member's Auxillary / Office Staff	\$135	\$145

Registration fees are per person and include breakfast and lunch.

** An additional \$30 late fee will be applied after 4/23/2027*

All registrations will be confirmed by email.

Reservations must be received by close of business 4/23/2027. Register early! Space is limited.

If paying by check, make payable to the Northern Virginia Dental Society.

Mail the form and payment to NVDS, 4330 Evergreen Lane, Suite N, Annandale, VA 22003-3259.

You can also fax (703) 750-2261, email ematlock@nvds.org, or call (703) 642-5298.

Cancellations for this live event must be received in writing 7 days prior to the program. No refunds are made for cancellations made beyond this time. Northern Virginia Dental Society is an ADA CERP-recognized provider approved by Virginia Dental Association. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing education. ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. NVDS designates the above activities for the number of continuing education credits listed above. Concerns or complaints about a CE provider may be directed to the provider or to ADA CERP at www.ada.org/cerp. Approved PACE program provider, FAGD/MAGD credit 4/1/23 until 3/31/2027 ID#212489. Approval does not imply acceptance by any regulatory authority or AGD endorsement. Teresa Duncan, MS has no financial relations relevant to this course to disclose. While NVDS strives to present highly qualified speakers, it does not endorse any speaker content, products, or techniques, and makes no guarantees about the information shared in CE programs. Please contact Erin Matlock with questions at (703)642-5298 or ematlock@nvds.org.



Course Objectives:

- Improve your financial arrangements to improve collections and case acceptance.
- Implement systems that reduce claim delays, denials, and write offs.
- Strengthen clinical documentation to avoid AI claim scrutiny.
- Use patient friendly language to explain benefits and out of pocket costs.

About Our Presenter:

Teresa is a speaker and writer with over 25 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. She recently founded Dental Revenue Network to bring carriers, billers and revenue cycle companies together. She is the author of Moving Your Patients to Yes: Easy Insurance Conversations and a regular contributing author to the ADA's Annual 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 Women in DSO and the 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. 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.

Supporting Exhibitors:

