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ITRANS 2.0: What's New?

Your dental office has been updated to the latest version of ITRANS. ITRANS 2.0 works with CDAnet and your dental office software to provide your office with fast, efficient and secure e-claim service. This version works like ITRANS always has, in fact you may not notice any differences in your daily claim processing, but there are new features!

- **Faster claims transactions** – with ITRANS 2.0, claim messages go directly to the claims processor, there is no longer an ITRANS system between you and the insurance company—you may notice the system is a little faster.
- **Better Help Desk Support** – the CDA Practice Support Services Help Desk has improved information, so they can better help you with claims transmission issues.
- **Better Privacy** – the information available to the help desk has all patient information removed before it leaves your office, so patient privacy is enhanced. Inquiries about rejections related to patient information in the claim must be directed to the carrier.
- **Self-Help** – you can view the claims transmitted from your office from your CDA Practice Support Services account. This can be helpful in troubleshooting claims transmission. Go to: <https://services.cda-adc.ca> to sign-in.
- **Automatic CDA Digital ID Updates** – now ITRANS 2.0 will install a new CDA Digital ID for a dentist in the office when the existing CDA Digital ID is expiring. This is done automatically rather than disrupting the dental office.
- **Automatic carrier updates** – eventually your software vendor may take advantage of an ITRANS 2.0 feature where any changes to insurance company settings are automatically made. Plus, any new insurance companies will be

automatically added to your system. It may take some time for your software vendor to add this to a future version of their software.

- **CDA Practice Support application** – running in the Windows Tray on the bottom right of your PC is now the CDA Practice Support application. You can install a new CDA Digital ID, update the ITRANS carrier list, find a shortcut to CDA Secure Send and more.

Now with ITRANS 2.0, your office software has the latest technology for securing claims transactions on the internet.

Do We Have to Change Anything in Our Office?

Probably not. However, your software vendor may have changed the way ITRANS is set up, and there might be a change in how the CDA Digital IDs are installed. Your software vendor will have the details.

Improved List of Insurance Companies

We've improved the list of insurance company information on our CDA website. See the list at www.cda-adc.ca/carriers.

What's improved?

1. For each insurance company the bottom of the page will include details about how the carrier supports co-ordination of benefits. This information answers the question, "Can I send the secondary claim electronically?"
2. For each claim processor we will try to provide mailing address information for paper claim forms. If you have address information to provide, there is a place for you to tell us and we can add it to the website.

We hope you find ITRANS 2.0 improves your claim processing experience. Please log into the PSS website and check out the "ITRANS" tab to see how that can help you. Let us know what you think—send us an email at cdanet@cda-adc.ca.