



Invisalign FAQ for iOC

This document contains frequently asked questions from customers, trainers, and sales representatives. If a frequently asked question does not appear in the document, please update it to reflect all inquiries.

Receive

1. How do we scan an Invisalign case?

In the Rx, select “Invisalign” under the case type. An Invisalign case is scanned like any other iOC scan. The only difference between OrthoCAD case types and the Invisalign case type is that Invisalign cases will not be processed/modeled by the iOC program. This means if there are any areas of missing data in the model, they will not be patched by the program and will be sent to Cadent and Align with the raw scans intact. This process helps Align detect any issues with the scan.

2. What must be done after the Invisalign case has been sent from the scanner?

After the case has been sent, the doctor will have to log into IDS (Invisalign Doctor Site) to complete work on the case. Doctors will be able to select the scan in IDS **15-20 minutes AFTER** the case has been successfully sent from the scanner. If this is a new patient, the doctor must create a new patient record first in IDS. After entering patient information, the doctor will be taken to a section called “PVS/Scans.” Here the doctor can select the “Intraoral scans” option. A window will appear where the doctor can select the iOC scan. If the scan does not automatically appear, the doctor can search by patient name or case code. If this is a patient that was previously created, the PVS/Scan section will appear during the prescription process. If the doctors need assistance with anything related to MyCadent or Orthocad, please have them contact Cadent Support @ 1-800-577-8767. If the doctors need assistance with anything related to Invisalign & IDS, please have them contact Align Support @ 1-888-822-5446.

3. Is there a charge for scanning an Invisalign case?

No, there is no charge for scanning an Invisalign case. An Invisalign charge will only be initiated when the doctor submits the prescription for the case in IDS.

4. We scanned an Invisalign case with a different case type. Can we change the case to Invisalign?

Yes, but we ***strongly*** recommend rescanning the case. Due to OrthoCAD cases being modeled by the iOC program, Align is unable to determine which information is from the scan and which information was patched in processing. The resulting quality of the case will depend on the accuracy of the scan. iQ and VS cases must first be downgraded to iCast and then changed to Invisalign.

5. Can we send only one arch of a patient for an Invisalign case, or do we have to scan both arches?

We do support single arch scans. However, we would prefer that the doctor scan both arches. It is much cleaner and easier to create a treatment on the Invisalign side. We encourage the doctor to scan both arches (so we have the latest information on both arches) but if they cannot, we will accept single arch scans.

6. Can we change an Invisalign scan to an OrthoCAD case type?

No, we cannot change an Invisalign case to an OrthoCAD case at this time.

7. When will we be able to see the scan on IDS?

The scan will be available on IDS 15-20 minutes *after* the case has successfully sent from the scanner.

8. Are we notified if there is a problem with the scan?

Yes, the office will be contacted by either Cadent or Align support if there is a problem with the scan. Please provide customers with the screenshots of acceptable scans from the Invisalign Intraoral Scanning Protocol document.

9. What if a patient is unsure at their initial consultation if they are going to do Invisalign; can they scan Invisalign and have it changed to an iRecord if they decide not to do Invisalign?

No, we are unable to change an Invisalign case to an iRecord. However, an Invisalign scan is similar to an iRecord and can be used as one. The only difference is that the Invisalign scan is not processed by the iOC program. If the office does not wish to do this, the patient must be rescanned.

10. What is the cancellation policy regarding Invisalign scans?

Because there is no charge for Invisalign scans, they do not need to be cancelled. As long as the doctor does not submit a patient record in IDS, there is no Invisalign charge.