Enhancing Practice Efficiency with Dental Billing Services

dental Xchange

Case Study:
Provider

Challenge

Stephanie R. Ricks Family Dentistry faced a positive yet challenging situation. After acquiring the business, Dr. Ricks and her team transitioned from a part-time operation to a bustling full-time practice, expanding the patient base and increasing daily patient visits to 25-40. This growth required efficient management of administrative tasks to ensure smooth operations and high-quality patient care.

This growth brought operational challenges that made continued expansion difficult. The expanding client base inevitably increased the dental billing administrative burden on Dr. Ricks' team. Managing daily payment postings, claim submissions, and follow-ups was time-consuming and required meticulous attention. Additionally, staffing inconsistencies, vacations, and leaves meant team members often needed to take on the duties of their colleagues, disrupting their primary responsibilities. As the practice grew, it became increasingly critical and difficult to complete the work that supported the growing practice's financial health.

> *"Having Dental Billing Services as our virtual team lets us keep our attention on our patients. We can focus on answering their clinical and financial questions instead of worrying about the tedious administrative work like batching and posting claims. Our patients are grateful we can give them that time."*
>
> **Christine Fiorella**
> BUSINESS OFFICE MANAGER

Solution

Recognizing the need for additional help, Ricks Family Dentistry decided to outsource their dental billing to the Dental Billing Services team at DentalXChange (DXC). They began leveraging DXC for daily payment posting, claim submissions and follow-ups, and benefit verifications. DXC quickly became an integral part of the practice's operations, often referred to as the "virtual team."

Outcome

This partnership has allowed the practice to focus on patient care while DXC handled the administrative workload. Integrating Dental Billing Services as an extension of the team allowed the practice to focus more on patient care, effectively addressing both clinical and financial questions. This brought peace of mind, knowing that payments were being posted, claims were being submitted, and follow-ups were being handled efficiently. Additionally, claims aging consistently stayed at 18 days, and has been as low as 12 days, helping the practice effectively manage cash flow and reduce outstanding receivables faster. Through this partnership with DXC, Ricks Family Dentistry has maintained a 97% collections rate.

Transparent communication and a dedicated team contributed to smoother day-to-day operations, allowing staff to focus on patient interactions and care without worry. The practice also benefited from 24/7 coverage, ensuring that billing tasks were consistently managed without interruption, providing continuous operational stability.

> *"It just allows our day to flow. I have peace of mind every day when I leave the office because I know payments are being posted, claims are being submitted, claims are being followed up, and I have someone always to contact and communicate with."*
>
> **Christine Fiorella**
> BUSINESS OFFICE MANAGER

Ready to learn more?

Contact DentalXChange: 800.576.6412, Opt. 2,
or visit www.dentalxchange.com

About DentalXChange

Since 1989, DentalXChange has been at the forefront of modernizing and innovating dental claims, creating dental RCM solutions that bring ease to the payments process. Today, it has grown to support a current client base approaching 200,000 dental providers and connectivity to over 1,400 payers. Headquartered in Irvine, CA, through its own clearinghouse, state-of-the-art technology consisting of modern APIs, and secure Web portals, DentalXChange processes over 1B EDI transactions, consisting of more than 300MM dental claims annually.