Optimizing Operations at Beyond Dental for Dental Billing Services

dental Xchange

Case Study:
Provider

Challenge

Beyond Dental, a two-doctor practice, faced significant operational challenges when one of their dentists announced a four-month maternity leave. Concurrently, the practice had just parted ways with their insurance coordinator, leaving a critical gap in their front office team. Beyond Dental found itself down to a staff of three left to manage a monthly insurance collection of about $60,000. Additionally, most of these payments were received via paper check. The practice urgently needed support to manage insurance claims and payments during this transitional period.

> *"You will never find a team more dedicated to professionalism than the DentalXChange team. In my years of dental administration, I have worked with a range of support companies, most of which are plagued by high turnover, poor training, and results riddled with errors that my admin team and I then must waste time correcting. No such issues with DentalXChange!! We have had the same contact people for most of our time using them, everyone on their team is incredibly knowledgeable and open to answering questions, and errors are few and far between. On the rare occasion that I find one and notify their team, they are quick to correct the error. They seem to always be available when I need to reach them, and they never hesitate to adapt their workload to match our office's current needs. Even during a stressful period of changing network contracts, I was able to rely on the DentalXChange team to have my back! I've told them many times before that they're lifesavers, and I truly meant it!"*
>
> **JORDAN SPECTOR**
> PATIENT CONCIERGE
> Beyond Dental

Solution

In response to these challenges, Beyond Dental partnered with DentalXChange to launch Dental Billing Services in June 2022. The team immediately began working with the office manager to overhaul the insurance claims and payment processes. Initially focusing on converting most payments from paper checks to Electronic Funds Transfer (EFT), the team implemented a system that significantly accelerated the payment turnaround time by 30 days. By October 2023, Beyond Dental also integrated benefit verification with Direct Data Entry (DDE), ensuring all benefits were verified efficiently prior to patient appointments.

Outcome

The strategic changes introduced by DentalXChange transformed Beyond Dental's operational efficiency. The shift to over 90% EFT payments minimized the delays associated with paper check processing, enhancing the practice's cash flow. The addition of benefit verification and comprehensive engagement in the full suite of Dental Billing Services offered by DentalXChange ensured that every aspect of the patient billing process was streamlined, from patient benefit verification to the final billing. This holistic approach not only maintained the practice's stability during the dentist's maternity leave, but also positioned Beyond Dental for sustained operational success.

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.