

A Long-Term Partnership That Pays Off: Olympic View Dental and DentalXChange Dental Billing Services

Case Study: Provider

Challenge

For more than 35 years, Olympic View Dental has served the Normandy Park, Washington community with comprehensive care, offering everything from implants and cosmetic procedures to surgical treatments. As the practice continued to grow, maintaining their high standard of patient experience remained a top priority.

By 2019, the team began to feel increasing pressure behind the scenes. Administrative tasks, particularly claim submission and follow-up, were becoming more difficult to manage in-house. The growing volume of claims, combined with limited time and resources, created operational strain that began impacting efficiency and delaying reimbursement.

Solution

Olympic View Dental partnered with DentalXChange's Dental Billing Services (DBS) team to relieve their staff of time-consuming administrative responsibilities and refocus their energy on delivering exceptional patient care. By utilizing DBS, the practice gained access to highly trained billing specialists who handle accurate claim submission, claim follow up, and payment posting using proven processes and years of industry knowledge. With dependable experts managing the financial workflow from start to finish, Olympic View Dental streamlined operations, reduced administrative strain, and preserved the high-quality experience their patients count on.

BY THE NUMBERS

What DBS delivered for this client

From 2020 to 2025, DentalXChange's Dental Billing Services team drove measurable growth across key performance indicators - more claims pursued, more resolved, and significantly more revenue collected.

CLAIMS FOLLOWED UP

+409 claims

+192.9% increase • 212 → 621

DBS pursues outstanding claims on the practice's behalf - preventing revenue from aging out or going unresolved.

CLAIMS CLOSED

+79 claims

+21.6% increase • 365 → 444

Expertise in payer rules and denial management turns more worked claims into collected payments.

TOTAL DOLLARS

+\$217,594.00

+73.5% growth in total collections

Real revenue recovered — without adding a single patient or chair to the practice.

Outcome

What began as a solution to streamline claims has evolved into sustained growth and success for Olympic View Dental. In the first year alone, the Dental Billing Services (DBS) team followed up on 212 claims, recovering more than \$295,000, and immediately strengthening the practice's financial performance. That early momentum only continued to build. With five years of uninterrupted support, Olympic View Dental has seen those numbers more than double. In 2025, the DBS team followed up on 621 claims and submitted over 3,000 total claims, generating more than \$513,000.

This operational stability also created room for expansion. In 2024, Olympic View Dental welcomed two new providers to the practice, which allowed them to increase capacity, expand services, and continue growing their patient base. Today, Olympic View Dental remains one of DentalXChange's most successful long-term partners, demonstrating how sustained collaboration, proactive claim management, and reliable technology can transform practice operations year after year.



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.