

Signature Dental Partners Achieves Faster Claims, Higher Collections, and a 140% Productivity Lift



Signature Dental Partners is a top-rated DSO with approximately 98 practices nationwide.

The Challenge:

Manual Workflows and Persistent Payer Delays



Signature Dental Partners faced significant challenges with insurance reimbursement and claims processing. Manual administrative tasks posed daily obstacles to delivering timely and efficient patient care and insurance company reimbursements.

These inefficiencies slowed the pace of reimbursement that directly affected financial performance. Staff capacity was limited, claim rejections were frequent, and the organization struggled to scale without adding headcount. The team needed a more reliable and efficient way to manage daily workflows and protect revenue.

The Solutions:

Scalable AI Automation Purpose Built for Dental RCM



The decision to adopt AI stemmed from extensive research and a realization of AI's crucial role in staying competitive. Through research and interviews, they found a lack of AI solutions tailored for dental practices. Signature Dental's goal was to enhance processes, improve efficiency, and scale the workforce without increasing overhead costs, making AI the optimal choice for achieving those objectives and sustaining growth and Smarter Technologies' solutions fit the needs.

The platform was deployed across high value workflows including:

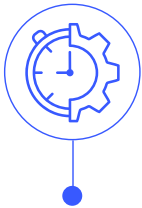
- **Claims submission automation** to eliminate manual preparation, documentation, and submission
- **Eligibility verification automation** to improve accuracy before claims reached the payer
- **Automated account reconciliation and payment posting** to accelerate downstream financial processes

The Results:

Faster Payments, Higher Collections, and Stronger Workforce Capacity

The impact of automation was both immediate and substantial. Initially met with skepticism, particularly from their CFO who was concerned about potential disruptions, Smarter Technologies' capabilities won him over. He became a staunch advocate, actively participating in discussions, suggesting new applications across various services, and integrating it into their workflow.

Key performance outcomes included:



-10 days

in claim processing time, reducing from 35 days to 25 days, and outperforming the industry standard of 45 days



101.2%

increase in collections, from 99 percent to 101.2% year over year, above the typical industry benchmark of 91%



140%

increase in staff productivity, with team members expanding their support from 5 practices to up to 12

The improvements strengthened financial performance and allowed Signature Dental Partners to scale its services while maintaining a lean operational model.

“

My advice for fellow healthcare leaders is to start embracing automation now. It's a field that will continue to grow. You'll constantly think of tasks to add to automation's list. I suggest jumping in, getting your feet wet, and seeing how it works for your company.”

– Cara Perry, SVP of Revenue Cycle Management, Signature Dental Partners