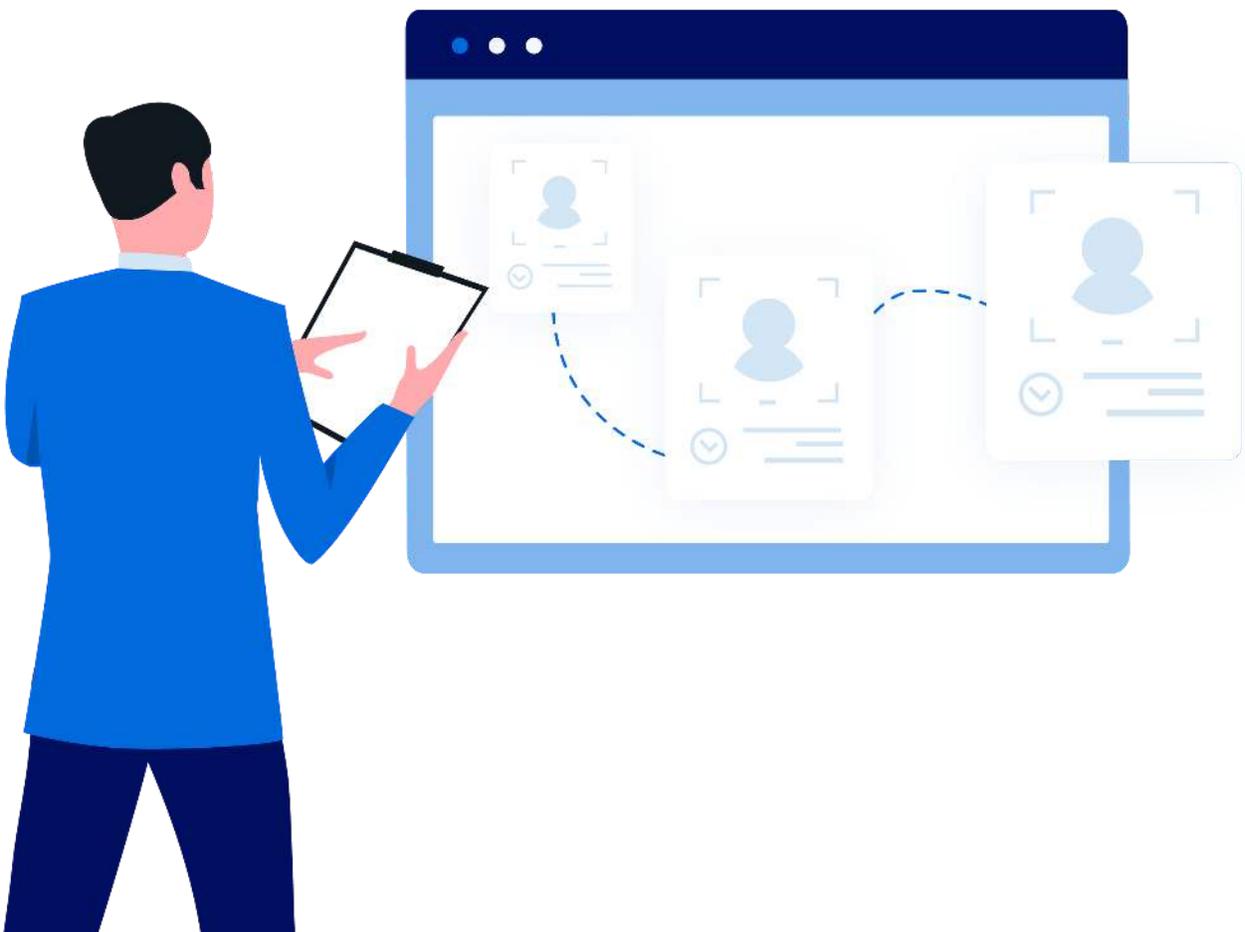Help Articles

How does the Real-Time Eligibility feature work?

How does the Real-Time Eligibility feature work?

When an office utilizes DentalXChange to process electronic claims and signs up to use the separate "real-time eligibility" feature from DentalXChange, the office has the ability to perform eligibility checks for a patient's insurance plan.

Eligibility information is dependent on the insurance carrier's desire to provide information through DentalXChange, then into Denticon.

The real-time eligibility is a service offered by DentalXChange, and is a monthly fee regardless how many inquiries the office researches.

From the office's DentalXChange account, the office is able to view the insurance carriers which support the feature on the "payer list" section of their website. Please note that the information provided through the real-time eligibility service is dependent solely on the carrier's willingness to provide the information. As a result, some carriers provide better and more comprehensive information than other carriers.

Some carriers provide eligibility information, others do not.

Neither DentalXChange nor Denticon is able to affect the amount of information the office is able to receive from the insurance carrier via this method.
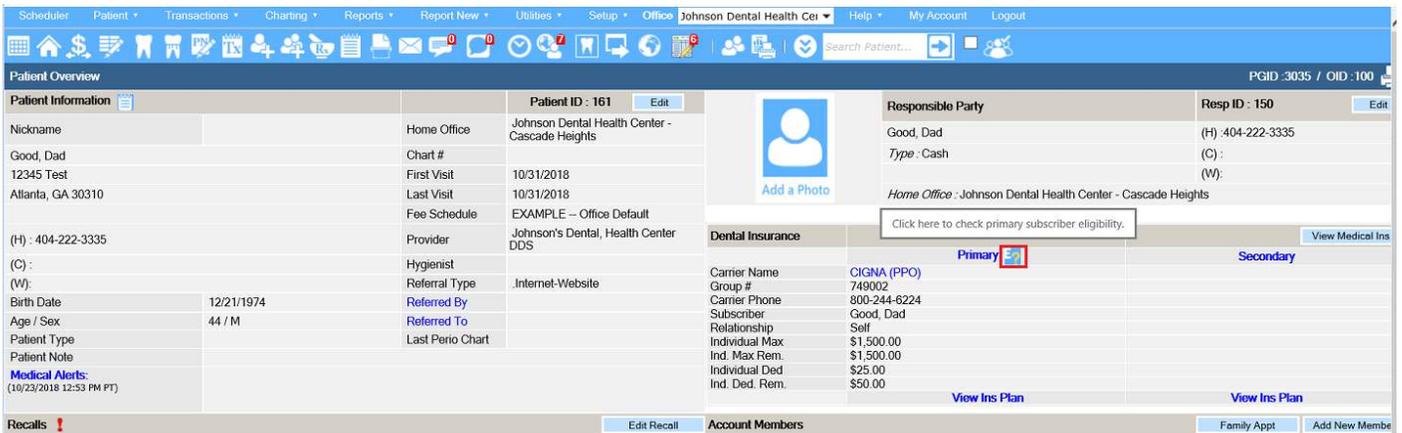
In the Office Setup - number of days for eligibility can be defined when future appointments are reviewed for eligibility status automatically by DentalXchange.

- Click Setup
- Offices
- Select the Office
- Click the Setup Tab
- Edit
- Save
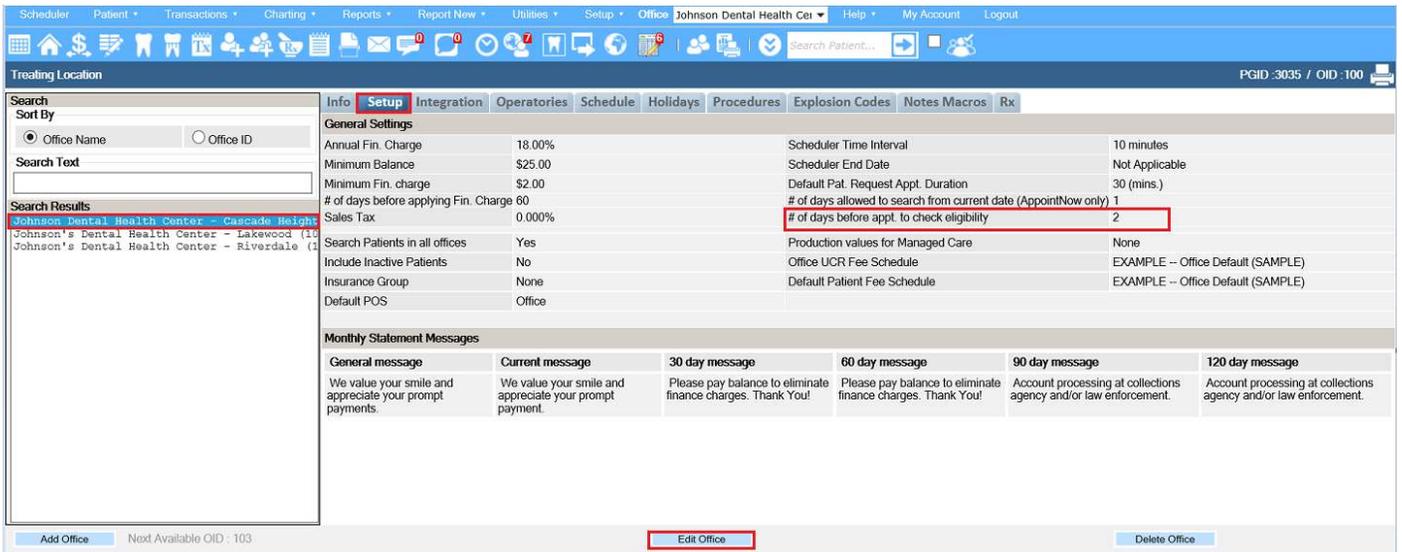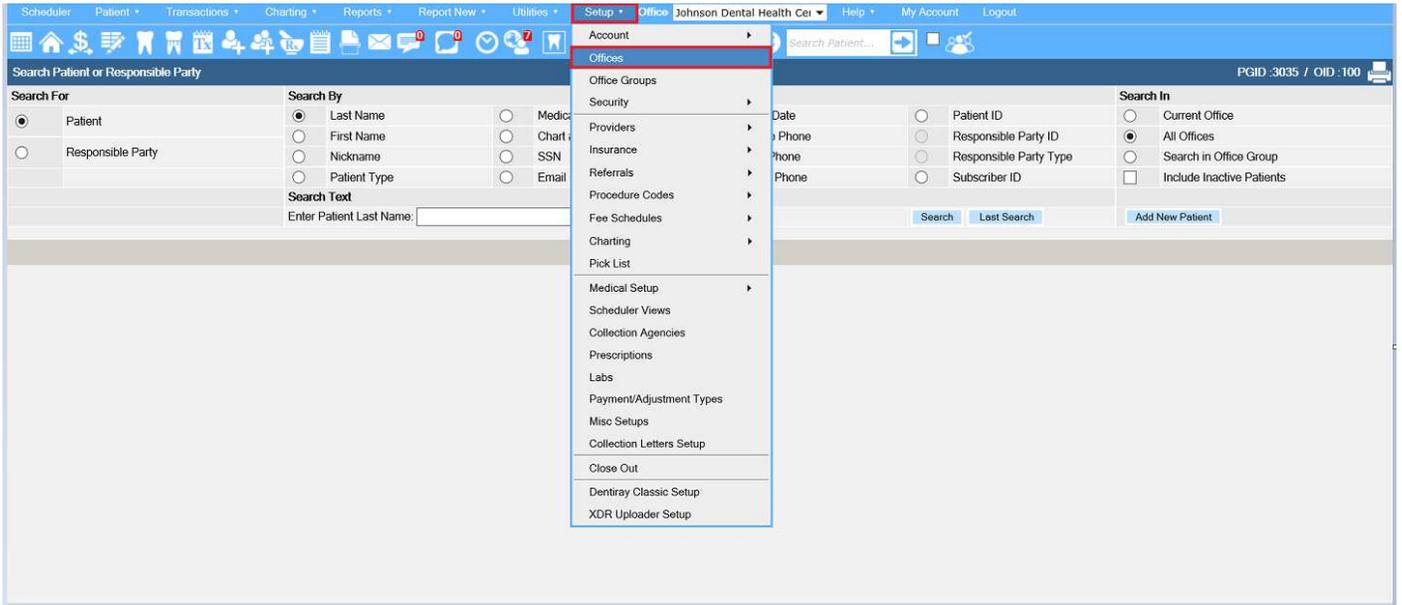
The office may perform a manual RTE if they require the eligibility status instantly.

Note: The patient's eligibility status resets a month after the last real time eligibility request. The green P will disappear a month after the patient's last RTE was checked. Future appointments after the last RTE will indicate a different or current status as compared to a past appointment status for the same patient and same plan.