



CASE STUDY

West Coast Dental Enhances Practice Management with Denticon

ABOUT WEST COAST DENTAL MANAGEMENT

★ Established 1991

📍 50 Locations

KARLA MORALES

Vice President,
Revenue Cycle Management



LIONEL VARY

Chief Information Officer



PROBLEM

Using an old server-based practice management system that needed a modern solution



SOLUTION

Implementing a cloud-based practice management system to streamline operations

West Coast Dental Solves RCM Challenge with Denticon

West Coast Dental is a fast-growing dental service organization (DSO) with fifty locations. It needed a practice management system with built-in revenue cycle management (RCM) functionality that could accelerate claim processing and payment collection.

It selected **Denticon**, a cloud-based practice management system because it automated many RCM functions, significantly reduced turnaround times, enhanced revenue flow, and was fully integrated with DentalXChange, the largest dental insurance clearinghouse in the United States.



I highly recommend
Denticon. It's easy to use,
easy to train, and easy
to understand.



KARLA MORALES

Vice President,
Revenue Cycle Management

Denticon built-in RCM functions include:

- ✓ Dental insurance verification
- ✓ Integrated clinical notes and image attachments
- ✓ Tiered fee schedules
- ✓ Electronic claim submissions
- ✓ 835 / ERA automated payment posting
- ✓ Claims denial management
- ✓ Electronic billing
- ✓ Accounts receivable
- ✓ RCM reporting

It also has a Claims Task Manager, a to-do list that shows at-a-glance any information or tasks that are missing. Managers can run reports off the Task Manager to identify areas where workflow efficiency or staff training may be needed.

Efficient Dental Claims Management

Denticon has intuitive reporting tools that provide team members with actionable data on collections, aging reports, claim statuses, and other data that facilitates financial planning.

“We’re able to report on data on a daily basis, a monthly basis, year-to-date, etc. We can check on collections, revenue generation, insurance benefits, and see where claims stand in terms of billing or aging. It’s very user-friendly,” said Karla Morales, Vice President of Revenue Cycle Management.



We’re able to report on data on a daily basis, a monthly basis, year-to-date, etc. It’s very user-friendly.

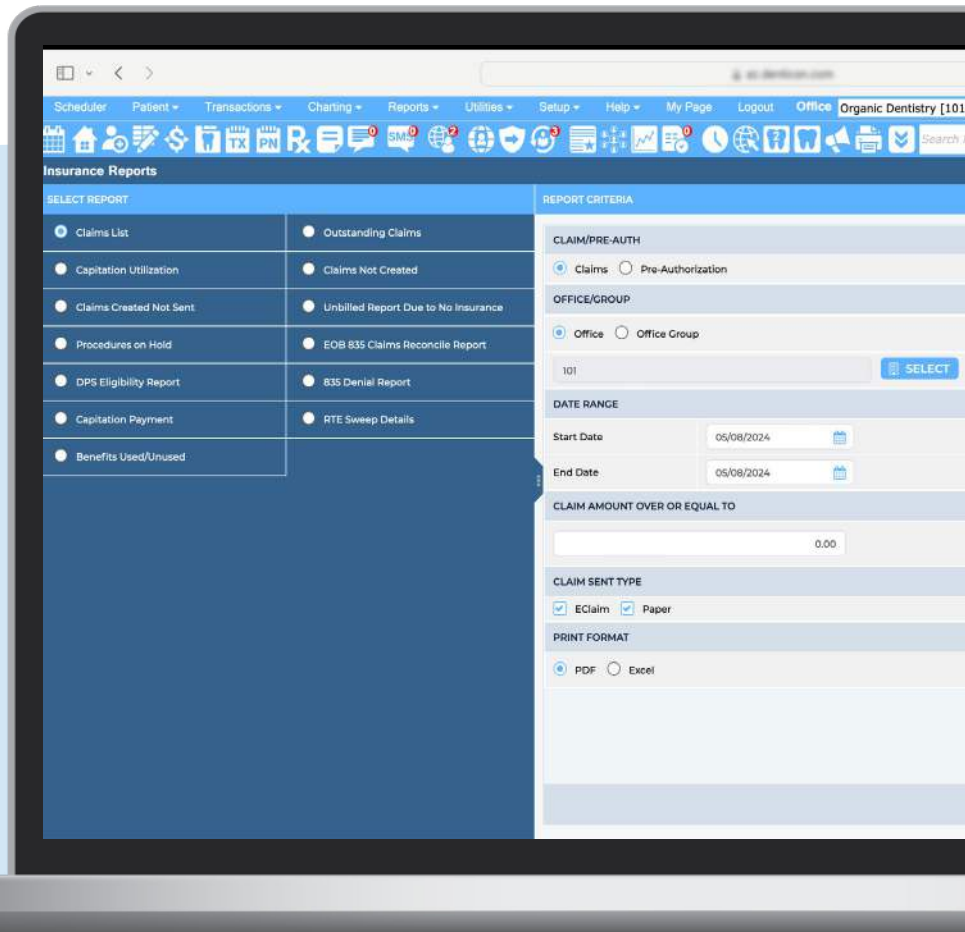


KARLA MORALES

Vice President,
Revenue Cycle Management

Denticon reporting provides team members with actionable data on collections, aging reports, claim statuses, and other key metrics.

Planet DDS Example Denticon Insurance Reports



Growth-Ready Infrastructure

As Chief Information Officer, Lionel Vary knew their old server-based practice management system needed to be replaced by a modern solution.

“Our legacy system was based on antiquated technology that was hard to maintain,” said Vary. “Each clinic had its own server and that made it hard to access and consolidate data. We faced unexpected challenges beyond basic expenses like hardware maintenance and security software. DSOs need to recognize that our primary focus is providing dental care, not managing data security or IT infrastructure. By minimizing our IT footprint and embracing cloud-based practice management systems tailored to DSO workflows, we can allocate more resources to patient care.”

With Denticon cloud-based software, authorized team members can access data anywhere, any time. “We’ve now transitioned over forty offices to the cloud with Denticon as the foundation of our growth,” shared Vary.



Denticon has all the features we required for the front office, the back office, and all the support teams. It was also a great price.



LIONEL VARY

Chief Information Officer



Denticon Benefits Every Team Member

One of the reasons West Coast Dental chose Denticon was because of how it streamlines operations and saves time for every position within the company. Particularly for RCM teams, Denticon RCM automates previously labor-intensive tasks.

“Since we started using Denticon for 835 auto insurance postings, we’ve significantly reduced the time our team spends on insurance payment posting and save about 20 hours per week,” shared Morales.

“Denticon benefits the doctors because it’s easy to use,” said Morales. “You can easily enter the diagnosis, post procedures, enter progress notes from templates and can easily customize the information. Then those notes are attached to the claims, so it makes everything a lot more streamlined.”

The hygienists like being able to see the periodontal charting and X-rays from within the patient’s chart in Denticon. The dental assistants like that Denticon makes it easy to enter procedures by tooth number, and the explosion codes that make it easier to identify everything that needs to be included with certain procedures.

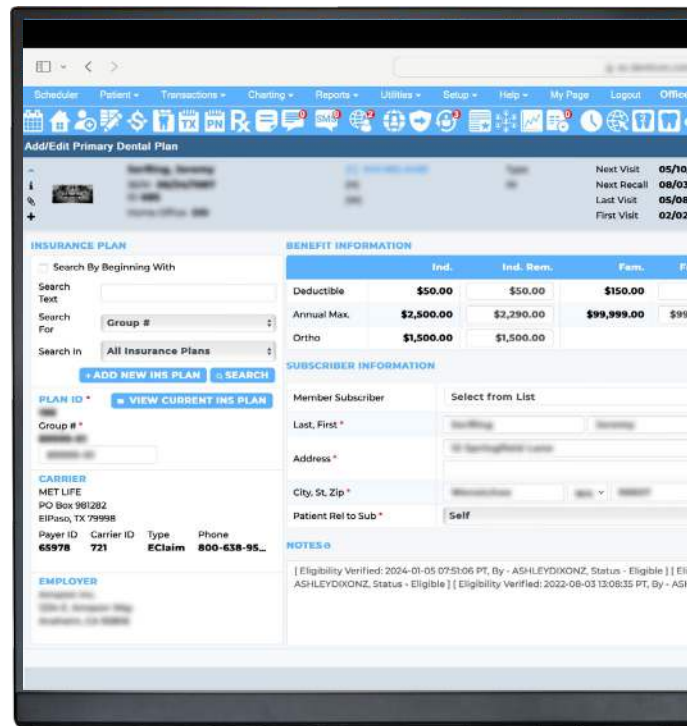


We’ve significantly reduced the time our team spends on insurance payment posting and save about 20 hours per week.



KARLA MORALES

Vice President,
Revenue Cycle Management



Denticon allows easy input of the patient insurance information, eligibility, claims, with a full explanation of benefits.

Denticon offers online appointment scheduling with the ability to customize just the procedures, providers, and times that the practice wishes to allow. It also provides built-in patient communication tools including two-way text messaging and auto-generated emails. Practices can text or email links to digital patient forms, and the data reads back into Denticon, which saves the receptionists time and reduces data-entry errors.

It also allows patients to upload a picture of their insurance card in advance of their appointment, which makes benefits verification faster.

Denticon ensures efficient workflows for the practice managers, regional managers, and corporate team as well.

"It's easy to enter treatment plans, enter insurance information, check eligibility, generate claims, and understand the explanation of benefits and the patient's ledger," said Morales.

"By making it easier and faster for the team, we're able to provide a better patient experience," said Morales.



I would say to anybody who is considering Denticon, it is a great choice. Our experience was a quick and painless implementation. And now we are part of a large Denticon community.



LIONEL VARY

Chief Information Officer



Ready to See How Denticon Can Help You?

Chat with our team about what your practice needs to save time, increase revenue, and deliver a better patient experience.

TALK TO OUR TEAM

