

CASE STUDY

AutoEligibility Optimizes Insurance Verification for Lila Wilson, DDS



ABOUT LILA WILSON, DDS

★ Established 2013

📍 Redding, CA

DR. LILA WILSON
Practice Owner



PROBLEM

Manual insurance verification caused delayed payments and detracted from patient care.



SOLUTION

AutoEligibility automates eligibility checks within Denticon for faster, more accurate insurance verification.

Insurance Verification Built into Denticon

Lila Wilson, DDS is a single-practice dental clinic based in Redding, CA, providing comprehensive, affordable dental care with a kid-friendly atmosphere.

As a busy practice serving young patients and their families, Dr. Lila Wilson needed a faster, more efficient process for verifying insurance eligibility and minimizing claim rejections.

Before adding AutoEligibility, the practice relied on a manual verification process that required front-desk staff to gather patient information and confirm eligibility directly with insurance providers.

As a longtime user of Denticon practice management and Apteryx imaging, Dr. Wilson found a natural solution already within their existing platform. The practice added AutoEligibility, bringing real-time eligibility verification directly into the Denticon workflow.

AutoEligibility Key Features:

- ✓ Real-time eligibility checks
- ✓ Comprehensive coverage details
- ✓ Standardized insurance tables
- ✓ Continuous eligibility monitoring
- ✓ Reduced claim denials
- ✓ Faster collections
- ✓ No portal logins or payer calls
- ✓ Improved patient experience



Real-Time Eligibility, Automatically

Denied claims required additional follow-up with patients and carriers alike, often meaning hours on the phone, and patients were left uncertain about their payment responsibilities.

AutoEligibility updates patient insurance eligibility and brings coverage details into Denticon in real time, replacing manual checks with a single automated process and preventing denials—all within one dashboard view. Powered by DentalXChange, eligibility data is pulled directly from carriers and standardized inside Denticon for immediate access.

“Now we don’t have to wait, because if we had to send information in for verification, it could take up to a week to verify,” said Dr. Wilson. “Now it’s straight away. Within a few minutes we know if they are active and if we can schedule them the same day and have it already verified in their chart. It’s definitely time saving.”

Dr. Wilson’s pediatric patients often require X-rays, sealants, and space maintainers, among other common procedures. With AutoEligibility, front-office teams can instantly see coverage details such as deductibles, waiting periods, and Medicaid eligibility, meaning fewer denials, faster collections, and no time wasted on payer portals or phone calls.

“I usually check insurance on Monday for the whole week, and make sure everyone is eligible, and I also update any insurance that is pending,” said Samantha Hagerman, who manages front-desk operations. “AutoEligibility saves me at least an hour per day. It’s gotten easier for me to do copays and deductibles, and that’s a huge help.”

For a pediatric practice managing a high volume of new and returning patients, speed of verification is critical. AutoEligibility retrieves and updates eligibility details in seconds, allowing front-desk staff to move quickly and keep patients informed without delay.



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SAMANTHA HAGERMAN

Front Desk Manager

Cleaner Claims, Fewer Denials

AutoEligibility automates the verification of patient data to eliminate denials caused by incomplete or outdated information. All discrepancies are highlighted and corrected before submission, preventing errors that stem from manual data entry.

"Sometimes verification wasn't ready for the day of the appointment, and now with AutoEligibility, we are ready for the patients," said Dr. Wilson. "We are ready to submit the claims and the admission process is totally clean."

Accurate patient data—correct dates of birth, IDs, and coverage details—is essential to clean claims. Even small errors in manual entry can trigger rejections that require time-consuming rework.

"Normally we'd have to collect the forms and feed information into the platform," said Dr. Wilson. "It's very important to get the correct date of birth, the IDs, and other patient information because rejections come when you make mistakes with that information. With AutoEligibility, the information is clean and we don't have any rejections so far."

With complete visibility and automated updates standardized within Denticon's workflow, AutoEligibility reduces the inconsistencies that lead to billing errors and rework, supporting efficient revenue cycle management and timely insurance payments.



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DR. LILA WILSON
Practice Owner



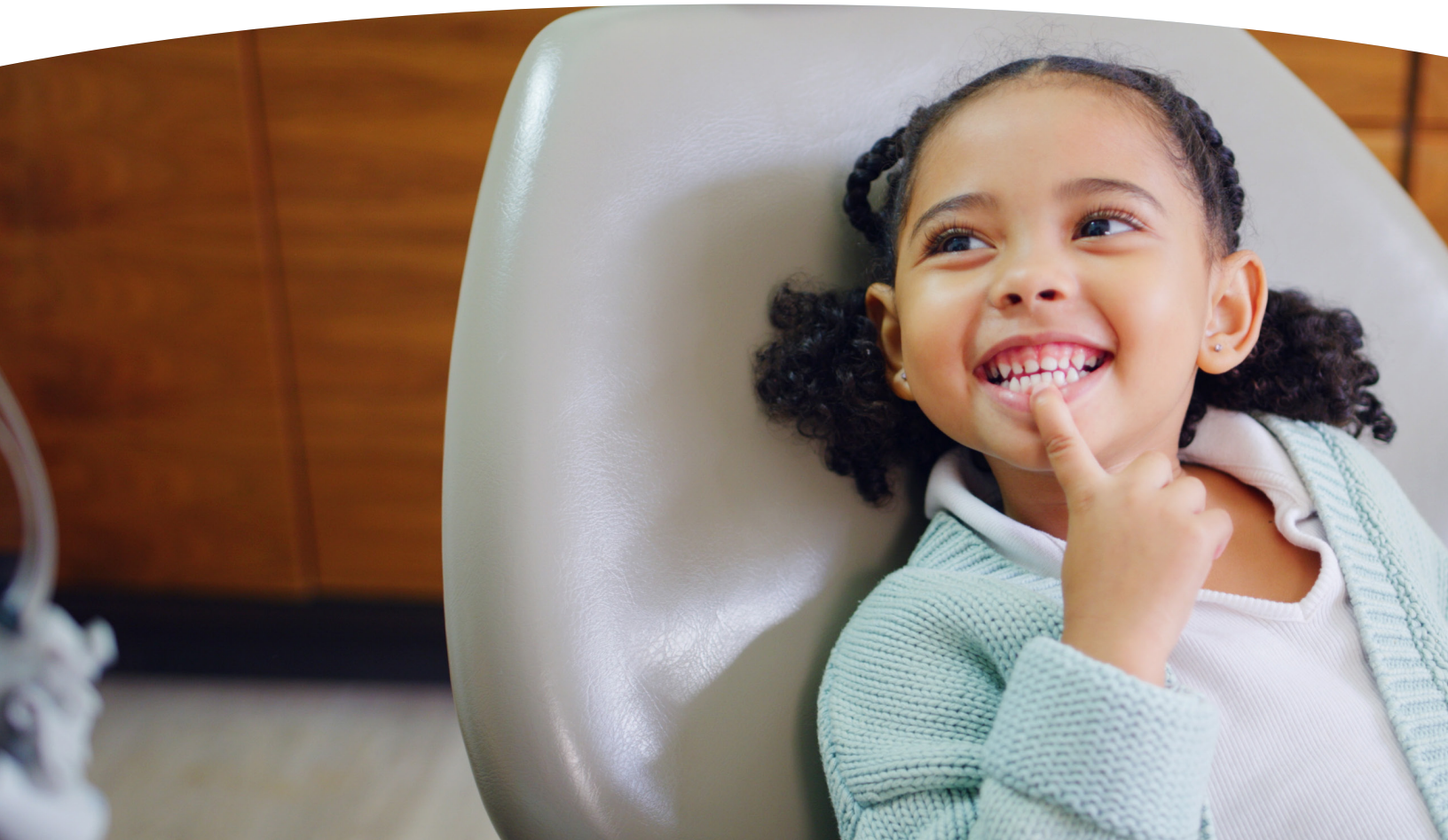
Better Patient Experience, Every Visit

AutoEligibility improves patient trust. With insurance information instantly available, Dr. Wilson's patients understand their billing responsibilities upfront and no longer face last-minute rescheduling due to unverified coverage.

"When we do a case presentation to the patient, we can let them know right then and there in the room exactly how much the copay and deductible are," said Dr. Wilson. "We feel good that they get to see that level of organization from us."

For a pediatric practice, rescheduling carries a real cost for families. **AutoEligibility helps to remove those uncertainties.**

"The patient experience is better because before using AutoEligibility, we'd have to reschedule appointments if insurance hadn't been verified," said Hagerman. "Rescheduling is a big deal because oftentimes parents would have to leave work and kids would have to leave school to make the appointment, only to discover their procedure may or may not be eligible for coverage. With AutoEligibility, we know right away and haven't had to reschedule anything."



Hours Saved for Front-Desk Staff

Instead of waiting on hold with insurance carriers or manually entering data across multiple portals, AutoEligibility surfaces all coverage information in one dashboard view—saving staff hours of time and frustration each day.

“Before AutoEligibility, I’d have to call insurance companies and get the copays, which could take a while,” said Hagerman. “The parent of the patient is usually just standing there waiting around until I get through, and sometimes they’d have to leave and I’d have to call them later when I get the information.”

With coverage details available instantly inside Denticon, those delays are eliminated. Automating verification can recover four to six hours per office each day, time that the front desk can redirect toward patient-facing work rather than administrative tasks.

“Now, it’s already there for us, so we’re not leaving parents waiting and trying to estimate how much it’s going to be,” said Hagerman. “They know right then and there.”

“My favorite part about AutoEligibility is definitely how much time I save,” said Dental Assistant Karen Ramirez. “Insurance can be forty-five minutes waiting for them to answer. Or we’d have to log in to a portal, which would always need a password reset, and that can take a long time. The time savings makes me really happy with AutoEligibility.”

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KAREN RAMIREZ

Dental Assistant



Faster Verification, Better Outcomes

AutoEligibility automatically retrieves real-time, standardized eligibility and coverage details directly from insurance carriers and updates records within Denticon, eliminating time-consuming calls and multiple portal logins.

Automating that process leads to fewer rejections, faster collections, and stronger revenue cycle management while delivering a better experience for both staff and patients.

Dr. Wilson's team looks forward to continuing with AutoEligibility as a core part of their workflow. "It's efficient, and it's been a huge time saver here for us in the office," said Hagerman.

Ramirez added: "I've had good experiences with AutoEligibility, and I really enjoy using it."

For Dr. Wilson's practice, AutoEligibility has turned one of dentistry's most time-consuming challenges into a faster, more accurate process, giving staff more time for patients and the practice more control over its revenue cycle.



Connect with Planet DDS to see how AutoEligibility can simplify insurance verification for your practice.

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