

Henry Schein One Introduces Dentrix Eligibility Offerings

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New Solutions Elevate Insurance Verification – Reducing Administrative Burden and Enhancing Patient Care

AMERICAN FORK, Utah--(BUSINESS WIRE)--Sep. 5, 2024-- Henry Schein One today announced Eligibility Essentials and Eligibility Pro, two powerful tools designed to simplify the insurance eligibility process for dental practices, available now for Dentrix and Dentrix Ascend. Eligibility Essentials streamlines access to accurate, up-to-date insurance data from an extensive network of payors presented in a clear, uniform format directly within Dentrix. Eligibility Pro, an advanced option, goes even further by pulling in additional benefits data from payor portals, reducing the time staff spend manually gathering information, and allowing patients to make better-informed decisions regarding treatment.

Eligibility verification has traditionally been a time-consuming process, with dental staff members spending valuable time logging into patient portals and calling payors for eligibility data one patient at a time. The standard Electronic Data Interchange (EDI) connections often do not deliver responses from many payors, and when they do, the information is frequently incomplete. This forces staff to call help lines or access payor portals for required coverage data.

Eligibility Essentials reduces administrative burden, and empowers dental practices with fast, accurate coverage insights — all within the trusted platform the dental profession has come to rely on. Eligibility data from each payor is returned in a standardized PDF format, automatically saved to the document center, and will populate in the patient's insurance tables. This consistency makes it easy to find and use the necessary information for treatment planning.

Taking insurance verification to the next level, Eligibility Pro unlocks more benefits data by delivering information from payor portals in addition to the EDI data provided by Essentials. This includes patient history, frequency limitations, procedure-level coverage percentages, remaining benefits, and network coverage. By eliminating the need to log into multiple insurance portals, the dental staff saves valuable time, and treatment plan acceptance may improve since patients better understand their coverage and out-of-pocket expenses.

"Dentrix Eligibility Essentials and Pro help foster trust between dental practices and patients by minimizing insurance surprises," said Dr. Ryan Hungate, Chief Clinical Officer, Henry Schein One. "As a care catalyst, Henry Schein One empowers practices with detailed benefit information, enabling accurate discussions about treatment plans and financial responsibilities with patients. This leads to happier, more satisfied patients who are more likely to remain loyal to and recommend the practice. Looking ahead, we'll continue to push boundaries to support our customers in managing insurance eligibility."

Dawson Family Dentistry, located in Danville, Illinois, recently beta-tested Eligibility Pro. "Eligibility Pro has cut patient processing time in half. Hygienists can check coverage instantly, and the confidence it brings has transformed our workflow," said Amy Kaminski, Business Manager at Dawson Family Dentistry. "I have hygienists who will look at the breakdown to find out if they can do fluoride, to know if they can do bite wings, and it saves them from having to message the front-desk team during the day. It's right there for them to check."

To learn more about Eligibility Pro, please click [here](#).

About Henry Schein One

Henry Schein One, a leader in dental software, empowers dentists to focus on patient care, ensuring practice success.

With its simple and integrated software, practices are finally more seamless, more efficient, and more profitable—meaning patients and practitioners are happier. With comprehensive solutions: demand generation, patient experience, practice management, revenue management, dental analytics, and clinical workflow, dental practices will be running smoother than ever before.

Henry Schein One, LLC, is a joint venture between Henry Schein, Inc. (Nasdaq: HSIC) and Internet Brands. The company's portfolio of leading brands includes Dentrix®, Dentrix Ascend®, Jarvis Analytics™, TechCentral™, Lighthouse360+, and DentalPlans.com®, along with solutions offered through international companies, including Dentally and Software of Excellence, among others. For a full list of our brands, please visit our [website](#) or connect with us on [LinkedIn](#).



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Ann Marie Gothard
Vice President, Global Corporate Media Relations
annmarie.gothard@henryschein.com
(631) 390-8169

Claire Barbier
Communications Manager
Henry Schein One
Claire.barbier@henryscheinone.com
(631) 559-2942

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