



Michael Anderson
Director of patient services

Elite Dental Partners at a glance

- Established in 2014
- Provides administrative and business services for 93 practices in 12 states
- Employs 1,200+ team members
- Performs business services for 200+ dentists and 300+ hygienists
- Maintains a 4.9-star patient satisfaction rating on Google and Facebook

USING DENTRIX ASCEND TO BOOST REVENUE AND IMPROVE PAYMENT EXPERIENCES FOR 93 DENTAL PRACTICES

Elite Dental Partners is a large dental support organization (DSO) that provides non-clinical administrative and business services for more than 90 individual practices located in 12 states. According to Michael Anderson, the director of patient services at Elite Dental Partners, “Our main goal is to provide our affiliated practices with the business support services and resources they need to become more efficient and profitable, so they can focus more of their time and attention on providing great dental care.”

DISCOVERING THE ADVANTAGES OF A CLOUD-BASED PRACTICE MANAGEMENT SYSTEM

To enhance the level and quality of the support they provide, Elite Dental Partners launched a major initiative in March of 2022 to transition all their affiliated practices from legacy practice management systems to Dentrix Ascend. “With its cloud-based architecture, Dentrix Ascend makes perfect sense for our organization,” Anderson said. “It allows everyone on our team and our affiliated practices to access the same tools and information at the same time through one centralized system. This makes it possible for us to collaborate, share information, and work with individual practices in ways we never could with our previous mix of legacy onsite systems.”

UNLOCKING THE BENEFITS OF ONLINE PAYMENTS

One of the main drivers for standardizing on Dentrix Ascend—and a big motivation for making that transition quickly—revolved around online billing. “Elite Dental Partners manages billing and collections for all of our affiliate practices,” Anderson explained. “Until recently, that consisted of printing and mailing hundreds of paper statements, waiting for checks to show up in the mail, and following up manually with phone calls and emails when we didn’t receive payment. If everything went smoothly, we’d see payments come back in about 15 days. But it wasn’t uncommon for payments to take 30 days or longer. We

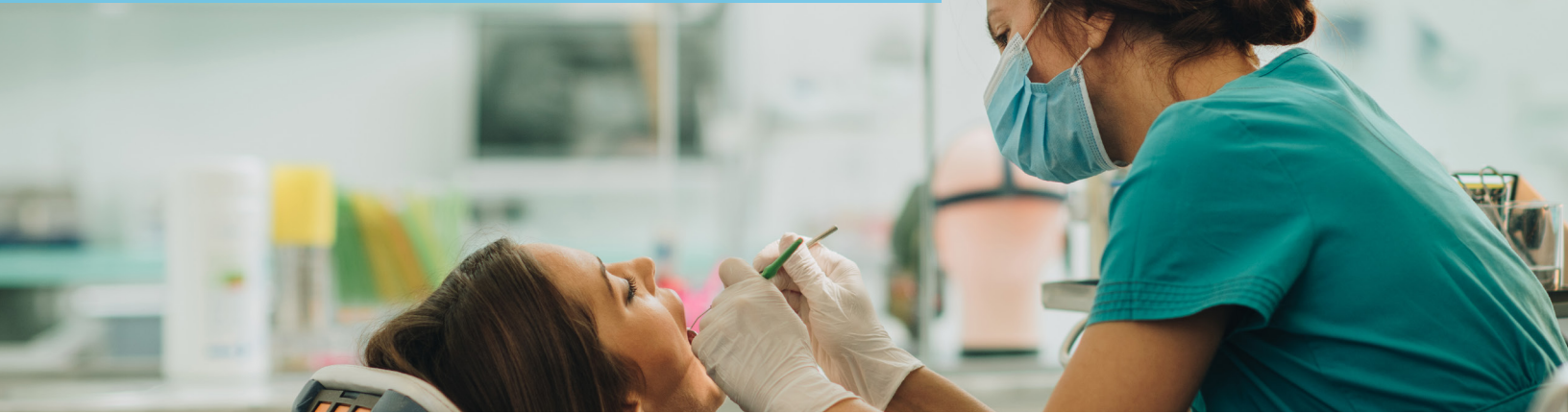


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Before moving to Dentrix Ascend Online Payments, Elite Dental Partners typically waited **between 15 and 30 days to receive payments.** Now some patients pay their bills **within hours or minutes** of receiving them!

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Fast results and positive momentum with Dentrix Ascend Online Payments

Just six months after the initial pilot, Elite Dental Partners is already seeing promising results:

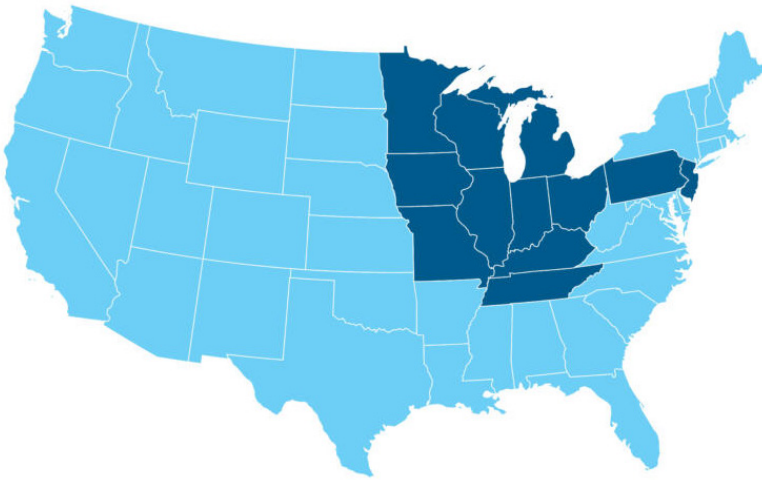
- **6%** of patients **pay their bills online within 6-8 hours** of receiving their first statement
- **25%** of all Elite Dental Partner patients now **pay their bills online**
- Practices have received **4,100+ online payment transactions**, totaling **\$390,000+ in online revenue**
- Practices have collected **1,200+ online payments** for small balances of **between \$1 and \$20.**

absolutely saw Dentrix Ascend Online Payments as a way to streamline those processes, receive payments more quickly, and make our collection efforts more efficient.”

FASTER PAYMENTS AND FEWER WRITE-OFFS WITH DENTRIX ASCEND ONLINE PAYMENTS

As Anderson and his team started rolling Dentrix Ascend out to groups of practices in different states, they started seeing the positive results from online billing almost immediately. “When we enabled Dentrix Ascend Online Payments in our first pilot practices, we noticed that about 6% of our patients would pay their bills online within a few hours of receiving their first text notification,” Anderson said. “Over time, we’ve developed a cadence of follow-up reminder messages that has led to about 25% of patients paying their balances online within 25 days in many of our top performing practices. As we continue to educate our providers and patients and promote online payments—and as more patients opt into the system—we’re confident those numbers can grow to 50 percent, then 75 percent, and beyond.”

Dentrix Ascend Online Payments has also created a new, less obvious source of revenues for the organization. “We used to write off hundreds of small balances that resulted from discrepancies in insurance coverage or clerical errors,” Anderson continued. “Collecting those balances was a fairly time- and resource-intensive process, and it frankly wasn’t worth it. But with Dentrix Ascend Online Payments, it costs basically nothing to send out automated payment reminders, and most patients are happy to pay those small balances online if they understand what they’re for. We finally have an easy, practical way to collect small balances across our 93 practices, and when you put them all together, they add up to a significant source of revenue we simply weren’t seeing before.”



BUILDING A BETTER FUTURE IN DENTAL CARE

**ELITE DENTAL PARTNERS
CURRENTLY SUPPORTS
100 PARTNER LOCATIONS
IN 12 STATES**

FROM EARLY RESULTS TO ONGOING SUCCESS

Of course, transitioning 93 fully operational dental practices to a completely new practice management solution in less than a year is never easy. But according to Anderson, their biggest “lesson learned” is that they should have moved even faster. “We launched our initial pilot in mid-March,” he explained. “Then, we rolled out Dentrix Ascend to groups of practices state-by-state over the summer.

By the end of August 2022, all 93 of our affiliated practices will be up and running on the new system and actively using Dentrix Ascend Online Payments. Honestly, if I had to do it all again, we would spend less time on the pilot phase and just go full tilt. Dentrix Ascend was a natural fit for our affiliate practices and the way we do business, so the transition was surprisingly painless. It also helps that our practices experience the value of Dentrix Ascend and online billing almost from the moment they go live. It’s fun to hear stories about practices watching the payments roll in after they send their first online payment notice.”

In the few months since they started transitioning to Dentrix Ascend, Elite Dental Partners has received more than \$390,000 in online payments. “We’re thrilled with how things have gone so far,” Anderson said, “but most of our practices are still ramping up. We can’t wait to see what the next year holds as they learn to use Dentrix Ascend more effectively—and as more patients embrace the speed and convenience of online payments.”



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services with expert business
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