



**A BUYER'S GUIDE TO  
WHAT TO EXPECT WHEN**

# Working with

**DES** DENTAL  
CLAIM  
SUPPORT

*Revenue Cycle Management that  
Ensures Dental Teams Thrive*



# How Dental Claim Support helps you achieve your revenue goals

*You deserve a healthy dental business that provides great patient care, satisfying careers for you and your team, and a rewarding income for everyone.*

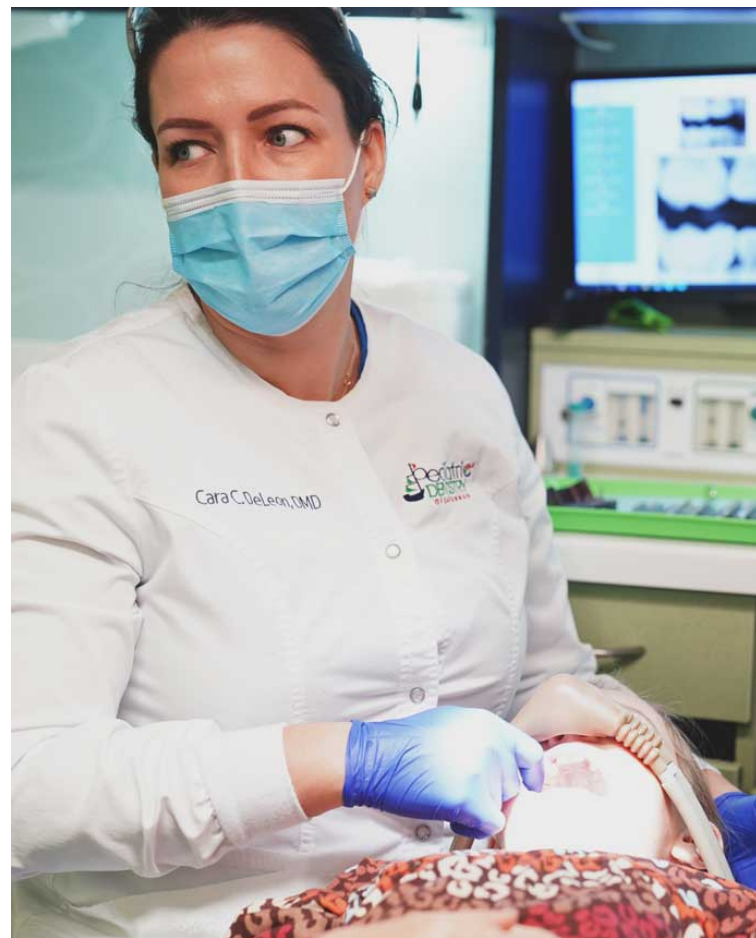
As your business grows, revenue management challenges escalate quickly. A partnership with DCS provides revenue cycle management (RCM) expertise to handle the process efficiently, accurately, and in compliance. Our RCM experts ensure you collect the income you've earned, so you have consistent cash flow, and you and your team can thrive.

## What will you achieve?

- Faster insurance verification
- Higher insurance & patient collections
- Lower insurance & patient AR
- Denials appealed and won
- Increased accuracy and tracking
- Peace of mind

## How does your team benefit?

- More focus on dental care
- Greater patient trust
- Increased revenue
- Increased growth capacity
- Reduced administrative burden
- Access to RCM expertise
- Reduced staffing issues



Focus on your patients. We'll focus on your profits.

# What does working with DCS look like?

*Our expert-driven revenue framework ensures dental teams thrive. Here's how it works:*



**Step 1:** You talk to one of our revenue experts to clarify your specific goals. We'll share how to reach them.



**Step 2:** We audit your key performance indicators (KPIs) to reveal your financial health, key metrics, and potential for growth.



**Step 3:** You're matched with billing experts according to your specific needs. We create a streamlined workflow to save you time and grow revenue.



**Step 4:** Our network of DCS billing experts works to improve your cash flow. We utilize the latest information on compliance, coding, benefit coordination, and regulations.



**Step 5:** You receive regular revenue reports and daily communication. DCS is an extension of your team. You focus on patient care and growing your dental business.

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# What RCM services does DCS offer?

*Our Expert-Driven Revenue Growth Framework delivers cash flow you can count on with end-to-end revenue cycle management services:*

**Managed Dental Credentialing:** We will quickly add in-network providers, expand your locations and credential incoming doctors.

**Technology-Assisted Insurance Verification:** Our proprietary process results in clean claims that increase collections through updating patient records and providing detailed breakdowns.

**Cost-Effective Insurance Billing:** Our RCM experts streamline the entire claims process, from submission to tracking, payment posting and reporting. We post all checks and EFTs, work and analyze your AR, and take care of adjustments, appeals, and more.

**Agile Oral Surgery Billing:** Our expert OMS dental and medical billers collect reimbursement from all insurance payers, understand available code sets, and ensure all supporting documents are attached for clean claims.

**Professional Patient Billing:** With the latest automated technology, our RCM experts will issue patient payment links automatically, minimizing your team's costs and time on paper statements, and monitor direct deposits and outstanding balances.

**Customizable Consulting:** Our 1:1 consulting offers you tailored solutions to tackle AR challenges and increase cash flow.

**Managed AR:** Maximize revenue on overdue accounts; minimize costs.

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# What are the fees for RCM by DCS?

*RCM services for private practices with 1–3 locations.*

**Private practices choose the revenue cycle management services they need.**

We offer tiered pricing by monthly insurance revenue.

<b>Full RCM Service</b> Partner with DCS for full RCM services	<b>Premier Service</b> Bundled pricing on our most popular RCM services	<b>Optimize Service</b> Bundled pricing for two RCM services	<b>Starter Service</b> Get started with DCS insurance billing only
<b>FULL</b> End-to-end revenue cycle management	<b>PREMIER</b> Three revenue cycle management services	<b>OPTIMIZE</b> Any two revenue cycle management services	<b>STARTER</b> Any one revenue cycle management service
<ul style="list-style-type: none"><li>Insurance billing</li><li>Insurance verification</li><li>Patient billing</li><li>Credentialing</li></ul>	<ul style="list-style-type: none"><li>Insurance billing</li><li>Insurance verification</li><li>Patient billing</li></ul>	<ul style="list-style-type: none"><li>Insurance billing</li><li>Insurance verification</li></ul>	<ul style="list-style-type: none"><li>Insurance billing only</li></ul>

*Customers who bundle more than one service enjoy a discount of 3% on each service they add.*

*Our RCM expert will share details when you speak.*

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# What are the fees for RCM by DCS?

*RCM services for emerging groups and DSOs with more than four locations.*

**Our goal is to get a proposal in your hands within 48 hours.**

**When you talk to one of our DSO experts, we'll ask you about:**

- Your software, current locations, and tax ID setup
- The codes you require for insurance verification
- Your insurance collections per office
- The current status of your AR

**Our progressive rate pricing flexes to fit the needs of your group.**

We offer end-to-end revenue cycle management. That means you can rest assured that we're actively working to deliver maximum revenue while reducing your group's overhead across the board.

At DCS, we believe dental groups should outsource until they reach a place where it makes sense to bring RCM in house.

Our groups see comprehensive revenue cycle management costs of 2–4% of their total revenue.

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# What you need to know

*Our goal at DCS is to manage your entire revenue cycle so that your dental team members can focus on serving patients at the highest level. Here's what we take care of:*

## **Provider credentialing:**

- Streamlines the application process for each provider
- Checks that required documentation is complete and accurate for timely approval
- Submits applications to multiple payers quickly and easily

## **Insurance verification:**

- Updates your patient records three business days before the patient's appointment
- Provides a detailed breakdown for every patient on your schedule

## **Insurance billing:**

- Validates and submits primary and secondary claims
- Attachments filed as needed
- Posts payments

## **Insurance billing, con't:**

- Makes accurate PPO adjustments
- Researching all outstanding claims over 30+ days
- Manages appeals and AR

## **Patient billing:**

- Issues payment links as soon as the balance is known (no manual processing)
- Sends balance notifications with email and text messages
- Follows up automatically with friendly reminders
- Accepts payment from all major credit cards and wallet apps, from any device
- Minimizes the time and cost of issuing paper statements
- Enables you to monitor deposits and outstanding balances instantly

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# Common questions

## How does DCS maximize my revenue?

Dental Claim Support (DCS) delivers full-service RCM that fuels your growth. From credentialing through AR management, our DCS Expert-Driven Revenue Growth Framework ensures you reduce risk and minimize costs, so that you provide your best patient experience.

## How is DCS different from other RCM providers?

DCS is the only RCM provider with an Expert-Driven Revenue Growth Framework that ensures dental teams thrive.

Our services enable you to focus on serving patients. You also gain:

- Access to experts who actively work to deliver maximum revenue while reducing your overhead across the board
- Support that's always here for you, even when you're out of the office or on vacation
- A watchdog for embezzlement or impropriety
- Time savings to apply to your personal and business goals
- Peace of mind that nothing is slipping through the cracks
- Responsive specialists who are dedicated to answering your questions

## Does DCS replace my current staff members?

Our goal is to work directly with your office to streamline your RCM. Posting payments, claim research and all billing responsibilities ARE time-consuming! When you partner with us, your office staff has time to deliver an excellent dental experience to every patient you treat.

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# Common questions

## Does DCS work with my dental software?

*Most likely yes.* We work with most general dentistry software management systems. For example, we work with:

- Open Dental
- Eaglesoft
- Dentrix
- Dentrix Ascend
- Curve
- Denticon
- WinOMS
- Plus others!

## Is DCS HIPAA compliant?

Yes. With a business associate agreement in place with DCS, our entire process is HIPAA compliant.

## Is my practice or group a good fit for DCS?

*Most likely!* We've served dental practices across the US since 2012.

The best way to find out for sure is to attend a complimentary call with one of our RCM experts.

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# About DCS

## *Dental revenue cycle management that ensures dental teams thrive*

Our three co-founders got their start serving the dental industry, where they all noticed the same thing:

*Dentists were losing millions of dollars to insurance companies.*

So in 2012, they joined forces to form Dental Claim Support.

At DCS, we help dentists deliver excellent dental experiences — with cash flow they can count on.

DCS is ready to fight for every penny you earn. We're privately owned and we welcome all dental specialties.

### **Our five team values are:**

- Customer success
- Transparency
- Reliability
- Professional Excellence
- Alignment



## **DCS Achievement Awards**



3-time winner, Inc 5000.

4-time winner University of Georgia Bulldog 100.

And 100+ 5-star Google reviews from happy customers!

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# Our happy clients

*"The response time is impeccable."*

"Dental Claim Support has been amazing to work with. Anytime you need a question answered our Representative Brenna is always there to help. The response time is impeccable. Their team is top notch and wouldn't recommend another place to handle all of your Insurance needs. Dr. Tosto and team rely on Dental Claims!!! Thank you for being amazing!"

**- Ronald Tosto Dentistry**

*"Very helpful and always willing to help me answer questions."*

"Jeff is an AWESOME person to work with! I'm very thankful to have him working with our team. Even though I've been working with Awesome Smiles since the end of August, he's been very helpful and always willing to help me answer questions and give me knowledge about dental claims, something that I have never done before. Josh is also great because he checks in from time to time to see if anything is ever needed."

**- Awesome Smiles**

*"Highly recommend!"*

"We love Dental Claim Support! Kristin is in constant communication with us and answers any questions we might have. We've seen more improvement in our AR with DCS in 2 months than in a year with our office staff alone. Highly recommend!"

**- Bitterroot Dental**

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# Our happy clients

*"Completely relieved so much of the stress from our high volume office"*

"Wonderful Company! In such a short time, they have completely relieved so much of the stress from our high volume office and especially our billing and finance department!! Lavina is a treasure!!!! She is EXTREMELY knowledgeable, and always courteous and prompt!!! She is already a part of the Sprout family!!!"

**- Frances Branagan**

*"They treat you like family."*

"I have worked with Tara from Dental Claim Support for almost a year. She is phenomenal. Tara is always on top of things, makes sure my AR is under control. If I have questions about billing, or prior authorization, or anything at all, she is always willing to go out of her way to help me ! I can be worry free about the billing aspect because I know it is in very good hands. They treat you like family, and it's not just a person on a computer in another state. I would highly recommend working with DCS."

**- Shveta Setia**

# Our happy clients

*"Always extremely helpful and supportive of our office."*

"Dental Claim Support is top notch! I am so happy to be working with Elizabeth. She knows her dental claims and is always extremely helpful and supportive of our office. If you are looking for claim support look no further! This is the company you want to work with! Oliver is great, he checks in monthly to see how things are going."

**- Washington Dental**

*"One of the best business decisions I have made!"*

"I would highly recommend Dental Claim Support to any dental office given the complexity of insurance issues. We have a wonderful team consisting of Heather, Melanie, and Kristen. They are always there to answer any questions and they communicate daily with our office. I was skeptical at first, but after so much front office turnover, I decided to give it a try in my pediatric dental office. It was one of the best business decisions I have made!"

**- Cynthia Parks DDS**



# Our happy clients

*"Great customer service!"*

"They do an amazing and outstanding Job! High quality. Great customer service! And super professional. They are always there to answer your questions And solve billing problems! They even help me catching up with old Billings as far as they can go back. Thank you DCS!"

**- Confident Smiles**

*"Extremely efficient and professional with everything they do."*

"Our pediatric dental office has been using Dental Claim Support for a couple of years now and couldn't be more pleased!! They are extremely efficient and professional with everything they do. Highly recommend this company! We love Kelly!"

**- Sea Smiles Pediatric Dentistry**

*"DCS is able to enter the payments more efficiently than my front desk was, meaning I get the money in my bank account quicker. "*

"Hands down one of the best business decisions I've made recently. My front desk staff has so much extra time to help with other delegated tasks and DCS is able to enter the payments more efficiently than my front desk was, meaning I get the money in my bank account quicker. We had a pretty significant AR when we started and it has been so nice to see that number dwindle over the last couple of months. I highly recommend DCS and appreciate their friendly demeanor any time we call as well."

**- Hatfield Family Dentistry**

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# What happens next?

*Now you have a better understanding of Dental Claim Support and what we can accomplish for you.*

Chances are, if you received this document, you already have a meeting scheduled with our sales team. We encourage you to evaluate where you are, and commit to where you want to go.

**We look forward to helping you achieve your goals!**



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