Frandsen Dental
Decreases Claim Denials by 54%

CHALLENGES

- Lengthy insurance verification process
- High claim denials
- Overtime costs

RESULTS

54% Decrease in claim denials

24% Increase in collections

Improved patient experience

Reduced overtime costs

ASHLEY LEE
Office Manager

"Zuub increases patient experience from the minute patients walk into the practice to the minute they walk out.

Zuub also helps keep Doctors on time with appointments without feeling rushed or needing to reschedule the patient back because all the patient info is easily presented in Zuub's Digital Treatment Plans."

OBJECTIVES

Frandsen's goal was to reduce the time spent verifying insurance to efficiently and accurately capture the 30+ patients per day each of the 3 offices is seeing. Furthermore, Frandsen was looking to increase patient experience while improving accounts receivable and reducing costs associated with overtime.

SOLUTIONS

Zuubs Revenue Cycle Management Software simplified day-to-day operations by managing insurance verifications efficiently and consistently leading to a reduction in rejected claims. Zuub saved staff members time, allowing the team to focus more on patient care through its seamless integration with the PMS providing quick access to patient insurance information and treatment planning details.

Ultimately Zuub provided a positive impact for the Front Desk, Hygienists, and Doctors at all 3 Frandsen locations.

BENEFITS

Decrease in Claim Denials

"Yearly aging went down from 50 days to 23 days since Zuub helps to ensure we are sending clean claims and patients are actually active on the insurance."

Increase in Collections

"30-60 days in insurance A/R increased by 4% going from 9000 outstanding to 8600, while 60-90 days went from 4500 to 3600, a 20 % increase, causing a faster payout to the practice from insurance companies."

Improved Patient Experience

"We've been able to increase our same day treatment for patients by having all their information and providing how much insurance covers."

Reduced Overtime

"Front office isn't running into overtime anymore since they have time for all their day-to-day tasks, now that they don't have to be on the phone with insurance companies all day."