



Progressive Dental Concepts Reduces Claim Processing Time by **75%**

CHALLENGES

- Resource Strain
- Inefficiency & Errors
- Patient Satisfaction

RESULTS



75% Decrease
in claim processing



Enhanced
Revenue Generation



Industry Leading
Patient Experience



Significant
Time Savings

OBJECTIVE

Progressive Dental Concepts (PDC) is a mid-sized Dental Support Organization managing 19 practices, including 15 PPO offices and 4 fee-for-service locations. Director of Centralized Services, Pam Brandt, oversees Revenue Cycle Management (RCM), and was looking to improve time-intensive insurance verification processes, which hindered efficiency and strained resources.

SOLUTION

Zuub's automated insurance verification system was deployed to address these challenges, with a customized rollout plan tailored to PDC's unique needs.

Key Features

- AI-driven automation for insurance data collection and verification.
- Seamless integration with Open Dental software.
- Detailed, accurate breakdowns of insurance information, including essential group numbers.
- User-friendly workflows designed for ease of adoption across multiple locations.

BENEFITS

Streamlined Workflows

"By bringing in a third party that actually works and helps to streamline, it made it a lot easier to modify workflows so that the offices are able to verify insurance and take back that function."

Significant Time Savings

"We timed it once, and it used to take five to eight minutes to get the breakdown from a website and update the plan. Now, with Zuub, they already have the information, which is a huge time saver."

Improved Claims Processing

"Our average claim processing went from 77 days to 19 days. Zuub definitely contributed to that improvement."

Industry Leading Customer Support & Implementation

"The implementation team was awesome—they were very accommodating and understanding of our unique dynamic. They made the rollout as smooth as possible across 19 locations."

PAM BRANDT



Director of
Centralized Services



Everything about Zuub is great and easy to learn. Nothing is too complicated with this product and the reason I switched to Zuub was the ease of the product and the content it produced.

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