

CASE STUDY

Roots Dental Studio



Vyne Trellis® uses smart technology to help front office staff take back control.

SITUATION

From having to send paper claims to needing to print out x-rays and images for insurance companies, Michelle Kramer, Front Desk Manager of Roots Dental in The Woodlands, TX, found the claims process to be complex, painstaking, and time-consuming. She needed a better billing solution—one that would grant her time and simplicity.

“Being with Vyne Trellis has allowed me extra time to spend with my patients, to answer questions and do other tasks at the office. Because the simplicity of the software makes sending claims just minutes of my day instead of hours.”



Michelle Kramer
Front Desk Manager



**More Resources
Can Be
Found Here**



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APPROACH

Roots Dental Studio chose to implement Vyne Trellis due to the software’s advanced technology solutions which help dental practices save time, improve their revenue cycle, and increase patient satisfaction. Trusted by more than 74,000 dental practices and 800 insurance payers and plans across the country, Vyne Trellis is here to put dental billers back in control.

SOLUTION

Michelle researched various revenue cycle management options before choosing Vyne Trellis®. She focused her search on products that would make the billing process simpler, and Vyne Trellis came out the clear winner.



Claims are processed faster



Benefits and eligibility are verified in real-time



Patient communication tools improve submissions

RESULTS

For Roots Dental Studio, sending claims with Vyne Trellis® is a click of a button. It simplifies the workload because it tells users the attachments that are needed for each procedure code. The insurance companies provide information to Vyne Dental so less mistakes are submitted initially. The claims are paid faster, the first time.

Set up in less than
24
hours

Immediately after implementing Vyne Trellis®, Michelle was impressed with how easy it was to get started. After making the decision, “I was able to get set up the following day, and was sending claims within a week’s time.”

214+
Attachments at no additional charge

With continued use of the product, Michelle appreciated the “One flat fee, no matter how many claims or attachments we sent. We could send extra photos, extra imaging, without being nickel-and-dimed for every image,” she explained.

Electronic claims processed in
2-3
days

Vyne Trellis’ accessibility to attachments was another benefit. “On top of the billing, we loved the fact that we could go back and look at any attachment we had sent. So if a claims adjuster called to ask questions, I could pull up the claim, see the exact images I had and the notes, to get the claim paid faster,” shared Michelle.