

CASE STUDY

Simplifying the process of dental insurance claims submission.



Tewksbury Dental Associates

SITUATION

Tewksbury Dental Associates, is a busy and robust dental practice with five dentists, two specialists, seven assistants, and an equal amount of hygienists. Samantha Mitsios, Tewksbury Dental Associates Insurance Coordinator, needed a simplified system for managing the large number of claims—a system that would eliminate extra steps and streamline her workflow, while including the ability to verify eligibility and check claims statuses.

“The connection to information makes everything so much faster, like submitting claims, and accessing denial reasons. And I love being able to use it so easily.”



Samantha Mitsios
Insurance Coordinator



More Resources
Can Be Found Here



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APPROACH

Taking into consideration the sheer amount of claims Tewksbury Dental Associates needs to submit daily, the system must be simple. The dental practice in Massachusetts decided to implement the Vyne Trellis® platform because of its ability to deliver easy-to-use software that simplifies the process of claims and attachment submission and management.

SOLUTION

When Samantha researched better options for claims submissions, she looked for a simplified system—one that lacked complexity. Her research revealed that Vyne Trellis delivered systems that:



Simplified process
for claims



Makes the process for
referrals more efficient
with Secure Email*



Eliminate unnecessary
steps with ease-of-use

RESULTS

Extra steps were eliminated as the software created a streamlined workflow—making processes much simpler while generating additional time. For Tewksbury Dental Associates, Vyne Trellis® made a significant difference.

7M+
claims sent
monthly

Samantha's personal favorite tool is the hold function on claims. "If we're going through a batch and see that a claim needs more attention, we can mark it as a hold and send everything else. It won't be in our main office management queue; it won't hold anything up. Once we get the information we need, we just check it and mark 'release', and it's off!"

1.5M+
secure emails
sent monthly

With multiple dentists, patients, and specialists to handle, Tewksbury Dental Associates needed a way to manage their referrals. Samantha was pleased with how Vyne Trellis® securely tracks referrals using the Secure Email function from a central location, making the process much easier.

Set up in
less than
24
hours

Vyne Trellis® was almost intuitive for Samantha. "Once we started, we realized using it was incredibly simple – we didn't even need formal training. It's user-friendly, and very, very quick."