

## CASE STUDY

# Onderful, a Vyne Dental® solution, is at the core of achieving transparent care and pricing



## Tend

### SITUATION

Tend is a modern dental studio that strives to adhere to the highest standard of care through the use of state-of-the-art technology. A full range of dental services is offered in their 23 locations, including general dentistry, orthodontics, cosmetic treatments, oral surgery, and emergencies. With locations spanning from New York City's Manhattan and Brooklyn to Boston, the District of Columbia, Atlanta, and Nashville, each of Tend's meticulously designed studios are intended to reimagine the traditional dental experience, combining trusted treatment in an environment that soothes. As a part of their patient-centric mission, Tend needed a tool that would help them achieve transparent care and pricing.

"We are putting a technology bend to what is typically done over the phone or manually clicking through payor websites."

tend

**Thomas Merritt**  
Vice President, Revenue  
Cycle Management



More Resources  
Can Be Found Here

VYNE trellis



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### SOLUTION

Onderful verifies a patient's eligibility and benefits before they walk into a dental office, automatically providing an output of the data in a consistent manner that can be entered into a practice management system. Removing the friction between the insurance carrier and the provider, Onderful built an easy-to-integrate eligibility and benefits API connection that bridges the two systems, enabling data to flow smoothly and facilitating real-time verification.



Providers  
collect faster



Eliminates manual tasks such  
as phone calls and data entry



Patients receive  
no surprise bills

### RESULTS

Onderful creates a stress-free patient experience by connecting the provider and insurance carrier via API connection.

Benefits reported include:

- Create a patient-focused environment with less friction
- Eliminate the errors and misinterpretations between the provider and insurance carrier
- Use of an API connection that enables data to flow seamlessly
- Request comprehensive benefits data from the insurance carrier to elevate patient care
- An increase in time for the office managers

### TAKEAWAYS



Not having a direct link from the provider to the insurance carrier can create a sense of friction for a patient. Not knowing what their payment responsibility is ahead of time, can feel like a guessing game, which hinders the patient experience.



The API connection built by Onderful which is part of Vyne Dental's suite of solutions, is the bridge between the provider/ insurance gap.



Onderful, a Vyne Dental solution, can be incorporated into organizations like yours to populate patient insurance information with zero friction and zero errors.