

TLC Dental Transforms Patient Collections with Vyne Trellis Payments

AT A GLANCE

Practice Name: TLC Dental

Key Contact: Jessica, Office Manager

Platform Used: Vyne Trellis

Practice Management Software: Dentrix

“The most impressive thing for me was during the onboarding, we went through the process of selecting the accounts that we wanted to go ahead and send as a trial. And during that, **about 20 seconds after we sent the initial payment requests out, I said to the trainer “We just got a payment.”** She goes “I think that’s the quickest we’ve ever gotten a payment during a training session!” So, I was pretty excited.”

Jessica
Office Manager at TLC Dental

CHALLENGES

Before Vyne Trellis® Payments, TLC Dental had no online payment option, which delayed collections and inconvenienced patients. Small balances under \$20 were left uncollected—some for up to three years—especially after going out-of-network. Manual processes like opening mail and posting checks added unnecessary labor and postage costs, straining staff time and efficiency.

SOLUTION

TLC Dental implemented Vyne Trellis Payments to offer convenient text-to-pay options, streamline collections, reduce statement volume, and recover long-overdue balances with minimal staff effort.



Unlocking Aged Revenue



Improved Patient Experience



Measurable Time & Cost Savings

RESULTS

TLC Dental's adoption of Trellis Payments has not only accelerated collections and improved patient convenience, but has also created real, measurable time and cost efficiencies.

\$5,400 collected in first week

Digital payments captured previously uncollected balances. **Collections in the first week covered the cost of Vyne Trellis for up to 3 years*.**

~6 hours per month saved on billing workflows

Significant time & cost savings through streamlined billing and reduced manual tasks.

Collected payments aged up to 3 years

Clean up lingering account balances, improving the overall financial health and accuracy of the practice’s accounts receivable.

VYNE

trellis



Discover how Vyne Trellis can accelerate your revenue



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*Price varies on Vyne Trellis tier levels