

Henry Schein One Communications: Get the Facts (published 8.26.25)

Background

HS One has communicated to their customers who use Vyne Dental that they intend to block those practices from being able to send claims through Vyne Dental's print-based integration methods. HS One's communications have also:

- Attempted to justify these blocking measures as security updates designed to protect dental practices
- Implied that Vyne Dental could simply join the Dentrix Developer Program (DDP) to be granted "authorized" access to the needed data for claims submission
- Professed a belief in open access and customer choice

It is our opinion that HS One's above justifications, comments, and declarations are mischaracterized and misleading.

Justification of Blocking as a "Security Update"

HS One has stated that they intend to block Vyne Dental's print capture utility because data that "is shared outside of a secure API...[is] more vulnerable to attacks." The following facts call into question HS One's assertion that they are implementing these blocking measures primarily for security reasons:

- **EDS, the dental clearinghouse owned directly by HS One, uses print capture to integrate to practice management systems.** (See "Sending Claims to EDS" https://hsps.pro/EDS-Eaglesoft/quickstarts/01_EDS_ES_Sending_Claims_to_EDS.html)
- **Dentrix installs its own "Send to Dentrix Document Center" print capture utility for collecting patient information from other applications.** HS One directs customers to use this utility to capture patient information such as "electronic EOBs, treatment plan estimates, and anything else you can print" and store it inside of the Dentrix Document Center. (See "Printing to the Dentrix Document Center" <https://magazine.dentrix.com/printing-to-the-dentrix-document-center/>)
- We have not heard HS One announce that it intends to block Microsoft, Adobe, eFax, Cannon, HP and other software vendors that provide print capture utilities for storing and

exchanging information from other applications (including Dentrrix). Furthermore, these vendors are not listed on HS One's website as "Authorized Vendors" that have joined the DDP.

Why Hasn't Vyne Dental Joined the Dentrrix Developer Program?

HS One's communications emphasize the large number of 3rd-party vendors that have joined the DDP. They imply that Vyne Dental could simply join the program and gain access to the needed information for claims submission. **However, the DDP does not provide the data needed for claims submission.** It provides a large amount of patient engagement and other data, but does *not* provide the data needed for claims submission.

Although we are not aware of HS One directly telling their customers that the DDP does, in fact, provide the data needed for claims submission, we believe that the omission of this fact is intentionally misleading.

Furthermore, the DDP prohibits all alternative integration methods upon entry (including our existing print-based solution). HS One acknowledged this reality in their recent customer communications stating that vendors who join the DDP must "agree to access Dentrrix data only through the secure API." ***So, joining the DDP would actually prohibit Vyne Dental from offering claims submissions services—NOT protect its ability to do so.***

Some individuals in social media have speculated that Vyne Dental hasn't joined the DDP in order to avoid API access fees. This is not true. Vyne Dental has even expressed a willingness to pay HS One per-location fees *prior to the creation of the needed APIs* in order to fund their creation. **It should also be noted that Vyne Dental has active integration agreements in place with both Patterson (Eaglesoft) and Open Dental** in which Vyne Dental pays fees to support the ongoing development of those partners' APIs.

HS One's Commitment to "Interoperability and Freedom of Choice"

In their August 21st customer communication, HS One declared that they “believe in the power of interoperability and freedom of choice while providing the best user experience for your office and employees.” They then went on to state that they have facilitated connectivity with several “other vendors” for sending the claims:

“You can use Dentrix eClaims, EDS or DentalXChange to submit claims or can submit directly to a clearinghouse or a payer. For our up-to-date list of approved API Exchange vendors visit this page.”

Note that the list only includes Dentrix’s own eClaims solution (which utilizes DentalXChange for clearinghouse services), EDS which is owned by HS One, and DentalXChange which was recently acquired by the owners of HS One. **None of the HS One “authorized” vendors for claims submissions are truly independent from the owners of HS One.**