



4

YEARS EXP

Wisdom decreases the stress of handling billing...

Tiffany Parkhurst
Memphis, TN



5

YEARS EXP

Our collections and patient experience have really advanced with Wisdom's partnership.

Shauna Surwill
Oakville, MO



20

YEARS EXP

It's like they really are an extension of our office.

Elaine Wharton,
DAADOM
Walnut Creek, CA

WISDOM

Wisdom Dental Billing

Full-service billing company allows dental practices to outsource their insurance collections and verification, as well as patient billing

Dental administrative team members often wear a dozen different hats to ensure the practice runs like a well-oiled machine. They navigate everything from daily business operations and appointment scheduling to marketing and communications, regulatory compliance, and more.

"Insurance verification and eligibility was always the first task to be pushed aside when the office got busy, but this step is crucial to operate a successful revenue cycle," said Kelly Druge, practice administrator. "I needed a way to ensure it was consistently and accurately completed without adding burden to a very high-functioning team."

Enter Wisdom—a full-service billing company that allows dental practices to outsource their insurance collections and verification, as well as patient billing. Combining artificial intelligence (AI) technology and proprietary data, Wisdom's billing experts enable administrative teams to reclaim their time, refocus on practice priorities, and enhance patient relationships.

"Bringing in Wisdom to complete our insurance verification and eligibility has allowed my team to focus on higher level tasks while keeping our important revenue cycle operating efficiently and accurately," Druge said. "They do a phenomenal job of removing the daily stress and headache of insurance verification and eligibility from our plates."

Billing Accuracy and Claims Management

Wisdom optimizes the billing process with accurate claims submissions, timely payment posting, and proactive follow-ups for faster reimbursements. Plus, comprehensive insurance breakdowns help verify patients' eligibility and active coverage, allowing clinical teams to treatment plan accordingly.

4.9



"They provide excellent service managing insurance, claims issues, and billing," assured Wendy Levine, office manager. "Our practice is more confident in providing excellent service to our patients because our management of patient insurance claims and patient billing is consistently at a high level."

Office manager Ghadeer Mohsin turned to Wisdom after facing challenges with insurance claims processing. "A team was assigned to work with our office to get claims closed and processed," she said, noting, "It is easy to work with the Wisdom team." She particularly appreciated their ability to catch errors and get claims fixed and closed.

"Wisdom has allowed my team to provide a better patient experience. We now have accurate information when completing our treatment plans and estimating treatment costs for our patients," Druge said. "They understand the importance of consistency in the insurance breakdown notes, and we have come to rely on them."

Increased Cash Flow

After reviewing patient balances and generating accurate, easy-to-understand statements sent through the office's practice management software, Wisdom contacts patients with tailored communications to resolve overdue balances. This frees up administrative teams from chasing payments, while reducing revenue loss and keeping finances on track.

"Our collections and patient experience have really advanced with Wisdom's partnership. We can really focus on the patients and building a relationship with them," said office manager Shauna Surwill.

"We were having difficulties managing accounts receivable for insurance, which was 27% at the time,"

takeaways

- Dental billing experts and custom-built tools enhance billing accuracy and streamline practice workflows
- Comprehensive insurance breakdowns for insurance verification and treatment planning with confidence
- Efficient insurance claims procedures with thorough follow-ups and management of denials and appeals
- Trustworthy, relationship-focused patient follow-up for prompt resolution of overdue balances



Kelly Druge
Eliot, ME

"Wisdom has allowed my team to provide a better patient experience..."

Levine explained. "Wisdom's staff cleaned up our A/R, which is now at 5%." She also recalled "a contentious case with a patient who did not feel our billing was accurate over a period of time. Wisdom experts were able to perform an account audit and work directly with the patient to arrive at a final billing amount agreed to by both the office and patient."

"Wisdom decreases the stress of handling billing while also taking care of patients in the office and over the phone," said Tiffany Parkhurst, practice co-owner and office administrator. "There was an orthodontic case where insurance said the patient had reached lifetime maximum even though benefits were still available. Brooke [from the Wisdom team] appealed the case multiple times until payment was received. Her persistence paid off, literally!"

Support from Wisdom

Surwillo said, "We love that we have had the same revenue specialists on our account. We work with Brenna and Brandi, and they are amazing." Druge added, "Their implementation and ongoing support team is always professional, responsive, and knowledgeable."

"They are real people! And I love the communication and weekly meetings," remarked practice administrator Elaina Wharton, DAADOM. "It's like they really are an extension of our office."

While Levine hoped to see reduced turnover in the Wisdom staff, she also

shared, "The Wisdom staff supporting our office are completely accessible, and we work closely with them as though they were part of our office. It's great to have a team of experts in their field available as a resource to work with and learn from."

Overall Satisfaction

Wharton emphasized that she would highly recommend Wisdom to anyone looking to outsource billing:

"I'll be honest, outsourcing our billing felt scary at first. But after meeting Ashley Bond (Co-Founder & Chief Dental Billing Officer at Wisdom), learning about

Wisdom Billing, and then seeing a demo, I immediately knew we were in the right hands," she said.

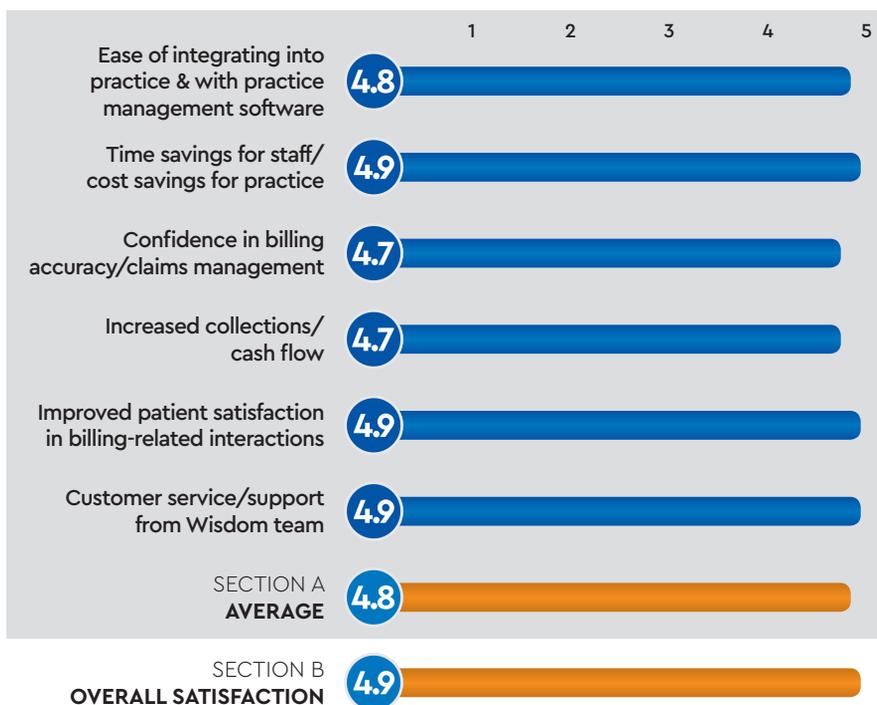
"Communication has been excellent since day one, and the onboarding was way easier than I imagined. It's only been a few months, and I already see real improvements and feel confident in the process," Wharton added. "This partnership has been professional, reassuring, and genuinely transformative for our practice."

FOR MORE INFORMATION:

314.648.2663
www.withwisdom.com

PRODUCT REVIEW SNAPSHOT

CRITERIA BASED ON AVERAGE SCORE (OUT OF 5)



WISDOM
WISDOM
DENTAL BILLING

FINAL SCORE
AVERAGE OF SECTIONS A AND B

4.9

Dental PRODUCT SHOPPER
BEST PRODUCT