

# Grace Dental saves 20+ hours a week and countless headaches with Weave Insurance Verification

## Challenge

**Verifying patient's insurance is a lengthy and tedious process that often results in huge chunks of time on hold with insurance companies–a very inefficient use of the practice administrator's time in their daily schedule.**

Like many offices, the practice administrator at Grace Dental wears a lot of hats. On top of assisting the dentist, Practice Administrator Andrea also is in charge of making sure the patient appointment process runs smoothly before and after the visit. This includes the very important task of managing patient's insurance information to ensure the billing process goes through without a hitch. Andrea has found ways to make this process flow much more efficiently–for example with new patients she asks the patients to send her a picture of their insurance card prior to the visit, so she can transfer the information and file it for future use. **"This makes it easy for the patient, and easy for me–making both of our lives easier."**

But despite Andrea's best efforts to make the process efficient, she still finds that the insurance verification process can take up a significant chunk of time–especially when she needs to connect directly with insurance companies. Many times she finds herself stuck on hold for 30+ minutes or she learns that a patient's insurance is inactive in the middle of the billing process, weeks after the patient's visit. This process leaves Andrea very frustrated as there are many better things she can do with her time to increase patient engagement if this task didn't take up chunks of her day. This wasted time and heachache-causing process led Grace Dental to recently implement Weave's newest feature, Insurance Verification–a product designed to simplify the insurance verification process.

> **Before we implemented Weave insurance verification, the verification process would take 30 minutes to 4 hours per patient, depending on what insurance I needed to speak with. Oftentimes I would be on hold with an insurance company for a good length of time–30 minutes to hours."**
>
> Andrea - Practice Administrator, Grace Dental



# Results



**Eliminated time on hold with Insurance companies**

Dramatically reduced the need to reach out directly to insurance companies



**Better patient experience**

Patient's insurance information can be verified iquickly and missing information can be communicated with Weave's Communication platform.

**20+ hrs**

**Saved per week**

Reduced the verification time per patient process from 1-4 hours to 2-3 minutes.

**"With Weave insurance verification, the majority of the time I don't even need to waste time on the phone with the insurance companies anymore. The verification process per patient only takes a few minutes. I went through my whole patient schedule for the week and it only took 20 minutes–a dramatic difference compared to a few days' worth of effort in the past."**

Andrea - Practice Administrator, Grace Dental

## Spend more time creating exceptional patient experiences and less time verifying insurance

Weave's insurance verification is designed to provide accurate, easy-to-search insurance information, all with a click of a button–without the need to access other systems. The intuitive, easy-to-use system helps offices quickly verify patients' insurance information, supplying the office with all of the relevant data they need– while informing the office if the insurance is active or inactive. As Andrea notes, "I use Insurance Verification almost daily to check on patients. Once I learned the program, I found it very easy to use and it made things much quicker–just a couple clicks each day."

Nothing is worse than dealing with patient payment collections, espedially when insurance complications arise. Every administrator can attest that it is significantly more difficult to collect updated insurance information from a patient after a visit–especially after claims are denied by an insurance company. Provide a better patient experience and avoid the headache of informing patients post-visit about outstanding billing issues resulting from insurance misinformation.

"Trying to collect information after the visit is much harder, so simply having the ability to double check our patient's insurance status before their visit makes my life much easier, saves me a lot of time and a lot of headaches dealing with insurance companies."

By eliminating the need to continuously communicate directly with insurance companies, Weave's Insurance Verification frees up your administrative staff time–time they can dedicate to providing exceptional patient experience and other revenue-generating activities.

## Improve your communication processes with Weave

"I love Weave Insurance Verification. It has made things so much easier, especially since it is paired with Weave's texting abilities."

It's easy to see that Weave Insurance verification helps improve the verification process. But it's made even better when paired with Weave's communication platform. For example, if you have any missing patient information, Weave helps you contact patients directly through its two-way text or phone system to get any needed info fast. Patient communication is the key to providing exceptional patient experiences and Weave makes the process simple.

## Weave saves time through other features as well

Weave is designed to help you communicate more effectively with patients while simultaneously making daily administrative tasks easier. Andrea notes that she particularly enjoys the Weave mobile app and how she and the team can text patients from their personal phones. Since Andrea is often the first person in the office each morning, she loves being able to check the schedule from the app the night before to see if she needs to arrive early–a simple thing that helps her prioritize her time. And when it comes to the thousands of tasks that need to be done each day, Andrea loves Weave's automated reminders that help keep her on schedule–and keep the office running smoothly.

**"With Weave automated reminders, I don't have to worry about remembering every confirmation call, I don't have to worry about missing post-op calls (if a patient gets an extraction). Weave's automated reminders keep me on track. I have a million things going on, Weave helps me not have to remember every task and rely on sticky notes. Weave makes me much more efficient at my job."**