Dental on Demand

A purpose-built Claims Management system to help you meet the evolving needs of your customers' dental benefit and oral health needs.

Dental on Demand is a highly configurable, cloud-based Claims Management system tailored for dental benefits and ancillary product line administration. Dental on Demand has a proven history of servicing growth and retention strategies for dental benefits payers for Medicaid, Medicare Advantage, Small Business, and the tailored commercial plan market.

Reliability:
Services over 35 million policies per year – for over 20 years.

Performance:
Scales to help achieve your strategies and client performance guarantees. Along with serving some of the largest commercial and public employers in the United States, we also tailor our market and segment features for small group employers.

Highly Customizable:
Configured to meet the changing needs of your strategies and market demand long-term.

Security:
Your data is compartmentalized, kept private, and only accessible according to the rules you define to protect it from unauthorized access.

Transparency:
Provides audit capabilities to understand how processing policies and rules affect members, providers, and groups.

Data Visualization:
Integrates with data warehousing strategies to feed analytics and AI use cases to create advanced reporting that supports operational processes.

Interoperability:
Third-party integrations exchange information in real-time or batch to service the needs of providers, payment vendors, and your client's ecosystem.

Value:
Automates operational business processes, supplies data for better strategic decision making, and delivers a best-in-class customer experience for your clients and their beneficiaries.

Dental on Demand Capabilities

Group Management

Benefits Management

Billing & Invoicing

Reporting & Analytics

Provider Network Management

Contact us for a personal demonstration and see how Dental on Demand can transform your claims management process.

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Dental on Demand Capabilities continued

Group Management

Dental on Demand centrally provides and maintains each group's information and customized plan configuration, which can be updated as needed. Benefits are defined by the group's selected products and calculated with a "Benefit Period", while the group's determined procedure rules inform how the adjudication system processes claims. Dental on Demand also seamlessly integrates between your preferred CRM (such as Salesforce), your contacts, brokers, groups, plans, and other information.

Benefits Management

Using group-provided member data, Dental on Demand maintains member information—especially the benefits they're eligible for based on their group—and supports electronic eligibility processing for large national employers, as well as small businesses. Claims submitted by providers are reviewed based on the treatment services they provided to members, and the group's rules and benefit plans. Provider payments are processed based on the member's eligibility and services provided within a group's plan.

Billing & Invoicing

Dental on Demand generates invoices using billing information from rates, miscellaneous transactions, rolling balances, and calendars. Along with processing invoices during non-production hours to ensure uninterrupted data access and updates, the system also generates extract files for printed invoices, updates your online Invoice Reprint facility for easy access by Group Administration, and seamlessly integrates with your financial system.

Reporting & Analytics

To support both clear results and workflows, Dental on Demand organizes reporting by each functional business area – such as Operations and Providers – and other key performance indicators, including Utilization, Lag & Incurred, and 1099's.

Provider Network Management

Dental on Demand maintains providers by businesses, locations, licenses, networks, specialties, credentials, EFT information, holds, and comments. Third-party filed fees information is displayed in various provider management screens and utilized in claims payment generation.

Migration & Support

Your success is our priority. To promote the highest quality experience for all stakeholders, our full-service team is here to help with training and organizational change management, tailored to integrate with your current processes, policies, and rules.

Our operational support model informs your teams with upcoming new features, supporting a culture of continual value-delivery for your stakeholders. To accelerate your learning and support your ongoing success, you're invited to join our user community and share your voice in our strategic planning and roadmap development.

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