



Revenue Cycle

The work of getting claims paid — submission, follow-up, denials, AR, patient collections, and payer fees. New to the category? Ask Mola — our assistant at search.dentaltechhub.com — to shortlist vendors for you first.

VENDOR	DEMO DATE	WHO YOU SPOKE WITH
<input type="text"/>	<input type="text"/>	<input type="text"/>

WHAT TO ASK ON A DEMO

TICK WHAT THEY SAY · NOTE · N/A

01 Do you run it for me, or give me software?

Doesn't apply

Done-for-you service and self-run software are different commitments entirely.

- Done-for-you
- Software I run
- Hybrid

NOTES

02 Which part of the cycle do you actually cover?

Doesn't apply

Some do full RCM; others only negotiate PPO fees or move claims.

- End-to-end
- Claims only
- Fee negotiation
- Clearinghouse

NOTES

03 Where is your behind-the-scenes team based?

Doesn't apply

Offshore versus domestic ops affects communication, hours, and compliance.

- Domestic US
- Offshore
- Mixed

NOTES

04 **How much of the work is AI versus people?**

Doesn't apply

AI-heavy and human-delivered workflows fail and recover in different ways.

- Mostly AI
- Mostly human
- Blend

NOTES

05 **Do results write back into my PMS?**

Doesn't apply

Without write-back your team re-keys everything by hand.

- Full write-back
- Read-only
- No integration

NOTES

06 **Is your fee a percentage or a flat rate?**

Doesn't apply

Percentage of collections and flat monthly fees scale very differently.

- % of collections
- Flat fee
- Per-claim

NOTES

07 **Do you handle denials and appeals, or just submit?**

Doesn't apply

Submission is easy; chasing denials is where money is actually recovered.

- Denials included
- Submission only
- Add-on

NOTES

08 **Do you negotiate my PPO fee schedules?**

Doesn't apply

Higher reimbursement rates can outweigh any billing-efficiency gain.

- Yes, negotiate
- Analysis only
- Not offered

NOTES

09 **Do you collect from patients too, or payers only?**

Doesn't apply

Patient AR — statements, text-to-pay, plans — is half your balance.

- Patient + payer
- Payer only
- Patient only

NOTES