

The Sprout Dental Case Study

Sprouting New Revenue & Multiple Locations



Dr. Kady Schloesser
Sprout Dental
PENNSYLVANIA

DES DENTAL
CLAIM
SUPPORT

“I thought we were fine, but ...”

“The money was coming in. People were getting paid. We were growing. I thought we were fine, but...

When COVID hit, and with no patients to examine, I started to examine our AR. I was pretty floored by how poorly we were doing. I had no idea.”

When Dr. Kady Schloesser signed on to get revenue cycle management services (RCM) with Dental Claim Support (DCS), she recognized that she needed help. And she had questions:

- **“Can I afford** to outsource my revenue cycle management tasks?”
- **“Am I comfortable** doing this with a remote team?”

And she saw the value.

“There’s a lot of money not coming back to my business. Imagine what my business could be if I saw more of that.”

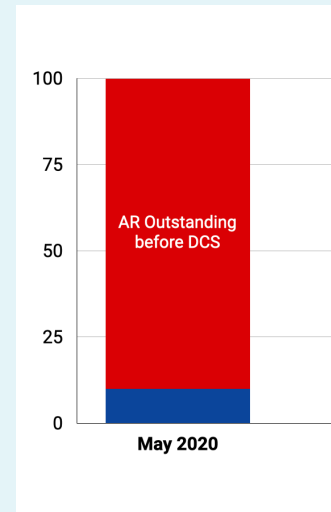
Dr. Kady met with one of our RCM experts and became a client in May 2020.

She started a profitable journey — that had a few detours.

May 2020

Sprout Dental became a DCS customer – *for the first time.*

- ✘ 90% outstanding AR insurance report for over 30 days
- ✘ No pre-auths on file
- ✘ Patient and insurance demographic inaccuracies
- ✘ Slow submission and follow-ups on state plans from prior years were causing timely denials.



DCS and our RCM experts hit the ground running, and picked up speed fast.

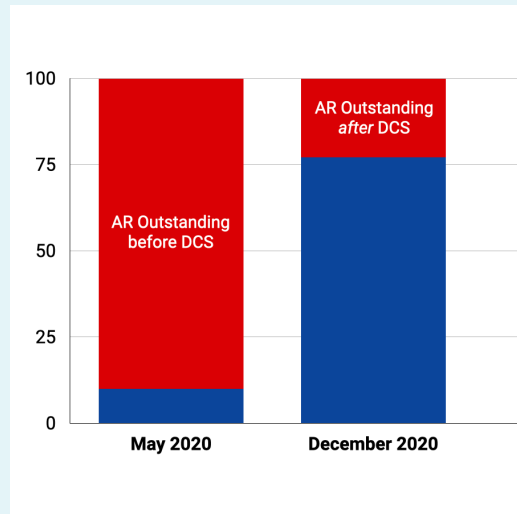
Our first priority was to improve Sprout Dental's AR insurance report before timely filing denials made it impossible to collect what the practice was due.

In seven months, we had Sprout Dental's finances in much better shape.



December 2020

- ✓ 3x! DCS *tripled* monthly insurance collections by December 2020
- ✓ DCS reduced outstanding insurance AR for the 30-day mark by 67%



Then she left.

In December 2020, Dr. Kady terminated her agreement with DCS.

Despite the measurable outcomes we delivered, one of Sprout Dental's consultants encouraged Dr. Kady to try to save a few dollars by switching to a different RCM provider.

Then things got very complicated for Sprout Dental.

Soon, all of their progress was undone.

Their accounts were a mess —again.

Dr. Kady quickly found a third provider, but didn't see improvements.

At this point, she realized her first choice for an RCM provider was the right choice.

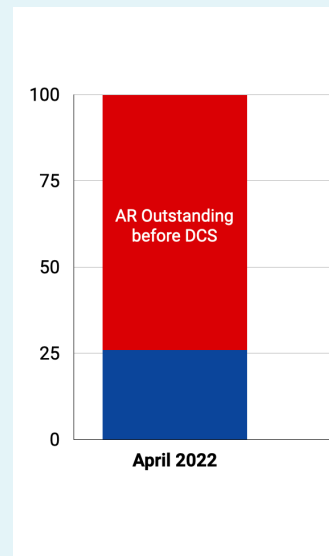
15 months after Dr. Kady Schloesser left DCS, she came back

In April 2022, Dr. Kady called her former account manager at DCS to see if we were up to the challenge. Of course, our answer was, “Yes!”

Sprout Dental became a DCS customer for the second time. This is what Dr. Kady’s accounts looked like after management by two other RCM companies:

April 2022

- ✘ \$60,000 decrease in monthly insurance collections, which didn’t reflect Sprout Dental’s growth
- ✘ 8 months of insurance payments had not been applied properly; patient ledgers were outdated
- ✘ Outstanding insurance AR for the 30-day mark deteriorated to 74%



Why Dr. Kady returned to DCS

After working with a couple of DCS competitors with disastrous results, Dr. Kady realized that the team at Dental Claim Support is exceptional.

When comparing DCS with other dental RCM providers, Dr. Kady said:



“DCS takes accountability and doesn’t make excuses. They support a healthy, trusting relationship.

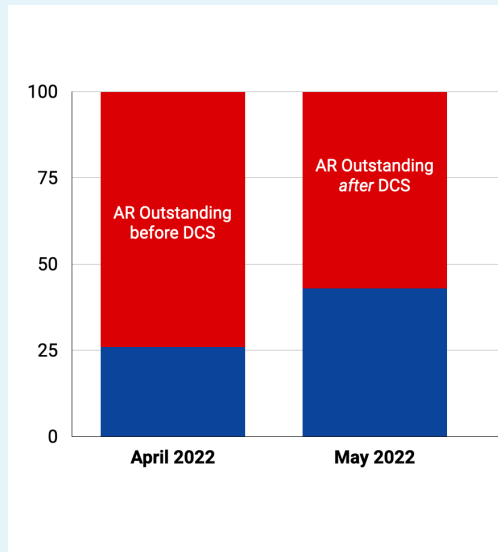
DCS listens and cares, and is so self-motivated to do its best for my business. They go beyond that, though, helping us implement protocols and standards to streamline and maximize our business.

They’re another set of eyes for our entire team, making sure that everyone is doing their job properly.”

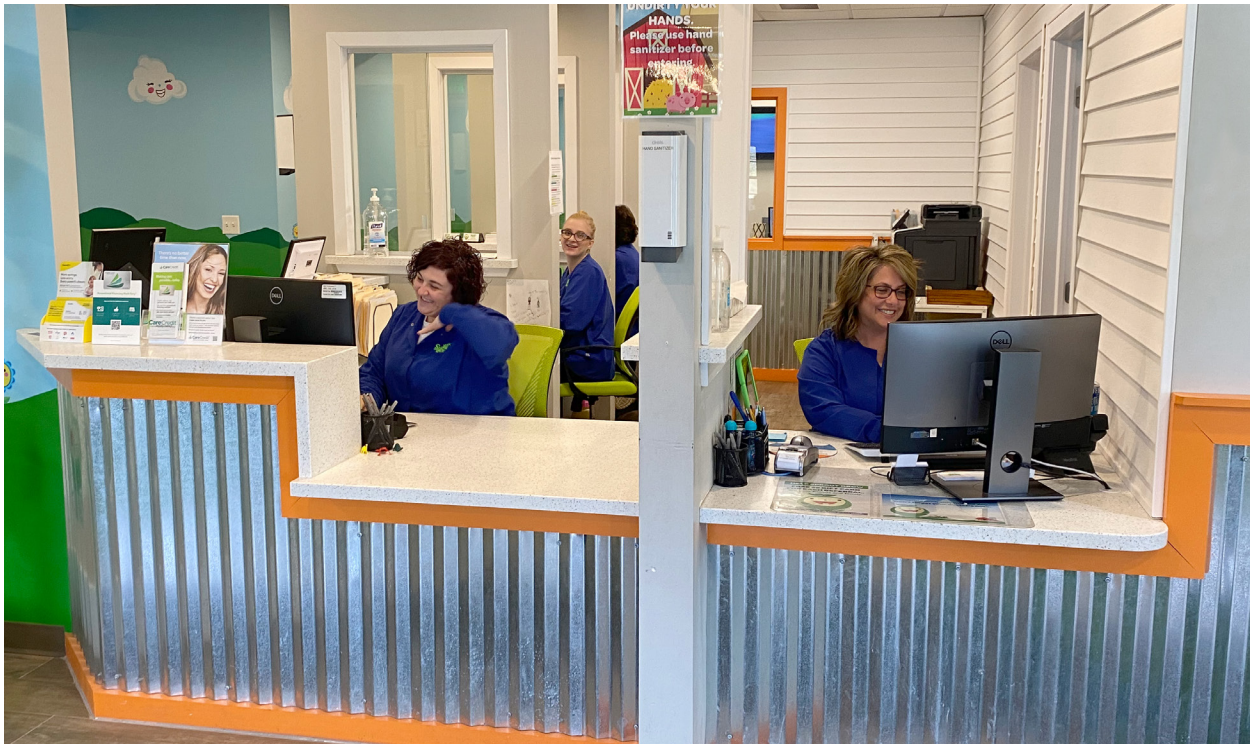
Thirty days after welcoming Sprout Dental back to DCS, things were looking up ...

May 2022

- ✓ 4x! DCS *quadrupled* monthly insurance collections compared to the interim RCM provider — in one month
- ✓ Outstanding insurance AR for the 30-day mark reduced by 20% — collections totaling \$800,000



What a difference a month can make!



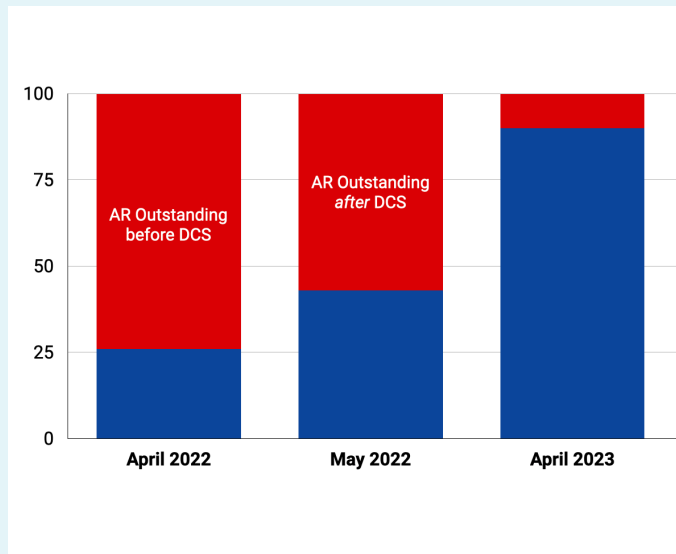
Less than one year — and two additional offices — later

When DCS first joined Dr. Kady in 2020, Sprout Dental had one location. By April 2023, it had expanded to three locations through the purchase and reopening of other offices. Now there was more work to do, especially because Dr. Kady was considering a fourth location!



April 2023

- ✓ 400% increase in collections since Dr. Kady invited us on her journey
- ✓ DCS reduced outstanding insurance AR for the 30-day mark to 10% — across all three Sprout Dental locations.



In search of opportunity seekers

At DCS, we're looking for private practice and emerging group owners who are ready to maximize their revenue.

We're seeking people who are open to:

- Trusting our team of experts to collaborate and guide their business' growth
- Focusing on scaling production using our growth management systems
- Implementing a more effective process for revenue cycle management and financial success

When you feel like things are good enough, it's hard to see how they can be better. Dr. Kady's initial hesitation was understandable, but our results were measurable.

Don't have time to see where things are, or even see how they can be better?

Dr. Kady has this advice for you ...



"I waited too long because I felt so overwhelmed, and I was so busy and focused on success, I didn't have time to recognize the failures.

One call to DCS led to an analysis that led to a relationship that's led to results. They've become partners, not providers."

– Dr. Kady Schloesser

That's Dr. Kady's Sprout Dental story. What's yours?

YOUR NEXT STEP

Our team is proud to support the stabilization and expansion of Sprout Dental.

Now let's talk about your goals, your challenges, and our solutions.

Book an appointment with one of our results-driven RCM experts. We'll share how we can work together to maximize revenue and streamline your processes.



Schedule a call today to discover how our team at DCS can help your team ramp up production with confidence.



DentalClaimSupport.com

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