NEXACC

Billing, Books, and Payroll for Dental Practices and DSOs

Phoenix, Arizona - serving healthcare clients nationwide since 2021

Production versus collection, plan maximums, and the write-offs nobody tracked.

Dental practices track production obsessively and collections loosely. The gap between the two is where the money goes: contractual adjustments taken without checking the fee schedule, benefit maximums exhausted mid-treatment, and patient balances that age past the point anyone will pay them.

BENCHMARKS

Collection ratio target: 98%+

Collections against adjusted production

Days in A/R target: Under 30

Dental settles faster than medical

Over-90 A/R: Under 12%

Share of total A/R aged past 90 days

Where the money leaks

Fee schedule drift

Adjustments posted to the old contracted rate after a plan renegotiated. We reconcile allowed amounts to the current schedule.

Benefit maximums

Treatment planned past the annual maximum becomes a patient balance nobody warned the patient about.

Unposted patient balances

Statements that stop after one cycle turn collectible balances into bad debt.

How we run it

01 Breakdown of benefits

Verified per patient before treatment planning, including remaining maximum and frequency limits.

02 Claim submission with attachments

Radiographs and narratives attached up front so the claim is not held for records.

03 Adjustment audit

Every contractual write-off checked against the current fee schedule.

04 Patient balance cycle

A real statement cadence with a defined escalation point, not a single reminder.

05 Production-to-collection reconciliation

Monthly report showing what was produced, adjusted, collected, and still outstanding.

Payers we bill every month

- Delta Dental
- MetLife
- Cigna Dental
- Guardian
- State Medicaid dental programs
- Discount plan contracts

State rules we work under

Medicaid programs, payer portals, and payroll rules change at the state line.

Arizona (AZ)

AHCCCS (Arizona Health Care Cost Containment System) - AHCCCS

Metros: Phoenix, Scottsdale, Mesa, Tempe

Maine (ME)

MaineCare - Maine Department of Health and Human Services (DHHS)

Metros: Portland, Bangor, Lewiston-Auburn, Augusta

New Jersey (NJ)

NJ FamilyCare - New Jersey Department of Human Services

Metros: Newark, Jersey City, Princeton, Cherry Hill

North Dakota (ND)

North Dakota Medicaid - North Dakota Health and Human Services (ND HHS)

Metros: Fargo, Bismarck, Grand Forks, Minot

Oregon (OR)

Oregon Health Plan (OHP) - Oregon Health Authority (OHA)

Metros: Portland, Salem, Eugene, Bend

Washington (WA)

Apple Health - Washington State Health Care Authority (HCA)

Metros: Seattle, Bellevue, Tacoma, Spokane

Texas (TX)

Texas Medicaid - Texas Health and Human Services Commission (HHSC)

Metros: Houston, Dallas-Fort Worth, Austin, San Antonio

Questions we get

Do you work with Dentrix, Eaglesoft, or Open Dental?

Yes. We bill inside the practice management system you already run and reconcile it to your accounting ledger monthly so production, collections, and the bank all agree.

Can you audit our contractual adjustments?

Yes. Adjustment drift after a fee schedule renegotiation is one of the most common silent losses in dental, and we check allowed amounts against the schedule in force.

Do you handle multi-location or DSO groups?

Yes. Each location is tracked as its own profit center with a consolidated roll-up, so you can compare performance across sites on the same definitions.

How do patient balances get handled?

On a defined statement cadence with a written escalation point you approve, so balances do not quietly age into bad debt.

Run your own numbers

Estimate recoverable revenue for your dental practice at https://www.nexacc.com/estimators/healthcare?facility=dental-practice

Book a free 30-minute consultation: https://www.nexacc.com/schedule

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