

Submit Early. Verify Accurately. Keep Exams on Track.

Why timing your insurance submissions matters, and what to expect

WHY SUBMIT AT LEAST 2 BUSINESS DAYS BEFORE THE EXAM?



Accurate Financial Estimates

- > Verify benefits
- > Confirm coverage levels
- > Resolve discrepancies
- > Identify limitations



Time to Fix Errors

- > Invalid subscriber IDs
- > Incorrect carrier selections
- > Missing patient info
- > Admin mismatches (Delta Dental)



Smoother patient experiences

- > Clear expectations
- > Accurate estimates
- > Reduced chairside delays
- > Fewer follow-up calls

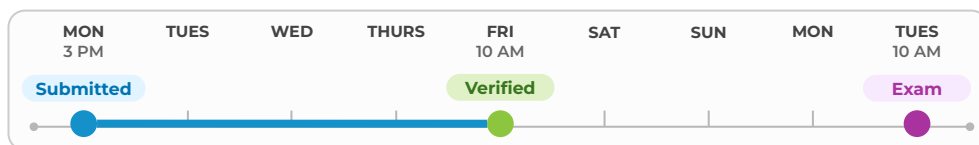
ELIGIBILITY CHECK TURNAROUND TIMES

Best Practice: Submit insurance 4+ business days before the exam for the most accurate, stress-free results.

FUTURE

Requested 4+ business days before exam

Completed 3+ business days before exam



NORMAL

Requested 24 hrs-4 business days

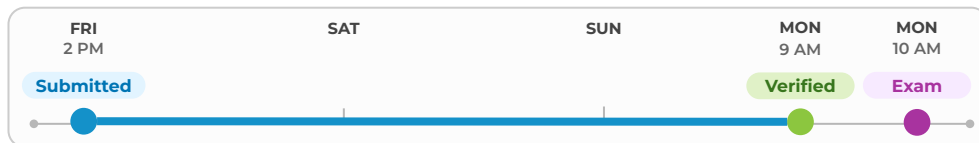
Completed within 1 business day



SAME DAY*

Requested 2-24 hrs before exam

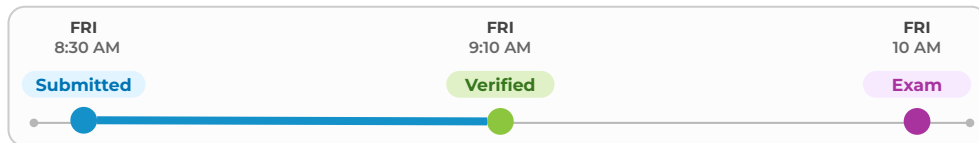
Completed 1+ hour before exam



URGENT**

Requested less than 2 hours before exam

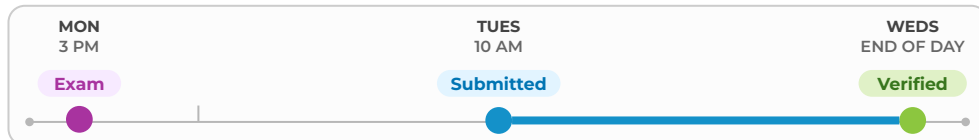
Completed within 40 minutes of request submission



POST EXAM - NO CONTRACT

Requested after exam, no signed contract

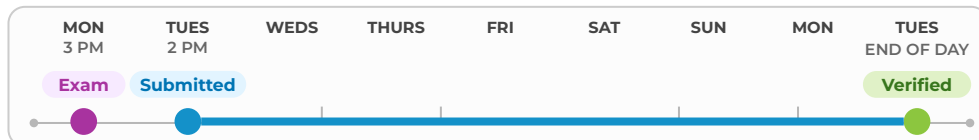
Completed by end of next business day***



POST EXAM - SIGNED CONTRACT

Requested after the exam, signed contract

Completed within 5 business days



* Friday submissions for Monday exams are treated as Same Day.

** Peak seasons (January & July) will extend completion times due to volume surges and carrier hold times.

*** When applicable, update the exam date and time if changes are made.