



Updates, Improvements & What's Ahead

Progress You Can Count On

In 2025, we delivered meaningful improvements designed to help practices run more efficiently and get paid with confidence. XLPay expanded secure payment options while ongoing performance, reliability, and workflow updates made XLDent faster, more accurate, and easier to use every day.

- **Investing in the future:** Through the XLDent family of companies, including Claio, we introduced intelligent front-desk and documentation tools that reduce administrative workload and open the door to smarter automation.
- **Product advancement:** Critical technology upgrades, strengthened system protection, and proactive data security with our Managed Backup and IT services remain at the forefront so your systems and data remain dependable.
- **Consistent support:** Just as importantly, Support got stronger in 2025. Expanded live coverage, more ways to connect, and scheduled support appointments helped our team answer 88% of live calls and earn 96% positive feedback across more than 22,000 support interactions. In 2025, we answered 88% of live calls, earned 96% positive feedback, and supported over 22,000 calls—backed by expanded access, staffing, and training classes.

Looking ahead to 2026, we're building on this momentum with deeper integrations and continued AI innovation—designed to save time, reduce complexity, and help practices thrive. Watch your email and XLDent dashboard for more information.

Let's build on this momentum together.

Whether you're looking to explore new features, adopt smarter tools, or optimize your workflows, our team is here to help. Connect with [Account Management](#), schedule time with our support experts, or reach out to learn how what's next can move your practice forward.



A Simpler, Smarter Way to Get Paid in XLDent

XLPay helps dental practices get paid faster with less effort—right inside the software you already use. Designed specifically for healthcare, it delivers a streamlined checkout experience with **competitive, practice-friendly pricing**.

Why practices choose XLPay:

- **All-in-one payments:** Process payments directly within XLDent—no switching systems or duplicate entry.
- **Flexible ways to pay:** Accept in-office tap, swipe, or insert card payments, giving patients convenient options at checkout.
- **Faster checkout, less admin:** Payments post automatically to the patient ledger, reducing reconciliation time and manual work.
- **Built for dental practices:** A healthcare-focused solution backed by the team that knows XLDent best.
- **Competitive pricing:** Transparent, market-competitive rates that help keep costs predictable.

What's New:

- **Manual payments without a terminal**
- **ACH payment option**
- **Refreshed Patient Portal with XLPay support:** A cleaner, more modern experience that patients will appreciate, with easy online payment options

With smarter workflows and flexible payment options, XLDent Payments makes it easier to get paid—so your team can stay focused on patients, not paperwork.

Power Outages Happen - Don't Put Your Data At Risk

A **battery backup (UPS)** is a small investment that delivers big protection. It prevents sudden power outages from corrupting patient data, interrupting backups, or abruptly shutting down critical systems. By keeping your server powered long enough to handle brief disruptions or shut down safely, a UPS helps protect **data integrity, reduce downtime, and protects hardware damage.**



Quality options are available through IT suppliers, online retailers, or directly from XLDent—and our team is happy to help you choose the right model for your setup or assist with ordering.

Strategies to Boost Practice Efficiency

Efficiency in today's dental practices depends on having the right tools and processes in place. Discover proven strategies to reduce administrative strain, streamline daily workflows, and deliver a better patient experience. [Read more](#) →

Claio Suite: Next-Generation AI Tools

XLDent has partnered with Claio to introduce a new suite of AI tools designed to make daily workflows faster, smarter, and more intuitive—starting with [Claio Scribe](#). XLDent customers already receive **complimentary access** to Claio Scribe, a HIPAA-compliant AI documentation tool that automatically generates accurate clinical notes in seconds.



Looking ahead to 2026, this partnership will expand into a full Claio AI Suite. We've just introduced **AI Front Desk**, and are excited for what's to come with tools focused on patient engagement, front desk automation, revenue support, and actionable insights—all built to save time and keep teams focused on patient care. Interested in seeing what these tools can do for your practice? [Reach out for more info!](#)

Optum Real For Dental Pilot Program

Help shape the future of the dental revenue cycle! The phase 1 launch of **Optum Real for Dental**—is an exciting opportunity to be part of something new. This innovative solution delivers real-time insights into patient eligibility, coverage details, estimated patient responsibility, and predicted claim outcomes, helping dental practices prevent denials before they happen.

Participation is completely free, and as a thank-you for providing feedback, offices that submit at least five transactions by February 15, 2025 will receive a **\$50 Amazon gift card**. If your practice is a participating provider for UHC, now's the perfect time to jump in and help influence the next generation of dental payer connectivity. [Join the pilot program](#).

Taking the Lid Off Insurance Billing

For a decade, the seasoned dental and medical billers and certified coders at [MacPractice Business Services](#) have been helping practices with claims that go out cleaner and payments that come in faster, so dental teams can focus on patient care.

Why Practices Partner With Billing Services

As a close partner and sister company of XLDent, the MPBS team understands the complexities of Insurance billing, payer rules, and staffing challenges. They help practices simplify insurance billing.

Curious how Business Services can support your practice? Contact us at mpbs@macpractice.com.

Worry-Free Backup That Protects Your Data

XLBackup provides a powerful, fully managed solution designed to keep your data secure, recoverable, and compliant. Automated, encrypted backups are stored safely offsite so critical systems and files are protected. Backups are monitored, tested, and maintained by experts to ensure data is available when you need it most.

- Local + Offsite Storage
- Version history for redundancy
- 24/7 Monitoring & Support
- Data Recovery Assistance
- Annual Audit & Testing
- HIPAA-Grade Security

Managed offsite backup isn't just insurance—it's peace of mind. [Connect with us](#) to see how automated offsite backup protects your practice.
