



What's Next at XLDent: Updates & Practice Support

New in XLDent: 19.6.0.306

We're pleased to announce the release of XLDent 19.6.0.306. This update delivers new features, key enhancements, and important bug fixes to improve your daily workflow.

Highlights include:

- **Real-Time Insurance Eligibility** – XLDent now integrates with DentalXChange for instant 270/271 eligibility verification from the patient record, improved response display, and the ability to save results as a PDF.
- **Claiio's AI Front Desk Assistant** – Clara picks up every call, day, night and weekend, schedules appointments directly in XLDent, and answers patient questions so your staff can stay focused.
- **Payment Enhancements** – ACH and manual card entry have been improved for greater stability and reliability. The new Guest Pay feature makes payments easier with QR codes on patient statements and the ability for patients to pay quickly—no portal login required.
- **Bug Fixes & Stability** – A number of fixes across charting, patient forms, claim submissions, and payment processing improve consistency throughout the software.

Be sure to watch the XLDent Dashboard for more information on the availability of this release.

Not sure if you are making the most of everything available in your XLDent software or need a quick refresh of features or enhancements available in this release?

[Book time with us](#) for an account review!

Getting Started with Real-Time Eligibility

Once version 19.6.0.306 is available and installed in your office, offices who are already enrolled in eligibility with DentalXChange can begin using the Eligibility button immediately within XLDent – no additional setup required.

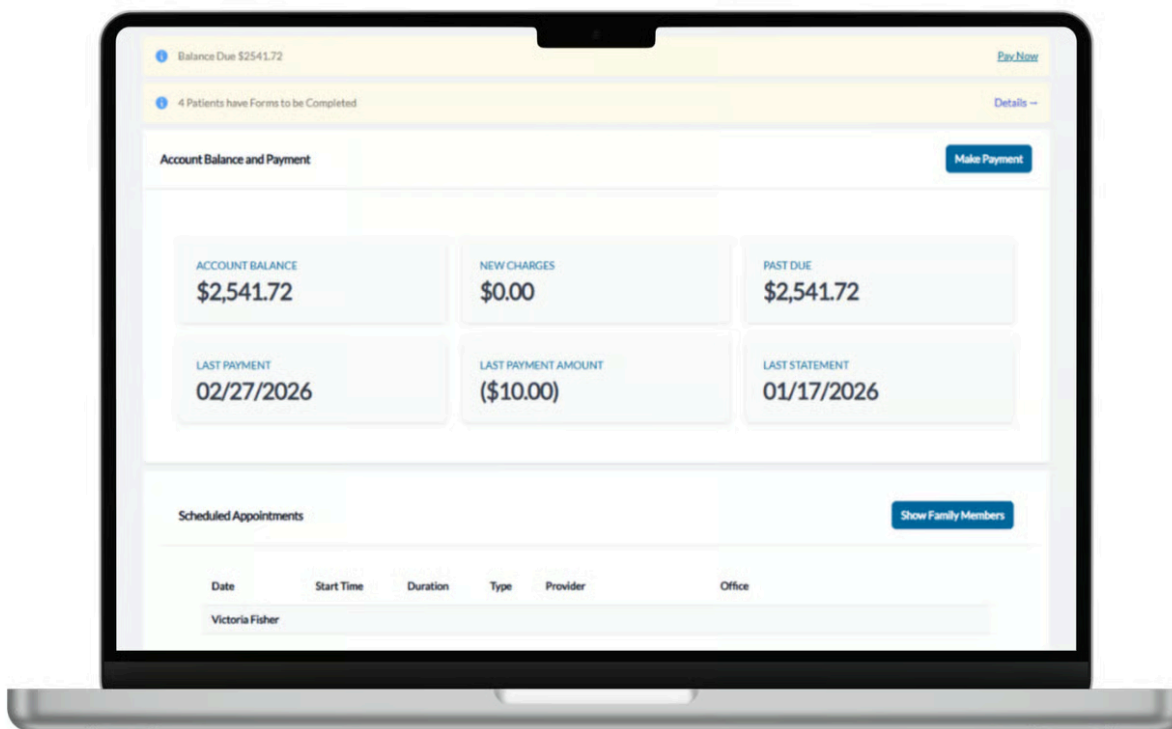
If you're not yet enrolled and would like to take advantage of real-time eligibility verification, reach out to our team at sales@xldent.com to get started.

A Fresher, Smarter XLPortal

The redesigned **XLPortal** is here – more intuitive, modern, and patient-friendly than ever.

Patients can now log in to **pay balances online** via XLPay, **confirm appointments**, and **submit forms** before their visit. Payments post automatically to the ledger, and confirmed appointments update your schedule in real time.

A better portal means fewer calls to the front desk, less manual entry, and a smoother experience for everyone.



Ready to use the new portal? [Contact XLDent Support](#) and we'll get you started.

Meet Claiο's AI Front Desk Assistant

Claiο's **AI Front Desk Assistant** helps ensure patient calls don't go unanswered when your team is busy or away. It speaks directly with patients, checks appointment availability, reserves an appointment time, and sends a new appointment alert to your team to confirm.



This **keeps scheduling moving without interrupting care**. With 24/7 coverage and intelligent call handling, practices stay responsive, reduce missed opportunities, and maintain a consistent patient experience.

[Learn more](#)

CDT Code Updates for a Smoother Claims Process

Our partners at [MP Business Services](#) help practices prepare, file, and adjudicate claims, with expert-level experience in insurance reimbursement. As of January 1, there were several CDT code changes. To avoid claim issues and maximize reimbursement, here are a couple reminders from the MPBS team:

- **D9248** has been retired – be sure to remove it from your workflows to avoid claim issues.
- **New code D0461** has been introduced for cracked tooth testing, giving your practice the opportunity to receive additional reimbursement alongside the office visit.

If you are interested in additional support for claims billing, the team at MPBS can help!

[Reach out](#) for more information.

New Publication: World Backup Day 2026

World Backup Day may have passed, but it remains a useful checkpoint to assess how well your practice can recover from data loss.

From checkout and posting to clinical records and scheduling, every workflow depends on reliable access to data.

[Backup Is Not an IT Task. It Is an Operational Requirement](#) outlines what a structured backup process requires, where gaps typically occur, and how offsite backup supports continuity across your day-to-day operations.

[Read article](#)



[Unsubscribe](#)

XLDent, 201 N 8th Street, Suite 400, Lincoln, NE 68508, United States