



XL Dent News: Practice Check-Up, Billing Support, and Faster Solutions

Change Is Hard. Going Back Would Be Harder.

Three generations of support, one goal: getting you back to your day

Every system change asks something of you. New screens, new habits, a new voice on the other end of the line. The first few weeks feel awkward. Then one day you realize you can't imagine going back to the old way.

In his 27 years here, Kevin Kuhns, Senior Director of Operations, has watched support go through that cycle three times. First came a person at a desk phone. It was great when you got through, but one technician can only take one call, and everyone else waited on hold or landed on the callback list. Next came the automated menu. Every call was answered on the first ring, but you had to sort your own problem before you could describe it, and too often that ended in a transfer and telling your story twice.

Now there's an AI technician. Describe the problem in your own words and it walks you to the fix: no menu, no hold, and no line at 8:15 on a Monday morning. If it can't solve something, it hands one of our technicians the full conversation, so you never start over. In a short amount of time, 3% of support calls have been resolved start to finish with no hold time, no transfer, and no waiting for a callback. That number keeps climbing.

Our goal is simple: the fastest possible resolution, so you can get on with your day. We love talking with you. We love it more when we can get you back to your patients.

[Read the full article](#)

Are You Using These XLDent Features?

Our spring release added tools that save time at the front desk and make it easier for patients to pay. If you haven't tried them yet, now's a great time:

- **Insurance eligibility, right inside XLDent.** Check patient eligibility through DentalXChange without leaving the software. (Requires eligibility to be active on your XLDent license and DentalXChange account. Contact us to get set up.)
- **A new and improved Patient Portal.** Patients can connect with your office, complete forms, and pay their balance online.
- **ACH payments in the Patient Portal.** Patients can pay directly from their bank account, a convenient option for them and a lower-cost one for you.
- **Easier ACH refunds.** ACH payments can now be refunded or deleted right from Patient History.
- **Fewer claim rejections.** We fixed DentalXChange attachment errors and missing-gender rejections, so more claims go through the first time.

Want help turning any of these on? Reach out to your XLDent representative.

Coming soon: Matching XLPay payments to patient accounts is about to get a whole lot easier! Your ValPay reporting portal will display each transaction's patient account number, making it quick and easy to reconcile payments in XLDent.

Time For a Practice Check-Up?

Our goal as your software partner is simple: help your practice get full value from XLDent. With new features and enhancements in recent releases, now is the perfect time to make sure your software and computers are up to date so your office can take advantage of the latest improvements. From adding AI to your workflow to going more paperless to lowering payment processing costs, XLDent can help.

If we haven't connected recently, we'd love to hear from you. [Connect with us](#) to set up a time to see where your practice is today, discuss your goals, and plan your next steps together.

Our Biller Just Left. Now What?

When a key billing team member leaves suddenly, claims and payments can pile up fast. MP Business Services can help:

- **Training and consultation** so you or your team can post insurance payments and ERAs with confidence.
- **Short-term catch-up help** to get claims and payments back on track while you hire.
- **Ongoing billing support** if you'd rather not replace the role.

We Want to Hear From You

We recently sent you a short customer satisfaction survey, and your input means a lot to us. Every response helps us understand how we're doing and guides the improvements we make to better support your practice. Thank you for helping us serve you better!

In Case You Missed It

Catch up on our latest webinars, now available on demand:

- **Form Designer:** Build and customize paperless forms
- **Patient Portal:** Introducing the new and improved patient portal
- **XLDentist Mobile App:** Access key practice information wherever you are
- **AI Front Desk:** Help answer calls and fill your schedule, even after hours

[Watch the Replay](#)

Need Support? Call or Chat!

Over the past few months, we've introduced new support resources including AI-powered chat and an AI phone attendant. Both are designed to get you quick answers without menus to navigate or waiting on hold.

[Start a chat](#) or [call](#) the next time you need support.



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