



# Sandi E Silva, DDS, Inc.

How Adit's insurance verification helped Sandi E Silva, DDS, Inc. save 16 hours a week and grow 30%

## Challenges

- **Inefficient insurance verification process** caused delays and errors from rep misinformation
- **Disconnected communication tools** resulted in scheduling gaps and missed patient outreach
- **Manual billing and collections** lead to slow payments and time-consuming follow-up

## Solutions

- Accurate, easy-to-read **verification summaries** and the ability to **verify insurance up to 5 days in advance**.
- **Text-to-pay feature** accelerated payments, reducing the need for paper statements and boosting efficiency.
- **Digital patient forms** sped up patient onboarding, allowing the team to be fully prepared ahead of time.
- **Automated recall messages** reactivated lapsed patients without manual follow-up.

We were wasting hours every week verifying insurance manually, and half the time, the info we got from reps was wrong. We didn't even realize how much time we were losing until we saw what Adit could do.

**Kelly Sherman, Office Manager**



Dental



Tustin, California

## Results

**30%**

Growth in  
production

**16** hours/  
week

Saved on insurance  
verifications

**18%**

Boost in collections  
(from 80% to 98%)

**15%**

Increase in  
patients seen