



Insurance Verification

Automated or human-assisted services that pull eligibility, full benefit breakdowns, and write results into the PMS.

VENDOR <input type="text"/>	DEMO DATE <input type="text"/>	WHO YOU SPOKE WITH <input type="text"/>
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WHAT TO ASK ON A DEMO

TICK WHAT THEY SAY · NOTE · N/A

01 **What does the benefit breakdown include — show me a real example in the PMS?** Doesn't apply

'Full breakdown' means very different things; only a live demo reveals what you actually get.

<input type="checkbox"/> Full breakdown	NOTES <input type="text"/>
<input type="checkbox"/> Freq + maximums	<input type="text"/>
<input type="checkbox"/> Basic benefits	<input type="text"/>
<input type="checkbox"/> Eligibility only	

02 **Does it write directly into my PMS, and which field layout does it use?** Doesn't apply

Structured write-back eliminates front-desk re-keying; PDFs and notes do not.

<input type="checkbox"/> Structured write-back	NOTES <input type="text"/>
<input type="checkbox"/> PDF/note only	<input type="text"/>
<input type="checkbox"/> Read-only dashboard	<input type="text"/>
<input type="checkbox"/> No integration	

03 **What share of verifications complete automatically, and how are exceptions handled?** Doesn't apply

High carrier counts don't guarantee automation for your payer mix or fallback coverage.

<input type="checkbox"/> 90%+ automated	NOTES <input type="text"/>
<input type="checkbox"/> 70–90% automated	<input type="text"/>
<input type="checkbox"/> Best-effort	<input type="text"/>
<input type="checkbox"/> Mostly manual	

04 **How far ahead of appointments does verification run, and what shows on the schedule?** Doesn't apply

Same-day verification is too late for treatment planning or collecting patient portions at check-in.

<input type="checkbox"/> 3–5 days out	NOTES <input type="text"/>
<input type="checkbox"/> 24–48 hours out	<input type="text"/>
<input type="checkbox"/> Same-day only	<input type="text"/>
<input type="checkbox"/> Manual trigger	

05 **If the breakdown is wrong and a claim denies, what is your liability policy?** Doesn't apply

Incorrect benefit data causes write-offs; accountability terms are a real financial decision.

- Written guarantee
- Acknowledged, no guarantee
- Liability disclaimed

NOTES

06 **What does pricing look like — per verification, per provider, or flat subscription?** Doesn't apply

Per-unit pricing looks cheap until you model your actual monthly verification volume.

- Per verification
- Flat per provider
- Tiered by volume
- Custom/enterprise

NOTES

07 **What are the contract length and cancellation terms?** Doesn't apply

Long contracts with 90-day windows create real switching costs before you've proven value.

- Month-to-month
- Annual, 30-day out
- Annual, 60–90 day out
- Multi-year required

NOTES

08 **How does onboarding work, and how long until the system is live on my schedule?** Doesn't apply

Weeks of credentialing and training have real downtime costs that factor into the decision.

- Under 1 week
- 2–4 weeks
- 4–8 weeks
- 8+ weeks

NOTES

09 **Are you a HIPAA Business Associate, and how is PHI handled and stored?** Doesn't apply

Patient insurance data is PHI; no BAA before go-live is a compliance violation.

- BAA + documented storage
- BAA on request
- No BAA / unclear

NOTES

10 **Can you connect me with two similar practices that have used this for 6+ months?** Doesn't apply

References from comparable PMS and payer mix are the best predictor the tool will work for you.

- References at demo
- References post-demo
- Case studies only
- None available

NOTES

YOU'VE EXPLORED 1 OF 24 CATEGORIES

Imagine the rest of your practice running this clearly.

You sized up one category today. The other 23 — staffing, no-shows, insurance, slow collections — are already sorted, each vendor **classified by the problem it solves**.

EVERY PROBLEM IN YOUR PRACTICE, ALREADY SORTED

Clinical AI	Imaging	Practice Mgmt	Patient Comms	Insurance	Revenue Cycle
Payments	Membership	Credentialing	Scheduling	Marketing	Analytics
AI Scribe	Teledentistry	Phone / VoIP	Virtual Assts	Staffing	HR & Training
Treatment Plan	Engagement	Supplies	Lab	Hardware	Compliance

500+ vendors · sorted by the problem, vetted by our editors



Not sure what to fix next? Tell Mola what's slowing you down — it points you to the right shortlist.
dentaltechhub.com/mola

Get the next call right the first time.

dentaltechhub.com