

CareCredit® Solutions: Case Study



Janet Mullins
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"Our practice requires payment at time of service and we do not bill insurance. Our patients are reimbursed directly from their insurance company. That is why we decided to enroll in CareCredit — to give our patients a convenient way to pay for their treatment. What we have discovered is that with CareCredit we can usually get patients to commit to treatment right away. We immediately offer CareCredit as an option. It really helps offering the patient a monthly payment plan. The patients that decide to use it, really like it, especially the 12 Month No Interest Plan. It's only when we get into treatment that costs several thousand dollars that we see patients choose an Extended Payment option to better fit their budget.

We have begun using CareCredit's new Pre-Approval option, sometimes up to a week in advance of a new patient's appointment. Being able to pre-authorize financing has helped a lot. The front office team has an answer right up-front before they go into the room to discuss fees. We ask the patient 'If I can work out financing today, would you like to start your treatment?' This has been a real bonus for us.

I like having financial options available while the patient is in the chair. We have so many patients that want to get started the first day they come in and with CareCredit, and especially Pre-Approval, there is no waiting time. I think any practice could benefit from CareCredit. It is easy to use, you get a response right away — it's that quick — and the people at CareCredit are great to work with. All I can say is that it really works for us."

A handwritten signature in cursive script that reads "Janet Mullins".

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