Feature enhancements

Auto Attach & Claims Automation

What's new

Denticon can now find and attach the x-rays, narratives, and perio charts your claims need, automatically. Auto Attach reads what each procedure code requires and pulls the right documentation onto the claim before your team ever opens it, right inside a redesigned Batch Claims screen that shows attachment status claim by claim. AutoNarrative generates required claim narratives automatically, and Auto Create Claims and Auto Transmit Claims round out the automation suite.

Why this matters

Front desk and billing staff no longer hunt for the right x-ray, perio chart, or narrative on every claim. Attention shifts only to the claims flagged as uncertain, reducing manual work and attachment-related denials.

Who this affects

Denticon practices and DSOs with active eClaims workflows, particularly those with attachment-heavy procedure mixes like restorative, periodontics, or oral surgery.

What to expect

Your administrator turns on EClaims Automation in Office Setup, choosing which pieces run automatically. Claims transmission stays a manual, deliberate step until your team is ready to automate it too.

Help Desk Article **Training Walkthrough**

Action required: Early enablement is now available. Your account admin should submit a support ticket to request enablement. General Availability will roll out over the next 60 days; each office will still require manual enablement.

RCM Hub — AutoEligibility Workspace

What's new

The RCM Hub AutoEligibility Workspace gives your centralized RCM team a single command center for insurance verification across every office in your group. Set automation rules to update patient plans without staff touch, and work through exceptions in an organized queue, with patient context and revenue-at-risk signals, instead of chasing them office by office.

Why this matters

Centralizes insurance verification for DSOs, reducing manual review, denials tied to outdated plan data, and day-of-appointment surprises.

Who this affects

Denticon DSOs with centralized RCM teams and active AutoEligibility (Dental Exchange) who want to automate insurance verification at scale.

What to expect

AutoEligibility via Dental Exchange must be active on your account. Available as part of the RCM+ suite.

Help Desk Article **Training Walkthrough**

Action required: Contact the Planet DDS team for enablement to turn on RCM Hub access and configure your first automation rules.

AI Receptionist

What's new

AI Receptionist is an AI-powered inbound call agent that answers patient calls, books appointments directly in Denticon, handles rescheduling and cancellations, and answers common practice questions during off hours, in English or Spanish. Every call is logged with a full transcript and outcome in your dashboard.

Why this matters

Captures after-hours and overflow calls that would otherwise go to voicemail, and frees front desk staff from routine scheduling calls.

Who this affects

Denticon practices of any size, from single-location offices that need after-hours coverage to DSOs managing dozens of locations.

What to expect

Log in to DentalOS → Agentic Marketplace to hire the AI Receptionist for your location(s), configure your agent name, greeting, and scheduling rules, and set up call forwarding from your phone system to the agent's dedicated number.

Help Desk Article **Training Walkthrough**

Action required: Contact the Planet DDS team for enablement to schedule a guided launch session.

Third-Party Application Bridge (3D Imaging Device Expansion)

What's new

You can now launch your 3D imaging application - Carestream CS Imaging 8, Vatech EzDent-I, or Planmeca Romexis - directly from a patient's study in Apteryx. The patient and images are pre-loaded automatically. No manual search, no duplicate entry. One click to go from Apteryx to your preferred 3D review tool and back.

Why this matters

Eliminates manual application switching and duplicate patient entry for 3D imaging review, reducing wrong-patient risk and reclaiming clinical time.

Who this affects

Denticon practices using Apteryx with Carestream, Vatech, or Planmeca CBCT devices for 3D imaging who want a seamless, integrated review workflow within XVWeb.

What to expect

At General Availability (October 1, 2026), Carestream CS Imaging 8 and Vatech EzDent-I / Ez3D-I are supported; Planmeca Romexis integration is targeting GA shortly after. Ensure your third-party desktop application is installed on the clinical workstation. For Carestream, confirm your DICOM license key with Carestream before setup.

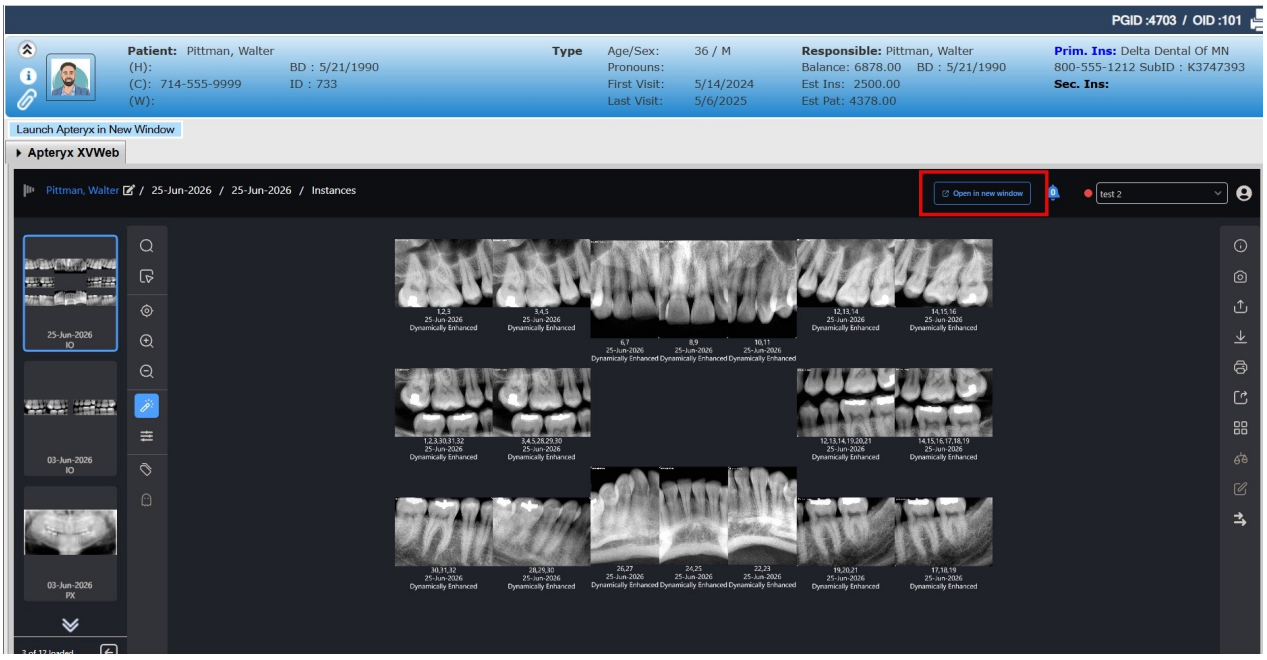
Help Desk Article

Action required: Contact the Planet DDS team for enablement to configure the Third-Party Application Bridge for your location.

Image Viewer iFrame Update

What's new

We've added a new button within the Image Viewer iframe that lets users open the Image Viewer in a new window.



Who this affects

Denticon practices viewing images through the embedded Apteryx Image Viewer iframe.

What to expect

The new button sits in the top-right corner of the Image Viewer toolbar, next to the notifications and user menu.

Action required: No action required.

MyTooth Automated Waitlist

What's new

MyTooth can now find open slots in each location's Denticon schedule and automatically text the right patients a personal booking link to fill them. Twice a day, MyTooth scans for openings, builds a list of likely-interested

patients, and sends a text with a link straight to booking; when the patient taps to confirm, the appointment is written directly into Denticon with no staff action needed.

Why this matters

Every empty chair is lost production. Filling a same-week opening today depends on staff working the phones, and when the office is busy that work often does not happen. The Automated Waitlist fills more openings, fills them sooner, and lets the front desk spend its time on patients in the office instead of the phone.

Who this affects

Denticon practices and DSOs using MyTooth who want to automatically fill schedule gaps from cancellations, no-shows, and short-notice openings, without adding front desk workload.

What to expect

Each location chooses which patient groups to include, drawn directly from Denticon: Missed Appointment, Cancelled Appointment, Short Notice, and Quick Fill List. Built-in safeguards respect opt-outs and missing phone numbers, cap messaging frequency, and apply a Three Strike Rule so repeat no-shows can be skipped. Turn it on per location, set how far ahead to look, and pick the run times (8:00 AM and 4:00 PM Pacific by default) in MyTooth under Scheduling → Automated Waitlist.

Training Walkthrough

Action required: Turn on Automated Waitlist per location in MyTooth under Scheduling, and configure your patient groups, appointment types, and Three Strike Rule.

Defects resolved

- **Patient Communications**: Fixed an issue where downloading the inactive patient list for certain Patient Care Follow Up campaigns produced an Excel file that Excel reported as an invalid format.
- **Charting**: Fixed an issue where patient consent questionnaires accessed from the print tool in Restorative Charting did not function correctly.
- **Charting**: Fixed an issue in Advanced Charting where completed restorative work could disappear from charts after a dentition change, even when the affected tooth was still present.
- **AutoEligibility**: Fixed an issue in AutoEligibility so coverage categories with null benefit values still appear in the review modal, and no-limitation frequency entries now correctly enable the Accept checkbox.
- **Billing**: Fixed an issue where the Amount field on the Batch Insurance Payment screen displayed extra trailing digits beyond standard currency formatting.
- **Patient Ledger**: Fixed an issue where users with the 'Patient Ledger View Only' security right were unable to click the Patient Ledger tab.
- **Reporting**: Resolved an issue that could cause Bad Request errors from special characters, such as no-break spaces, in report messages.
- **Scheduling**: Fixed an issue where removing a provider scheduling template did not clear its associated scheduler watermarks, so the Scheduler did not reflect the updated template selection.