Dental Practice Account FAQ's

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Dental Practice Administrative Fees

What are my office administrative fees?

Springstone calculates administrative fees using an exclusive program called Shared Savings℠. When you choose to help lower the cost of financing, Springstone shares the savings with you—by lowering administrative fees.

How do I receive my Shared Savings?

Savings realized through online usage and meeting case size thresholds that are tracked and deducted automatically, so you receive the lower administrative fees immediately on each loan. Each funded loan email includes an explanation of your savings so you never have to wonder what you saved. In addition, you may earn administrative fee rebates by meeting quarterly loan thresholds on your plan volume.

How will I know what my administrative fee is for each patient?

You can logon to the Practice Center at any time and check administrative fees for any of your patients by clicking on the patient's name. You will also receive an email each time a disbursement is made with all the details.

Patient Application Process

Can I apply for my patients?

Yes, assuming you have prior authorization from the applicant. The information required to process an application includes Name, Address, Date of Birth, Social Security Number, Household Income, Employer Name, Employee Phone Number and a Driver's License or other state issued ID number.

Is it better to apply online or by phone?

Applying online gives you a faster response and also reduces your costs with a lower administrative fee.

How long does the process take?

Most applicants will receive an instant decision. The paperwork can then be printed immediately by you or the patient for signature.

How will I know if patients have applied and if they have been approved or denied?

Patient application status is updated in real time on the Practice Center. So as soon as we know, you'll know. If you have placed the application on the patient's behalf, simply check the Patient Dashboard for the latest status. If a patient applies outside of your office, you'll receive notification via email and the application will appear in your Practice Center.

What does a "Processing" status mean?

Occasionally we may need a few extra minutes to process an application. If this happens, the purple "Processing" icon appears. You can expect a decision to be made within minutes.

What does a "Pending" status mean?

An application in the yellow Pending status means we need additional information from the applicant in order to process the application. The specific information can be found by clicking "Why" next to the Pending icon.

Once a patient is approved, what is the next step?

Simply logon to your Practice Center and confirm the amount of the treatment by selecting "accept at." If you need to change the amount of the treatment, enter the new amount in the "revise to" box and click "Go." Once you have confirmed the treatment amount, the loan documents will be available for printing.

How do I print my patients' paperwork?

Patient paperwork is printed by clicking on the "Print" icon in the Document Status column of the Practice Center Dashboard. Once the paperwork has been printed, the "Print" status changes to "Reprint" to indicate that you or someone else on your team has completed this step. Paperwork may be printed again if needed by clicking the "Reprint" icon.

Can patients print their own paperwork?

If a patient applies online, as part of the application process, they create a user name and password that allows them to access and print their loan documents.

How do I return the signed paperwork to Springstone?

Please fax the signed paperwork to Springstone at 508-281-8505. Please do not fax us the cover letter. The cover letter should be given to the borrower.

How will I know if you have received a patient's signed paperwork?

In the "Document Status" column of the Practice Center Dashboard you will see a check mark with the word "Received" to indicate that loan documents have been received and accepted. If there is an issue with the documents we receive, you will see a telephone icon with the words "Please Call." You will also receive email notification that the documents were received and accepted or an email to call if there is an issue.

Do I need to mail the original signed paperwork?
No, we will fund on the faxed paperwork. However, please keep the original signed paperwork until you have received payment.

If patients are not approved, can they re-apply using another applicant?
Yes, however the applicant needs to be an immediate family member living in the same household (a patient's spouse, partner who shares joint credit history, grandparents or other immediate family member) or a parent, guardian or grandparent not living in the same household. For a patient under the age of 18, a parent or guardian is eligible to apply. An applicant must be a U.S. citizen or resident alien currently residing in the U.S.

If my patients are not approved, will you contact them or will I need to deliver that message?
As long as you provide a valid email address for your patient on the application, your patients will receive the decision via email. A valid patient email address is a requirement for patients to place their own application via the website, so in that scenario they will also receive an email with their loan decision. If a patient does not provide an email address, the patient will receive a call from us as well as a letter with the details of the decision. You are never required to communicate our decisions. However, we do provide patient status online via the Practice Center. Referring to the Practice Center allows you know your patients' status and gives you the opportunity to make other arrangements with patients that are not approved.

How will my patients know the interest rate they have qualified for?
You can see the patient's rate by clicking on their name in the Practice Center Dashboard. This opens the Patient Application Summary page, which shows the patient's APR. Each patient's rate is also included in the email Springstone sends when the patient is approved. The rate will also be included on the applicant's loan documents.

Who will my patients be sending their payments to?
Your patients' will send payments directly to one of Springstone's lending partners. The cover letter printed with the patient's loan documents will advise them where to send their payments and will provide the contact information for the correct lending partner.

Patient Treatment Fees

What do I need to do if my fee changes after the loan has been funded?
Once a loan has been funded it is possible to increase the loan amount, although some restrictions apply. Give us a call and we'll explain your options.

Can patients apply before they come into our office and find out how much they can be approved for without knowing what their treatment fee will be?
Yes, but patients will need to place an estimated treatment fee in the application in order to process the application.

Working with Springstone

What is the Practice Center?
The Practice Center is a section of the Springstone website that is customized for your practice. You reach it by logging in with a user name (your email address) and a password that you choose. It contains everything you need to work with us, from our online application to the Dashboard that displays the status of each application that has been placed with us. In addition, you can use the payment calculator, access online tools and order new materials for your practice.

How often is the Practice Center data updated?
The Practice Center data is updated in real time. So as soon as we have new information, you know it! And the Dashboard screen auto-refreshes so you know you're always looking at the most current information.

How will I know when the payment is electronically funded, how much and who the patient is?
When the funds are released from our partner bank, you will receive an email with all the details of the fund transfer including the loan amount, your administrative fee, the amounted deposited, the funding date, and each patient's and/or responsible party's name. This information is also available in the Application Overview screen - viewable by clicking on the patient's name on your Practice Center Dashboard.

If I have a multi-disciplinary case and the other provider is not registered with Springstone, what do I need to do?
Please call us to provide information on the doctor that is not registered and we'll take care of the rest.

What if a final treatment amount is less than the loan amount?
If a patient's final treatment fee is less than the funded loan amount, please call us. We will help calculate the pro-rated administrative fee for the amount of the refund. Your practice keeps that pro-rated administrative fee and simply returns the remaining balance to us within ten days.

Computer Requirements

Do I need any special software to use Springstone?

No special software is needed. Simply a computer with access to the Internet, an email account plus Adobe Reader (Version 7.0 or higher), which is pre-installed on most computers. If you have an earlier version of Adobe Reader, you can download a free upgrade from **adobe.com**. It's a five minute process and we can walk you through it if you'd like.

What version of Adobe Reader do I need?

To keep your patients' information as secure as possible, you will need Adobe Reader 7.0 or higher to print loan documents, because it has security features that earlier Adobe Reader versions do not.

I'm having trouble downloading Adobe Reader or figuring out what to do. Can you help?

Of course, help is just a phone call away at 800-630-1663.

What do I do if I'm a Mac user?

Just give us a call at 800-630-1663 and we'll walk you through the process.