

Walk in, and the best moves today are already waiting

Owedex keeps track of every claim, deadline, insurer phone line, payment and bank holiday. It lists today's tasks in the order to do them, with the money and minutes on each. At 5 PM it gets tomorrow ready for you to approve.

7 tasks, not 700 claims

Deadlines first, then missing files, then the most dollars likely back. Up to 8 claims with one insurer become one call.

Nothing forgotten

Set something aside with a reason and a day; it comes back that day. Unfinished work goes first tomorrow.

The 5 PM close

What got done, what was recovered, and tomorrow's plan, saved only when you approve it.

Before you start: create your free account at app.owedex.com (Guide 0, about 2 minutes). You land in Owedex's demo office, **Bluebonnet Family Dental (made up)**. Every patient, claim and dollar in it is made up, so you can try everything without your own data.

The pictures were taken on Wednesday, October 7, 2026. The demo's dates move with today's date, so your dollar amounts and dates will be different. The steps and screens are the same.

In this guide

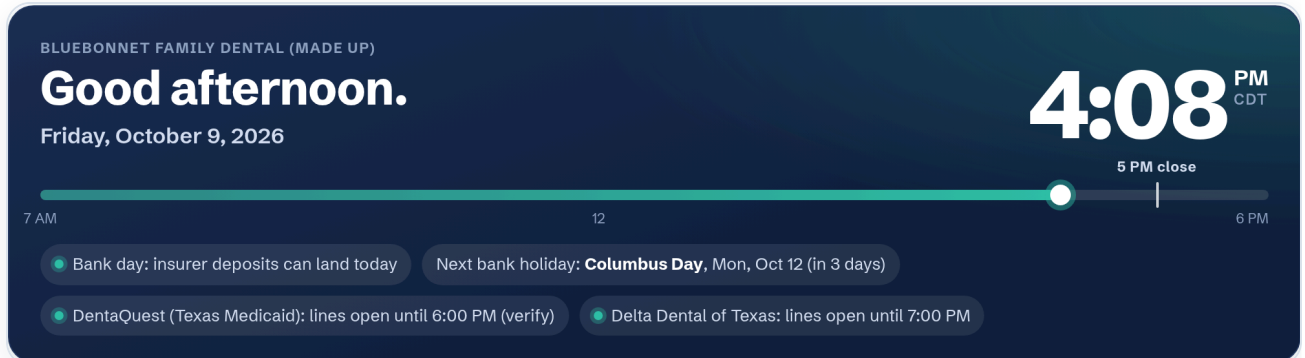
- 1 . Open Today
- 2 . Read today's tasks
- 3 . Look at your best moves
- 4 . Mark one done, set one aside
- 5 . See the plan update
- 6 . Close the day
- 7 . Approve tomorrow's plan

Step by step

1

Open Today

Click **Today** in the left menu. The dark card shows the office's date and time (it updates every minute), how far through the working day you are, whether insurer deposits can land today, and the next bank holiday.



In the picture: **Friday, October 9, 2026. Bank day: insurer deposits can land today. Next bank holiday: Columbus Day, Mon, Oct 12 (in 3 days).**

Read today's tasks

The green box lists today's tasks in the order to do them, one row each: what to do, the dollars likely back (or, for a file, the dollars it lets you check), and about how long it takes. Task 1 says **Do now** and why it comes first. Calls show the insurer's phone hours and number. Orange rows are filing deadlines; **verify** means the date is Owedex's default limit, not the insurer's confirmed rule. Under the list: the total, the money on its way to your bank, and any file Owedex still needs from you.

Today's tasks, in order

7 tasks • about 3 h 8 min • \$4,043 likely back

1

DO NOW

DEADLINE

Call DentaQuest (Texas Medicaid) about 8 claims

\$965 likely back

Filing deadline today for 1 of 8 claims (Owedex's default limit: verify this insurer's). Past the insurer's limit, it can refuse them for good.

📞 Lines open until 6:00 PM (verify) • (800) 896-2374

49 min

2

DEADLINE

Call Delta Dental of Texas about 8 claims

\$2,240 likely back

Filing deadline today for 1 of 8 claims • verify

📞 Lines open until 7:00 PM • (800) 521-2651

49 min

3

DEADLINE

Send attachments: MCNA Dental (Texas Medicaid) • D3330

\$437 likely back

Filing deadline today • verify

12 min

4

DEADLINE

Send attachments: MetLife Dental • D4342

\$138 likely back

Filing deadline Sat, Oct 10 • last bank day: today • verify

12 min

5

DEADLINE

Appeal: Delta Dental of Texas • D4342, D4341

\$123 likely back

Filing deadline today • verify

22 min

6

DEADLINE

Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) • D0150, D0210, D1120

\$76 likely back

Filing deadline today • verify

22 min

7

DEADLINE

Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) • D2393

\$64 likely back

Filing deadline Tue, Oct 13: 1 bank day left • verify

22 min

"verify": the filing deadline is Owedex's default limit from the service date, not this insurer's confirmed rule; check the insurer's. An appeal's limit runs from the denial and may differ. Past an insurer's limit it can refuse the claim for good.

That's more than the 112 min left before 6:00 PM: work them in this order; what's left goes first on tomorrow's plan at the close.

Files missing

Add the bank statement from Jun 11 to Jul 12 (\$55,649 to check)

In the picture: **7 tasks** • **about 3 h 8 min** • **\$4,043 likely back.**

Look at your best moves

Up to 7 numbered moves. Orange means a deadline: after it, the insurer can refuse the claim for good. Each move shows the dollars likely back, about how many minutes it takes, the dollars at stake and, for calls, the insurer's phone hours. Click a move's title to open that work.

[illegible]

Owedex shows an insurer's phone hours only when the insurer's provider manual states them. Otherwise it says **Phone hours not on file** and never guesses.

4

Mark one done, set one aside

Click **Done** on move 1. On the next move click **Set aside**, pick why (for example **Waiting on the insurer**) and when to bring it back (**Tomorrow**, **In a week**, **In two weeks** or **In a month**), then click **Set aside**.

2

Call Delta Dental of Texas about 8 claims

Done

[Set aside](#)

Filing deadline today for 1 of 8 claims (Owedex's default limit: verify this insurer's). Past the insurer's limit, it can refuse them for good.

\$2,240 likely back about 49 min \$3,050 at stake 📞 Lines open until 7:00 PM

📞 **(800) 521-2651** Customer service for dentists

Copy

Call

➦ [Delta Dental provider sign-in](#)

Public line from [Delta Dental: Contact us \(dentists\)](#), checked Oct 7, 2026

Delta's member-company list assigns Texas to Delta Dental Insurance Company (payer ID 94276). If the patient's card names another Delta Dental company, call the number on the card.

► The 8 claims and what to do with each

Why Bring it back

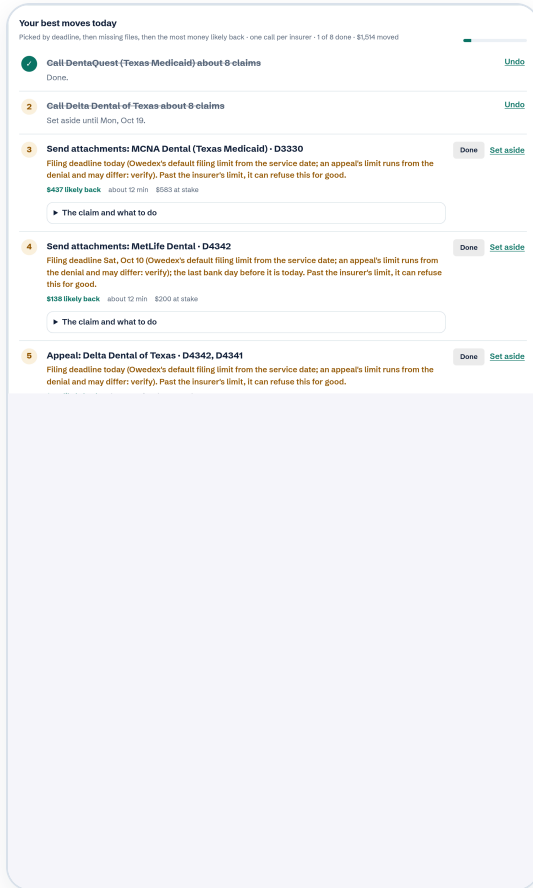
Set aside

[Cancel](#)

5

See the plan update

The done move is checked and crossed out. The set-aside move shows the day it comes back. **Undo** puts either one back. The next best move takes the free place at the end, and the order of the others never changes.



In the picture: "one call per insurer · 1 of 8 done · \$1,514 moved".

Close the day

From 4:00 PM the close card appears by itself. Before then, click **Close the day now** under the moves. It shows what's done, what was recovered today, what's still open, and the plan for the next bank day.

THE 5 PM CLOSE

Wrap up Friday, get Tuesday ready

Done today

✓

Call DentaQuest (Texas Medicaid) about 8 claims

Moved forward

\$1,514

Recovered today

\$0

Still open

•

Send attachments: MCNA Dental (Texas Medicaid) · D3330

•

Send attachments: MetLife Dental · D4342

•

Appeal: Delta Dental of Texas · D4342, D4341

•

Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) · D0150, D0210, D1120

→

Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) · D2393

→

Add the bank statement from Jun 11 to Jul 12

→

Call Guardian Dental about 7 claims and 1 payment

3 go on Tuesday's plan. The other 4 make room for deadlines that can't wait; they stay in the queue and Owedex brings them back.

Approve Tuesday's plan

Tuesday, October 13, 2026

1 . Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) · D2393

\$64

2 . Send attachments: Aetna Dental · D2950, D2740

\$364

3 . Send attachments: Aetna Dental · D2740

\$293

4 . Send attachments: Guardian Dental · D4341

\$212

5 . Send attachments: Delta Dental of Texas · D4342, D4341

\$178

6 . Add the bank statement from Jun 11 to Jul 12

\$0

7 . Call Guardian Dental about 7 claims and 1 payment

\$2,566

7 moves · about 115 min · \$3,677 likely back · 342 more watched

On a Friday before a Monday bank holiday, the next bank day is Tuesday, and Owedex plans Tuesday.

Owedex · Your day · made-up demo data · app.owedex.com

7 / 8

7

Approve tomorrow's plan

Click **Approve Thursday's plan** (it names the next bank day). Tomorrow morning, Today opens with “The plan you approved last night”, with today's unfinished moves first.

THE 5 PM CLOSE

Wrap up Friday, get Tuesday ready

Done today

- ✓ Call DentaQuest (Texas Medicaid) about 8 claims

Moved forward	\$1,514
Recovered today	\$0

Still open

- Send attachments: MCNA Dental (Texas Medicaid) · D3330
- Send attachments: MetLife Dental · D4342
- Appeal: Delta Dental of Texas · D4342, D4341
- Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) · D0150, D0210, D1120
- Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) · D2393
- Add the bank statement from Jun 11 to Jul 12
- Call Guardian Dental about 7 claims and 1 payment

3 go on Tuesday's plan. The other 4 make room for deadlines that can't wait; they stay in the queue and Owedex brings them back.

Tuesday, October 13, 2026

1. Check eligibility and bill the right plan: DentaQuest (Texas Medicaid) · D2393 **\$64**
2. Send attachments: Aetna Dental · D2950, D2740 **\$364**
3. Send attachments: Aetna Dental · D2740 **\$293**
4. Send attachments: Guardian Dental · D4341 **\$212**
5. Send attachments: Delta Dental of Texas · D4342, D4341 **\$178**
6. Add the bank statement from Jun 11 to Jul 12 **\$0**
7. Call Guardian Dental about 7 claims and 1 payment **\$2,566**

7 moves · about 115 min · \$3,677 likely back · 342 more watched

✓ **Tomorrow is ready. Approved at 4:08 PM. See you Tuesday.**

Approve again with today's changes

In the picture: “Tomorrow is ready. Approved at 4:08 PM. See you Tuesday.”.

How Owedex works this out

- Deadlines are counted in bank days (weekends and Federal Reserve holidays don't count). A deadline within 3 bank days goes to the top.
- Then come files Owedex needs to check your money (a bank statement, card payouts to confirm), last night's approved plan, follow-ups that are due, and the most dollars likely back. “Likely back” is the amount owed times the chance it pays.
- Every plan, Done and Set aside is saved to the activity log. Set-aside reasons are picks from a list, not free text, so no patient details end up in notes.
- Each task opens to its claims: claim number, patient, date of service, codes, amount owed and exactly what to ask or do for each, the claim due soonest first.