

Stop the same denial from happening twice

Owedex learns from every denial in your files. Before a claim goes out, pick the insurer and procedure, and Owedex tells you what got that claim denied before and what to do about it.

From your own denials

“Delta Dental of Texas denied D2740 for attachment required 10 times.”

Seen at other insurers

What other insurers denied the same procedure for.

Plain to-dos

Attach the x-rays, check eligibility, confirm which plan pays first.

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 Before you send
- 2 . Check a claim
- 3 . See everything Owedex learned

Click **Before you send** in the left menu.



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Check a claim

Under **Check a claim**, pick the **Insurer** and type the **Procedure codes**. Owedex lists what to do before sending, starting with the denials from your own files.

Check a claim

Insurer

Delta Dental of Texas

Procedure codes

D2740

D2740 - Crown (porcelain/ceramic)

FROM YOUR DENIALS

Attach the x-rays, perio chart or narrative with the first submission.

Delta Dental of Texas denied D2740 for "attachment required (x-ray, narrative, perio chart)" 10 times in your files

FROM YOUR DENIALS

Double-check tooth number, surfaces, subscriber ID and provider NPI before sending.

Delta Dental of Texas denied D2740 for "missing or incorrect information" 4 times in your files

FROM YOUR DENIALS

Check eligibility for the date of service before treatment.

Delta Dental of Texas denied D2740 for "coverage ended before the service date" 4 times in your files

SEEN AT OTHER INSURERS

Get pre-authorization before treatment.

Other insurers denied D2740 for "no pre-authorization on file" (Cigna Dental, Aetna Dental)

SEEN AT OTHER INSURERS

Confirm which plan is primary before sending; bill the primary first.

Other insurers denied D2740 for "other insurance should pay first" (Aetna Dental)

COMMON PRACTICE - VERIFY

Pre-op x-ray of the tooth

COMMON PRACTICE - VERIFY

In the picture: Delta Dental of Texas with D2740 (crown). **Attach the x-rays, perio chart or narrative with the first submission:** Delta Dental of Texas denied D2740 for that 10 times in your files.

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See everything Owedex learned

Further down, a table lists every lesson: insurer, procedure, what it was denied for, what to do before sending, and how many times it happened.

Your office is waiting for approval. We review every new office by hand, usually within one business day, and email maria.manager@example.com when it's ready. Until then: the demo offices and the free check on your own report. [Check again](#) · last checked 3:58 PM

Demo · made-up data · made-up offices and patients · runs only in your browser · [Run the free check on your own report](#)


Owedex



OFFICE
Bluebonnet Family Dent

Today
Work queue
Before you send 3
Insurers
Results
Money to the bank
Estimates
Add files
Activity log
Settings

Demo data loaded
Alex (billing company)
Every view logged on this computer
Lock Sign out

What Owedex learned from your denials

\$190,886 was denied for these reasons

Insurer	Code	Denied for	Do this before sending	Times	Denied
Delta Dental of Texas	D2740	Attachment required (x-ray, narrative, perio chart)	Attach the x-rays, perio chart or narrative with the first submission.	10	\$10,425
Delta Dental of Texas	D2950	Attachment required (x-ray, narrative, perio chart)	Attach the x-rays, perio chart or narrative with the first submission.	8	\$6,600
Delta Dental of Texas	D2750	Attachment required (x-ray, narrative, perio chart)	Attach the x-rays, perio chart or narrative with the first submission.	6	\$6,575
Cigna Dental	D2740	Attachment required (x-ray, narrative, perio chart)	Attach the x-rays, perio chart or narrative with the first submission.	5	\$6,238
Delta Dental of Texas	D2740	Missing or incorrect information	Double-check tooth number, surfaces, subscriber ID and provider NPI before sending.	4	\$5,400
Cigna Dental	D3330	Attachment required (x-ray, narrative, perio chart)	Attach the x-rays, perio chart or narrative with the first submission.	4	\$5,180
		Attachment			

Lines marked **Common practice · verify** are general practice, not your insurer's rule. Confirm them on the insurer's portal.