

Streamlined Insurance Verification Addresses Practice Pain Point

For VIEW Optometry, a four-location private practice in central Texas, insurance verification has long been one of the most time-consuming parts of the patient workflow. According to **Mary Kate Walters, OD, FAAO**, the practice has relied on staff spending hours each day navigating insurance portals and making phone calls just to confirm benefits before a patient even walks through the door.

That burden is now beginning to ease thanks to RevCheck by ABB Verify, a new product from RevolutionEHR and ABB Business Solutions. Dr. Walters says VIEW Optometry was part of the pilot program. Already a user of both ABB Verify and RevolutionEHR, she and the staff were eager to help speed along the integration of the systems, she says.

"One of the biggest pain points we have is insurance verification," Dr. Walters says. "We had staff that spent hours and hours on portals and phone calls trying to verify insurance for the office."

With RevCheck by ABB Verify, eligibility information that was previously pulled manually is now being automatically imported directly into the EHR. That shift is helping reduce administrative burden and improve efficiency across the practice. Dr. Walters says the next phase—rolling the system out to medical plans—will be a particularly meaningful improvement for the team.

Focused on patients

For Dr. Walters, the goal is simple: front-end staff should be focused on patients, not insurance portals. The administrative work required to verify benefits is largely invisible to patients, even though it plays a critical role in the visit.



Dr. Walters

"The patient expectation is that this is done for them in the office," Dr. Walters says. "They don't realize the admin work it takes to get these pre-exam elements. The more we can automate, integrate and make seamless and accurate, the more that our staff and doctors can focus on providing patient care."

Accuracy is another major benefit. Dr. Walters noted that if eligibility information is wrong, it creates multiple problems. "If it's not accurate, you'll lose money, and AR will be off," she says. "The whole process has to be seamless and accurate. RevCheck by ABB Verify has really started to master that in the vision care plan space and enhance that with medical plans."

For a practice with 10 optometrists across four locations, the time savings can add up quickly. Dr. Walters says the automation is especially valuable because it supports both operational efficiency and a better patient experience.

The integration also helps staff communicate clearly with patients about coverage and costs. Dr. Walters describes the system as especially helpful because it presents coverage details in a simple, visual format that makes it easier to understand what is covered and what is not.

"It generates checkboxes with green indicators for what's covered and red for what isn't," she explains. "We also communicate it with the patient. They understand the expectations, and they don't come in surprised."

That transparency, Dr. Walters says, helps the practice collect correctly at checkout and estimate costs more accurately ahead of time so that the patient is able to pay the full amount due on the day of the exam. "We try hard to estimate everything ahead of time, and when we have technology that aids in our process, that's helpful in so many aspects of our workflow." [PA](#)

Learn more about RevCheck by ABB Verify at info.abboptical.com/revcheck.