



SPEAKER KIT

Patrick O'Rourke

Dental Insurance Strategist, Speaker & Educator

Founder & CEO, Practice Quotient, Inc.
Host, Dental Business Radio

Clear, practical continuing education for dentists and specialists navigating dental insurance, PPO economics, provider networks, reimbursement, and rapid market change.

Presented for the American Association of Oral & Maxillofacial Surgeons, the Georgia Dental Association, state societies, regional study clubs, and national industry and corporate audiences.

PRACTICEQUOTIENT.COM



ABOUT PATRICK

Carrier-side experience, translated for dental professionals.

Patrick O'Rourke is the Founder and Chief Executive Officer of Practice Quotient, Inc. He has spent twenty-five years in dental insurance: on the carrier side first, and since 2013 on the side of the practice.

He began in operations management at SafeGuard Health Plans, a dental and vision carrier later acquired by MetLife, where he was promoted into management early — running a 23-person service operation, chairing the grievance committee, and serving on quality improvement. He then spent five years at Humana in Atlanta, first contracting dentists into provider networks and later selling large-group medical, dental, and vision coverage, and served as regional vice president for Georgia at Solstice Benefits, responsible for network development, plan design, and market strategy.

In 2013 he founded Practice Quotient to help dentists and specialists evaluate PPO participation, understand contract economics, and pursue more sustainable reimbursement. He is the host of Dental Business Radio and a national continuing-education presenter on the business side of dental insurance.



25 years

in dental insurance — carrier operations, provider networks, plan design, contracting, and reimbursement strategy.

DESIGNATIONS

DBA Dental Benefits Associate

DIA Disability Income Associate

PHIAS Professional, Health Insurance Advanced Studies

TRAINING

Medicare certification / training

HIPAA certification

HITECH certification

FOR CE PLANNERS

A program that respects the audience — and supports the planner.

Practical clarity

Complex network, contract, reimbursement, and claims concepts explained in plain language.

Audience adaptation

Programs scale from foundational to advanced and can be tailored by specialty and market.

Practice relevance

Each concept connected to patient access, revenue, administrative workload, and sustainability.

Educational integrity

Measurable objectives, de-identified examples, disclosure, and time for audience questions.

Focused courses for the questions practices are asking now.

PROGRAM 01 **EVERGREEN FLAGSHIP**

The Velocity of Change: Dental Insurance Now

What is changing, why it matters, and how dental practices can respond.

Dental insurance is changing faster than many practice systems can track. Corporate consolidation, fee-schedule pressure, network leasing, automated claims review, new product tiers, public-program policy, technology, and state reform are reshaping reimbursement and patient access. This program gives dentists and specialists a practical framework for understanding what is changing and responding to it without losing sight of clinical and financial sustainability.

CORE MODULES

Market forces · Provider networks · Reimbursement · Legislation + AI · Practice strategy

MEASURABLE LEARNING OBJECTIVES

- Identify the primary forces reshaping healthcare finance and dental insurance.
- Analyze how PPO participation, network leasing, and fee-schedule changes affect practice revenue and patient access.
- Evaluate practical adaptation strategies for an evolving financial, technological, and regulatory environment.

PROGRAM 02 · **NETWORKS**

PPO Provider Networks Decoded

The name on an explanation of benefits may not tell the whole contractual story. This course explains direct participation, network leasing and sharing, affiliate access, claims repricing, fee-schedule hierarchy, tiered products, and the questions practices should ask before joining or remaining in a network.

MEASURABLE LEARNING OBJECTIVES

- Distinguish direct contracts from leased, shared, or affiliate network access.
- Explain how claims repricing, fee schedules, and product tiers affect reimbursement.
- Identify the contract and claims questions that deserve closer review.

60-MINUTE CE · 90-MINUTE · 3-HOUR · CUSTOM

PROGRAM 03 · **PARTICIPATION**

PPOs: The Good, The Bad, and The Ugly

PPO participation can support patient access and schedule volume, but the financial and operational tradeoffs vary by practice. This session provides a structured way to evaluate network value using patient flow, reimbursement, procedure mix, administrative burden, market conditions, and strategic goals.

MEASURABLE LEARNING OBJECTIVES

- Evaluate PPO tradeoffs using practice-specific financial and operational data.
- Identify factors that may support adding, maintaining, modifying, renegotiating, or exiting a PPO relationship.
- Recognize when internal review should be supplemented by specialized guidance.

60-MINUTE CE · 90-MINUTE · 3-HOUR · CUSTOM

PROGRAM 04 · **NEGOTIATION**

Understanding PPO Contract Negotiations

What moves in a fee-schedule conversation, what does not, and how a practice prepares a credible request — benchmarking, business-case construction, payor communication, timing, and follow-through.

MEASURABLE LEARNING OBJECTIVES

- Describe how carriers evaluate a fee-schedule request.
- Assemble the practice data that supports a credible business case.
- Recognize the contract terms that determine what is negotiable.

60-MINUTE CE · 90-MINUTE · 3-HOUR · CUSTOM

Built to fit the room.

Reusable 30- to 45-minute modules can be combined and adapted for the audience, specialty mix, market, and event length.

60-minute CE Approximately 45 minutes of prepared content plus 15 minutes for audience Q&A.	90-minute Expanded instruction with more examples, interaction, and application.	3-hour A substantive deep dive with guided case discussion and Q&A.	Custom A module-based program built for the event, audience, and learning priorities.
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POPULAR MODULES

- **PPO economics** — participation strategy and patient-acquisition economics.
 - **Contract language** — amendments, provider manuals, passive acceptance, and material terms.
 - **Negotiation** — preparation, credible business cases, payor communication, and follow-up.
 - **Claims & reimbursement** — repricing, documentation, denials, appeals, payment methods, and staff burden.
- **Provider networks** — direct participation, leasing, sharing, affiliates, and indirect access.
 - **Fee schedules** — reimbursement analysis, procedure mix, benchmarking, and revenue impact.
 - **Credentialing** — how contracting, credentialing, and participation responsibilities differ.
 - **Reform + technology** — legislation, AI claims review, electronic payment, and emerging rules.

CE
SUBMISSION
SUPPORT

Course description · measurable objectives · detailed outline · faculty bio · disclosure · references

SELECTED ORGANIZATIONS & AUDIENCES

American Association of Oral & Maxillofacial Surgeons (AAOMS) · Georgia Dental Association (GDA) · Florida Society of Oral & Maxillofacial Surgeons · Georgia Society of Oral & Maxillofacial Surgeons · American Academy of Laser Dentistry · Long Island Mineola Study Club · Pinellas County Dental Society · Seattle Study Club - Atlanta · regional dental study clubs and state associations · national industry and corporate meetings · group-practice education events



Study club session, 2024.

AAOMS sessions have been delivered at annual meetings and as national CE webinars.

Let's build the right program for your audience.

A brief planning conversation can align the course with your audience, CE requirements, event format, and the questions that matter most to attendees.

01

Select the focus

Audience, specialty mix, experience level, and current concerns.

02

Confirm the format

60-minute CE, 90-minute, three-hour, or a custom combination.

03

Finalize the CE package

Objectives, description, outline, disclosure, and event logistics.

Schedule a planning call with Patrick.

EMAIL

info@practicequotient.com

OFFICE

470.592.1680

SPEAKER PAGE

PracticeQuotient.com/speaking

Program availability, travel, and event logistics are discussed during the planning call.

BEYOND THE STAGE

Patrick hosts Dental Business Radio, an interview podcast covering the business side of dentistry — current trends, practice leadership, and financial strategy — produced by Business RadioX®.

EDUCATIONAL STANDARDS

Programs use measurable learning objectives, de-identified examples, faculty disclosure, and practical application — not a sales presentation.

Disclosure. Patrick O'Rourke is Founder and CEO of Practice Quotient, Inc., which provides PPO contract analysis and negotiation services to dental practices. Programs are educational and non-promotional: no PQ services are sold, offered, or solicited from the podium. Full written disclosure is provided with every CE submission package.

Patrick O'Rourke

DENTAL INSURANCE STRATEGIST, SPEAKER & EDUCATOR

FOUNDER & CEO

