



NEWS RELEASE

Weave Expands Enterprise-Ready Platform to Deliver Greater Security, AI-powered Automation, and Streamlined Front-office Workflows

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New Weave product enhancements, an omnichannel AI Receptionist, and Automated Insurance Capture

LEHI, Utah--(BUSINESS WIRE)-- [Weave \(NYSE: WEAV\)](#), a leading AI-powered patient engagement and payments platform purpose-built for healthcare practices, today announced a new set of platform capabilities designed to further meet the security, scalability, and automation needs of its growing enterprise customer base. The updates span single sign-on desktop authentication, expanded AI Receptionist functionality, and automated digital insurance collection, continuing Weave's investment in a platform that is as intelligent as it is easy to use.

"Enterprise practices need a platform that scales with them, securely and intelligently," said Marcus Bertilson, Chief Operating Officer and Head of Product at Weave. "These updates reflect what we hear consistently from our larger customers: they want stronger security controls, more visibility into AI performance, and less manual work for their front-office teams. We're building Weave to handle all three, without adding complexity for practices or patients."

Deliver Smarter Patient Interactions with AI Receptionist

According to Weave's 2026 State of Healthcare Pulse Survey, 47% of dental practices are experiencing staffing shortages, and the pressure to do more with existing teams has never been greater. Weave has significantly expanded its AI Receptionist capabilities, giving practices more control, visibility and automation across both calls and texts. Practices can now configure AI behavior based on working hours and contact type, distinguish between new and existing patients, and define escalation paths when a staff handoff is needed. Text-based AI interactions flow directly into the Weave inbox, preserving conversation context and keeping staff working in the tool they already use daily. New analytics give practice owners a clear view of call-handling performance and business impact, so no patient interaction goes untracked.

Simplify Patient Intake from Anywhere

In that same survey, automation is a priority, with 51% of practices wanting automated insurance

verification, and 40% expressing the same for eligibility checks — yet both remain largely manual. Weave now enables practices to collect insurance information remotely ahead of the appointment. The platform automatically runs eligibility reports and writes verified insurance data back to the patient chart in the practice management system, eliminating the need for patients to be present and reducing the manual data entry that consumes hours of front-office time each day.

“What I hear from DSO leaders consistently is that they need technology that meets enterprise security standards, reduces operational drag across locations, and integrates AI in a way that's seamless and compliant. The direction Weave is taking with these updates reflects a real understanding of what these groups actually need to scale,” said Brian A. Colao, Director of Dykema's Dental Service Organizations Industry Group.

For more information, visit <https://www.getweave.com/weave-enterprise/>

About Weave

Weave is a leading vertical SaaS company delivering an AI-powered patient engagement and payments platform purpose-built for modern healthcare practices. More than software, Weave is an always-on teammate—handling patient interactions across voice and text and operating at the center of the patient journey. Through agentic AI workflows and authorized integrations with practice management systems, Weave ensures critical tasks like scheduling, insurance verification, and payments happen seamlessly, so nothing falls between the cracks. By embedding AI directly into daily operations, Weave reduces administrative workload, frees up staff to focus on human-centered care, and delivers real-time insights that help practices run smarter and grow with confidence. Serving over 40,000 customer locations, Weave was named a 2026 Best Software Awards winner for healthcare software products by G2. To learn more, visit [getweave.com/newsroom](https://www.getweave.com/newsroom).

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