

Dentrix Ascend Opens Its MCP Layer, Bringing AI Agents and a Custom Build Platform to Dental Practices

2026-04-28

A new MCP layer gives ambitious practices, DSOs, and developers three ways to work smarter: Ask questions of their data with natural language; run live AI agents that handle operational work automatically; and build custom workflows tailored to how they practice.

AMERICAN FORK, Utah--(BUSINESS WIRE)-- **Henry Schein One**, the global leader in dental technology, today announced support for the Model Context Protocol (MCP), an open layer inside Dentrix Ascend that enables ambitious practices, DSOs, and developers to query their data, run AI agents, and build custom workflows, all within the platform they already use.

The Platform Dental AI Runs On

Henry Schein One supports more than 100,000 global locations, including approximately 90% of the top DSOs. The company's technology processes over 120 million claims annually, supports more than 191 million eligibility checks, and has facilitated more than 22 million completed digital forms. That depth of structured clinical and operational data is what makes these agents effective from day one.

"We built the agents that do the work," said Brian Weatherly, Chief Executive Officer, Henry Schein One. "The build layer is there for practices and partners who want to go further, but most customers will see results immediately—without writing a single line of code."

"The combination of embedded capabilities and deeper insights gives us greater flexibility in how we take action," said Justin Carroll, Chief Financial Officer at MB2.

Ask. Orchestrate. Build.

Dentrix Ascend's MCP layer works across three tiers:

Ask

Any team member can query clinical, operational, and financial data in plain language—no training required. For example, “Who has unverified insurance this week?” gets an answer in seconds. An Ask preview is now available for Dentrix Ascend practices.

Orchestrate

Pre-built agents are running live today, handling the operational work that doesn’t require a person—including Eligibility Pro for real-time insurance verification, Image Verify for documentation quality, claims reconciliation, recall gap management, and automated patient follow-up.

The MCP-based orchestration layer allows ambitious practices to automate and coordinate workflows across the entire practice and DSOs to connect and coordinate agents across their organizations. The orchestration layer will be available to select customers after THRIVELIVE®, with broader availability coming this year.

Build

The full MCP build layer is the next phase of the platform. Ambitious practices and DSOs will be able to configure custom workflows and dashboards and build agents tuned to their care model.

Availability

Henry Schein One will showcase these capabilities at THRIVELIVE, Henry Schein’s premier annual dental education event, where attendees will have hands-on access in a live sandbox environment. A dedicated session will also be featured at the Dykema DSO Executive Event. To learn more and see a demo, join us at booth #300 at THRIVELIVE.

About Henry Schein One

Henry Schein One is the global leader in dental technology, delivering integrated solutions that connect practice operations, clinical workflows, and patient experience. Dentrix Ascend is its cloud-based platform built to help practices grow with less complexity. With more than 100,000 global locations on the platform, Henry Schein One provides the infrastructure, the data foundation, the pre-built AI agents, and the open build layer that dental AI runs on. Henry Schein One, LLC, is a joint venture between Henry Schein, Inc. (Nasdaq: HSIC) and Internet Brands.

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Source: Henry Schein One