

Understanding your insurance coverage can be quite challenging. Our goal is to assist you in maximizing your benefits. We encourage you to become familiar with your policy exclusions, deductibles and required co-payments.

Our courtesy service to you includes:

1. Filing your insurance within 24 hours of your visit and requesting payment of your benefit to our office.
2. Electronically filing your insurance for short turnaround.
3. Re-filing your insurance a second time within 60 days.
4. Following the American Dental Association guidelines for coding procedures and filing insurance.

Our expectations of you as the owner of the policy:

1. Payment of fees not covered by your insurance at the time the service is delivered. (Your deductible and the portion we estimate the insurance company will not cover)
2. Understanding that the insurance policy belongs to you and we have no leverage to obtain payment from your insurance carrier.
3. Realizing that dental insurance policies restrict payment for some services, use restricted fee schedules (called Usual and customary Rates) and exclude some procedures based on prior conditions or length of time on the plan. All restrictions are based on the premium paid for insurance and not our fees or recommended treatment.
4. Keeping our office informed of any changes in your insurance coverage or employment.