

To our patients with Dental Insurance Coverage:

Your decision to have recommended dental treatment performed is an important one that will be determined by you in consultation with your dentist. Your dental treatment will then be booked according to what you and your dentist decide. Once you have made that decision, your dental insurance coverage can help you achieve that recommended treatment.

Your dental insurance coverage is a contract between you, your employer and the Insurance Company. The Insurance Company will reimburse you for treatment provided according to that contract. The treatment covered by your Insurer reflects the contract but is not necessarily the best form of dental care for you. You and your dentist decide that. Our office will provide you with the necessary predetermination forms and claim forms for reimbursement. The patient is responsible for payment to the dental office for treatment.

Due to the Privacy Act, most Insurance Companies no longer provide the dental office any information regarding the insurance contract, patient eligibility or coverage. As a courtesy, we will send the Insurer a predetermination form for the treatment recommended. The Insurer will send you a Predetermination of Benefits detailing what is covered. Read this carefully. It is the patient's responsibility to confirm what treatment they are eligible for and what coverage is available to them. The Insurance Company will not inform the dental office of what coverage is still available or if you have reached the maximum coverage for any treatment.

Whenever you proceed with treatment, you are agreeing to pay for that treatment. Your Predetermination of Benefits from the insurer details what is covered. If the insurance contract does not cover that treatment, you are still responsible for payment.

We will always be happy to provide Predeterminations and Estimates so you can be aware of your eligibility and coverage.

If you have any questions regarding your insurance coverage, we will do our best to help you. (Please be aware that we can't provide the final answer. Only the Insurance Company can.)