

TO OUR PATIENTS WITH DENTAL INSURANCE:

**Your contract for dental insurance coverage is between you and the insurance carrier. As a courtesy, we are happy to process your claims. The ultimate responsibility for charges on your account is yours.**

Frequently asked questions regarding insurance coverage-

**1. How do I know that my insurance claim has been filed?**

Every night our insurance specialist processes claims for services performed that day.

**2. How can I tell if my insurance carrier has paid?**

Your insurance carrier will mail you an “**explanation of benefits**” breaking down what benefits were paid. If you do not receive this within 30 days, we urge you to contact the insurance company regarding the status of the claim.

**3. How much should I pay the day of my appointment?**

On the day services are rendered our insurance specialist will compute an estimate regarding what your portion will be for that day.

**We are able to compute estimates of benefits only. The amount showing in your portion on the statement may not be the exact amount you owe. When the claim has been paid, you will see the amount they have paid with the balance owing as your portion.**