

Your Relationship with McKee Dental

Welcome and thank you so much for choosing our office! We value our relationship with you and we think that you will soon see why we have earned a reputation for fair and honest treatment in a comfortable atmosphere. We know that you have a choice in dental care and we are honored that you have placed your trust in our team.

Our relationship is primarily based on communication. As such, you should ask questions and be comfortable with your treatment before we begin. This document describes, in general, how we will work together with you to obtain happy, healthy teeth.

Paying for Great Dental Care

We understand that good dentistry can be an expensive proposition. Because of this, our team works very hard to help you afford the dental care you want and deserve.

1. Whenever feasible, we will try to provide several treatment options – an ideal option along with one that may have some compromises to be more economical.
2. We will let you know the total anticipated cost of your treatment before we begin with a written estimate.
3. We will offer you the choice of several payment arrangements. Our options are continually changing as we find partners to work with that offer competitive interest rates and more flexible terms. Our financial coordinators will do their best to find a comfortable payment option for you.
4. We will outline your financial responsibilities before beginning your treatment to eliminate surprises.

Using Your Insurance

If you are lucky enough to have dental coverage, we will assist you in maximizing your benefits by completing your claim forms for you. We will bill your primary insurance as a courtesy to you and we will do everything we can to help you get your benefits. In the meantime, we can extend credit to you for up to 90 days for the remainder expected from your insurance company.

- If you assign your insurance benefits to our office, we will initially ask you *only for your **estimated** deposit*. Please understand that this is **only an estimate**, and is based upon the information available to us.
- If you do **not** elect to have your benefits paid directly (assigned) to our office, or if your carrier **does not allow** assignment of benefits, you will be responsible for the full amount due at time of service. We will file your insurance and direct the reimbursement checks directly to you.
- We will process all private care or PPO insurance plans (plans that allow you to select an 'in-network' or 'out-of-network' dentist). This means that you can use your benefits from literally thousands of companies.

Your benefits depend Solely on What Plan Was Purchased.

Your plan will likely have pages and pages of rules like deductibles, downgrades, maximums, alternate benefits, preexisting conditions, frequency limitations and arbitrary Usual Customary and Reasonable (UCR) tables. Some plans cover as little as 30% or as much as 100% of dental services, with most falling in the 40% to 60% range.

We will try our best to help you get an accurate estimate from your insurance company. Most carriers make this virtually impossible since there are no "standard" rules. We encourage you to verify your coverage directly with your insurance company if you have additional questions or concerns. In some cases, you may wish to obtain a written preauthorization for your treatment plan. You should know that your insurance company may take up to three months to give you an answer and their answer will be non-binding.

What is my responsibility if my insurance does not pay the claim?

There are many opportunities for misunderstandings to occur with the introduction of a third party (insurance) into our relationship. In the end, if your insurance does not pay what they promised, you will owe the difference for the dental treatment you have received. Remember that your balance is not because we changed the fees on your treatment plan. It is because your insurance company is using the exceptions in your policy to pay less than the share it would normally owe. Please know that we do not work for your insurance company and therefore cannot "make" them pay. Once your carrier has paid the claim, any difference will be due upon receipt of our statement.

If, for any reason, we have not received your insurance carrier's payment within 90 days after submitting the claim, the remaining balance will be due and payable by you. We will then assist you in any way that we can to expedite your insurance payment directly to you. Balances over 90 days old are subject to a 1.5% per month late charge.

Appointments

We will try to contact you to remind you of your appointment. We currently use an automated system which records our attempts to contact you. It will use all of the contact information we have in our system including email, text and voicemail in the order that you specify to us. It is important that you respond to one of these methods. If we do not hear back from you, the system will keep trying. If we still do not get a response and with so many patients waiting, ***we can't hold your spot if we don't know that you are coming.***

We will also send notices by mail or email each month if you are due but did not pre-schedule a checkup appointment. We try hard to keep our patients from slipping through the cracks but ultimately, you will need to be responsible for maintaining your health and being responsible for the time you reserve with us.

Recall and Preventive Appointments

Because our hygiene schedule is in high demand, particularly for early and late appointments, we highly recommend making your appointment in advance when you are in for your current appointment. Without pre-scheduling, the wait time can be up to 6 weeks depending on your scheduling preferences. By pre-scheduling, you ensure that you will get the appointment time that you require.

VIP Same Day Appointments

For those whose schedule changes often (like pilots or independent contract workers) we offer the flexibility of same day scheduling. We reserve time each day for both emergency and same day appointments. We also have changes in our schedule which may open up a time that was previously filled. Call us as early in the morning as you can – these spots are first-come first-serve. If we have availability, we will prioritize you for that appointment spot. In a similar manner, we offer 'sooner-if-possible' appointing for which you are given a set appointment but are added to the list for when or if an appointment time opens up sooner.

Cancellations and No-Shows

We reserve time especially for you to perform a given procedure and many patients like yourself are waiting for care. Please keep the appointments that you have reserved or provide us enough notice to allow another patient to fill your spot. Without proper notice, our schedule has a 'hole' while other patients continue to wait.

If you have continued difficulty in keeping appointments that you have scheduled, we may suggest VIP same day appointments as a more convenient option. If you are repeatedly abusive of your appointment times, we may be forced to end our professional relationship and ask you to seek care from another office that may better fit your schedule. We do not have a no-show or late cancellation fee.

- Some notice is better than none but messages left outside of our business hours on our voicemail or email to cancel appointments for the next business day do not give us enough time to fill the "hole".
- We completely understand that emergencies happen both at home and at work. If applicable, please let your manager or supervisor know of your dental appointment well in advance. Your business likely depends on your clients showing up for their meetings. Your colleagues should know that ours does also.
- If you or a family member is sick, please let us know as early in the day as possible.

Our goal is to maintain a high level of service and convenience for you and all of our patients. Disappointments and no-shows make everyone's care more expensive and waste everyone's time. Please help us minimize waiting times down by ensuring that our schedule is efficient.

As always, more information and FAQ's are available on our website, www.McKeeDental.com.
Our whole team looks forward to working with you for many years!