

## FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. DOES INSURANCE COVER MY PROCEDURE?

Our administrative team will check the available insurance and coverage prior to your first visit. We are able to determine an approximate coverage on your dental insurance based on percentage and remaining balance. This information will be provided to you in writing on your first visit. The estimate applies only for your dental insurance. Medical insurance does not divulge coverage information, and we are unable to determine how much of the procedure is covered. The estimate is not a guarantee. Sometimes insurance companies cover less than the estimate, in which case the balance would be the patient's responsibility.

### 2. CAN THE SURGERY BE COMPLETED ON MY FIRST VISIT?

In most instances, your first visit is for a consultation only. However, if you do not wish to be asleep for the surgery, and are comfortable with only Novocaine for the procedure, we will attempt to accommodate your request as much as our schedule will allow. However, if there is a medical condition that might require clearance or premedication, we might need to set up a second appointment for the surgery. If you have a strong preference for completing your procedure on the first visit, please let us know prior to the visit, so we may allot additional time in our schedule. Except for the most extreme circumstances, we generally do not condone surgery under general anesthesia on the first visit. With anesthesia, certain precautions need to be taken to ensure the safety of the patient.

### 3. WILL I NEED ADDITIONAL X-RAYS?

If your dentist has given you x-rays, please bring them with you to your first appointment, along with the dentist referral slip. In many circumstances, we will take our own digital panoramic x-ray to obtain a comprehensive view of the entire upper and lower jaws for diagnostic purposes. If the x-ray that was provided is of sufficient quality, there will be no fee for our x-ray. Additionally, since our x-rays are digital, the amount of radiation exposure is a fraction of the regular dose.

### 4. CAN I BE ASLEEP FOR MY SURGERY?

Yes, as long as there are no coexisting medical conditions that would make this an unsafe option. If you have significant dental anxiety, being asleep for the surgery will make the procedure much more tolerable and pleasant. For your safety, we generally do not provide the general anesthesia on the first visit. On extenuating circumstances, such as a limited schedule or if you are traveling a long distance, we can accommodate a same day procedure. However, this will require a lot of preparation and planning prior to the visit, so your patience is appreciated.

### 5. CAN I MAKE PAYMENTS?

We have multiple patient financing programs that can be used for your procedure that provide up to 12-month, interest-free loans. We also accept Visa, Mastercard, American Express and Discover cards.

### 6. CAN I GET COVERAGE THROUGH MY MEDICAL INSURANCE?

Most medical insurance plans do not cover dental services, such as extractions. There are certain procedures, such as biopsies and bone/soft tissue grafting, that are sometimes covered by your medical insurance. Our administrative team has extensive experience in dealing with the various insurance companies in our region and solid baseline knowledge of their tendencies. We will submit a preapproval for procedures that are commonly covered under medical policies, but there is no guarantee for coverage. Medical insurance companies generally do not provide a fee schedule for the degree of coverage. Therefore, we will not know how much is covered until after the procedure.



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