

Dental Insurance

The Rules Have Changed

Topics:

- Dental Insurance difficulties & solutions
- Informing patients regarding the challenges the dental office faces
- Educating patients about their role & responsibility
- Utilizing verbal skills, forms & letters
- Diagnosis based on patient needs versus insurance
- How to reduce insurance focus when presenting treatment
- Effective strategies in handling dental insurance issues
- Consideration, planning steps, and anticipated outcome of transitioning from assignment to non assignment

Challenges Dental Practices Are Facing

- Patients not understanding their coverage
- Not being able to obtain adequate coverage information from the insurance company
- Pay patient only plans
- Pre-auths only being issued to the patient
- Pre-authorized treatment being declined
- Unusually slow payments or partial payments
- Limited re-submission times
- Claw back payments

Dental Insurance

What it is intended to provide

**The Entire Dental Team
Must Support The Philosophy &
Approach To Be Taken With
Patients**

Consistency!

**Policies Must Be
Established & Followed**

Consistently!

**Begin By Managing
Expectations**

Yours & The Patients

**Team members roles &
responsibilities**

Educate Your Patients

The Process Includes:

**Assignment
Versus
Non Assignment**

Summary

- Staff meeting to talk about insurance
- Come to a decision
- Everyone must uphold & support the philosophy
- Set policies
- Constantly strive to uphold and carry out the policies

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