

Dear Patient,

We have prepared this letter to help you better understand how your dental insurance coverage works so that you can navigate your treatment costs and receive the care you need.

Many people assume that dental insurance pays for all dental care. Unfortunately, it is not designed that way. Your insurance policy is a contract between you and your insurance company. Ultimately, you are the one who is responsible for any payments that your insurance will not cover. Each insurance plan is different, and we encourage you to review your insurance benefits prior to your appointment and become familiar with the specific stipulations of your plan.

Please be aware that we will ask for your estimated copayment at our front desk before you leave our office. This is an appropriate amount based on the limited information provided by your insurance company, and represents our best estimate of what your insurance will cover and what you may need to pay out-of-pocket. We will file your claim for you in our office, and bill you if a further amount is required.

Our office offers CareCredit as a financial option for out-of-pocket expenses. If you have a substantial treatment plan, we may prepare a Financial Agreement form and ask you to sign it before receiving treatment. We will review your treatment costs and financial options with you as needed.

If you have questions or require assistance with billing or insurance, please contact our billing department. We look forward to continuing to help you care for your smile.

Sincerely,

The Doctors of Virginia Dental Solutions