

# FRONT OFFICE *Rocks*®

## The Leader in Dental Front Office Solutions & Training

### Insurance Information Found and Noted

When a new patient comes to us or a patient's insurance changes, the front desk calls the insurance to verify their benefits and gets the breakdown of coverage. This information is initially written on a Benefit Breakdown sheet which is then scanned into the patient's documents. Information is then transferred into the insurance section of the patient's information.

**For Percentage Covered** - percent that each procedure is covered at is filled into the small boxes at the bottom of the window, which assist us in estimating what insurance will cover. For percent or coverage – look at the % are. This can be found for the clinical staff in the patient's chart. For the front office staff, this is found in the employer/insurance information.

Certain ones have been separated out, such as: Night Guards; Ortho Adult; Posterior Composites.

**For Frequencies and Limitations** – look in the insurance box with notes. The auto note is outlined as follows:

#### Insurance Frequencies & Limitations

Exams-

Prophys-

Bitewings-

FMX-

Perio Maintenance:

Does it take the place of prophy-

PT- 1 x 24 months

Waiting periods-

Prior extractions covered?

Fluoride Covered- \_\_\_\_% -to age-

Sealants Covered \_\_\_\_%to age-

Implants Covered-

Prosthetic Replacement-

NightGuards Covered-

Posterior Composites Downgraded-

This is found for the clinical staff by clicking on the insurance button in the patient's chart.

For the front office staff – this is an AutoNote – listed under INS – insert into Chart Notes and then fill in the data. Once complete copy and paste it and put the information found into the insurance notes box so that it shows in all the people that have this plan.

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FINAL THOUGHTS: **Red Flag Insurance** – we have a pop up that comes up now that says Red Flag Insurance and it puts a picture on the schedule of a Skunk. That means that we know that the insurance stinks and we need to be careful quoting any estimates because they probably won't pay that much or they have issues such as waiting periods (for more information about the Red Flag Alert, see that specific policy).

Here is an example of the Benefit Breakdown form, which you'll need to fill out for New Patients and patients who change their insurance. This form can be found in the Office Docs folder under Office Forms.

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**Benefit Breakdown**  
Patient Name: \_\_\_\_\_ Insurance Name: \_\_\_\_\_  
Subscriber Name: \_\_\_\_\_ DOB: \_\_\_\_\_ ID or SSN: \_\_\_\_\_  
\*\*\*Group #: \_\_\_\_\_ Annual Max: \$ \_\_\_\_\_ Annual Max Remain: \$ \_\_\_\_\_  
Deductible: \$ \_\_\_\_\_ Deductible Met: Yes No Waived on Preventative: Yes No

### Coverage Percentages

Preventative Paid at: \_\_\_\_\_ % Annual Max Applied to Preventative? Yes No  
Basic Paid at: \_\_\_\_\_ % Basic Includes \_\_\_\_\_  
Major Paid at: \_\_\_\_\_ % Major Includes \_\_\_\_\_  
Adult Ortho coverage? Yes No Adult Ortho Paid at: \_\_\_\_\_ % Adult Ortho Max: \$ \_\_\_\_\_

### Frequency

Prophy: \_\_\_\_\_ Exam \_\_\_\_\_  
Bitewing x-ray: \_\_\_\_\_ Pano: \_\_\_\_\_  
FMX: \_\_\_\_\_ Eligible for FMX: Yes No Last FMX? \_\_\_\_\_  
(If taken with BW will it be paid separately?) Perio Maint Frequency: \_\_\_\_\_  
Sealants: \_\_\_\_\_ Fluoride: Yes No PM HX: \_\_\_\_\_

### Our Fee vs. UCR

D1110 – Prophy	\$111	D2140 – 1 Surface	\$206
D4341 – Perio Therapy	\$281	D2150 – 2 Surface	\$267
D2393 – Posterior 3 Surface Filling	\$351	D2160 – 3 Surface	\$334
D2332 – Anterior 3 Surface Filling	\$303	Downgrade posterior composites:	<u>Yes</u> <u>No</u>
D2644 – Onlay	\$1156	D6058 Implant Crown Coverage:	<u>Yes</u> <u>No</u>
D2740 – Crown	\$1374	D4381 Arestin	\$42
D1208 Adult Fluoride	\$46	D4910 Perio Maint	\$155
D9940 Night Guard Coverage? <u>Yes</u> <u>No</u>	\$587		

Waiting periods, and have they been met: Yes No If not, when? \_\_\_\_\_

What is the replacement clause? \_\_\_\_\_ Is there a missing tooth clause? Yes No

### Other Notes:

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