



FINANCIAL GUIDELINES

Wisconsin Health Fund Dental Center (WHFDC) strives to make dental care as accessible as possible. Since the cost of dental care can be a barrier to good oral health, the following Financial Guidelines have been created to give patients options to accommodate their needs.

Payment:

Payment is due in full on the day of service, if Care Credit financing has not been arranged. All dental procedures that involve multiple appointments will require payment of ½ the total charge or ½ the co-insurance amount at the initial visit, and the remaining balance due on the date of completion.

Payment Options:

- Cash
- Check (valid ID required)
- MasterCard, Visa, or Discover Card
- Care Credit (for qualified applicants)

Plans include:

6 & 12 months interest free financing

*Extended payment options are available with competitive interest rates

Dental Insurance:

Insurance is a contract between the patient and the insurer. The holder of the account is ultimately responsible for any charges not covered by insurance.

Patients with dental insurance (including WHF) must pay their portion of charges in the manner listed above (Payment Options). A patient's portion includes any co-payments, co-insurances, deductibles, and additional costs excluded by your plan. The initial amount collected is based on initial data from your plan. Only a patient's insurance company can determine patient responsibility, thus the actual amount due can vary from the original amount collected. You will be billed for any remaining balance. Payment will be due in full on the day of services if assignment of benefits goes to the patient.

If insurance plan data is not available, the full cost of the procedure will be collected on the day of service. If and when your insurance information is provided, WHF will submit the claim, and any payment received will be refunded.

Failure to Appear: A \$50.00 fee applies for each **failure** to appear for appointments. WHF requires at least 24-hour advance notice for all cancellations.

A 48-hr advance notice is required for appointment cancellations with a specialist (ie. oral surgeon, root canal specialist). Failure to comply will result in a \$75.00 fee.

Returned Checks: A \$25.00 fee will be assessed on all returned checks.

Incomplete Treatment: Charges will incur when significant dentist time and lab costs have been put into a procedure for which a patient fails to return for completion.

**** WHF reserves the right to adapt the above policy based on past history of delinquencies****



HISTORY

The WHF Dental Center has been treating Fund members and their families since 1965 as one of the first self-funded clinics in the country. Our facilities were first open to the public in 2003.

APPOINTMENTS

Please bring your insurance card and an updated list of your medications to each appointment.

Due to the nature of our procedures, we encourage parents to leave children at home or bring someone to care for your children in the lobby.

Appointments For Minors – Please plan to accompany your child to their dental appointments. Parents or legal guardians must be present to sign medical history information, consent to treatment, receive post-treatment instructions, and discuss further treatment plans. Parents or guardians may give other adults (including family or friends) their authority to bring their child only after signing the approved WHF Dental Center form.

RADIOGRAPHS (X-RAYS)

Please contact your previous dental provider to forward any current x-rays (bitewings if less than 1 yr old, panoramic/full-mouth x-rays if less than 3yrs old) prior to your initial examination so that we do not inadvertently repeat such films and thus exceed frequency restrictions imposed by your dental plan.

EMERGENCIES

WHF Dental Center accommodates walk-in dental emergencies (pain, swelling, bleeding) as the dentists are able. We encourage patients to call upon onset of symptoms, which will allow us to schedule you an appropriate time to reduce your wait. WHF also provides an emergency answering service (414-771-5600).

INSURANCE & CO-PAYMENTS

Please familiarize yourself with your dental benefits prior to your initial appointment. Any questions regarding coverage should be directed to your benefit provider. WHF's customer service department can be reached at (888)208-8808 or (414)479-3671. Appropriate co-payments and co-insurances are collected at the time of service. Please bring any applicable insurance cards to all appointments and present them upon check-in. You may be asked for photo identification.

CANCELLED / MISSED APPOINTMENTS

If it is necessary to change or cancel your scheduled appointment, 24-hours advance notice. Failure to comply may result in a \$50.00 fee for each hour missed.

A 48-hour advance notice is required when changing or canceling appointments with a specialist (ie. oral surgeon, root canal specialist). Failure to comply **will** result in a \$75.00 fee.

In the event that you are late by 15 minutes or more for your appointment, it will be the provider's discretion on whether he/she will still be able to still see you. If it is necessary, your appointment may need to be rescheduled.

Clinic Hours:

Monday	7:00am – 5:00pm
Tuesday	7:00am – 7:00pm
Wednesday	7:00am – 5:00pm
Thursday	7:00am – 7:00pm
Friday	7:00am – 5:00pm