

DR. TERRY MAH 7180 – 120th St. Surrey, B.C. V3W 3M8
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Dear Patient:

Due to the number of Insurance Companies offering Dental Coverage, and the variants within those plans, we try to avoid unpleasant financial surprises for our patients by checking coverage prior to treatment. However, since the Privacy Bill, some insurance companies will not release information about your plan to the dental offices. Manulife is one insurance company that will not release information to us and will send payment directly to you the patient. So if you are covered with Manulife we will require payment at time of services and we will supply you with the claim forms to forward to your insurance company.

To help us help you; it would be appreciated if you contact your insurance company to obtain this information for us to keep in your file. Please bear in mind that we need to be notified if your employer makes any changes to your plan. Please ask the following questions:

- 1) Insurance company name: _____
- 2) Policy or group number: _____
- 3) I.D. number, (sin or employee #) _____
- 4) Is the plan on the current fee guide for my province of residence? Yes/ No
- 5) Is the plan based on a calendar year?
- 6) What are the percentages covered for: a) Basic services: _____ \$ limit: b) Major services: _____ \$ limit:
c) Orthodontic services: _____ \$ limit
- 7) Is there a deductible? _____ a) Per person _____ b) per family _____
- 8) How often can I have a recall examination? (If twice per year, what is the minimum time between appointments?) _____
- 9) Are emergency examinations covered and if so, is there a limit to the number per year?
- 10) How many units of scaling/root planing? _____
- 11) Is fluoride allowed and if so is there an age limit? _____
- 12) Are fissure sealants allowed, and if so is there an age limit? _____
- 13) Are composites (white) fillings on molars covered? Yes/ No
- 14) If there is crown and bridge coverage, are crowns on molar teeth limited to metal (gold)? Yes/No
- 15) If bridges are covered is there an extraction clause? Yes/ No
- 16) Does the claim forms have to go via your employer? Yes/ No
- 17) Can the dental claims be submitted electronically? Yes/ No

Please return this letter with the answers to these questions as soon as possible. Any treatment not covered by your insurance will be the patient's responsibility. Payment is due and payable on day of service.

Thank You,

Dr. Terry Mah and Staff