

Dental Practice Name
Address
City, Province, Postal Code
Telephone / Website / Email

Date

Patient's Name
Address
City, Province Postal Code

Dear Patient,

As dentistry continues to offer new opportunities and choices to patients, we continue to experience dramatic changes and reductions in dental benefit coverage. As of (date), we are introducing a new policy.

Many dental practices no longer accept payment from dental benefit companies, for the following reasons:

1. Dental benefits are a contract between the patient and their employer/dental benefit company, not the dentist.
2. Cheques are sent directly to patients, not the dentist.
3. Dental Insurance companies do not inform dental practices of changes with their plans.
4. Dental insurance companies often refuse to give dental practices information, in order to protect the patient's privacy.
5. Dental benefits do not cover 100% of the current, suggested fee guide.

We encourage our patients to be familiar with their dental plans, to eliminate disappointment with payment for necessary treatments that may no longer be covered.

Patients will be responsible to pay us for their dentistry at each appointment. We offer the following payment options, Visa, MasterCard, cash, cheque, Interac or CareCredit. As a courtesy to our patients we will assist you to understand your coverage and will send claims electronically, to ensure that you are reimbursed promptly.

If you have any questions or concerns about our new policy, please contact our business team, who would be pleased to answer all of your questions. We would like to take this opportunity to thank you for your support with this new policy and look forward to seeing you, at your next appointment.

Sincerely,
Doctor's Name

N.B: This letter should be used in combination with the dental insurance brochure and one-on-one communication with patients.