



Our Mission

At Koenigsknecht Dentistry we provide the highest quality dental care using the best materials, techniques and technology, all backed by clinical research. We treat our patients like we would our own family. Our team of dentists, hygienists, dental assistants and office coordinators are here to give you exceptional dental care and a healthy smile.

Our Standards for Care

Preventive Care

We recommend visits to our office twice per year for a thorough dental cleaning and an oral exam. While daily at-home care is crucial for removing plaque, only a dental professional can remove tartar, a harder, more built-up version of plaque. If tartar is not removed from the teeth, then patients are at a higher risk for gingivitis, bone loss or periodontal disease. Also, cavities can form very quickly in a highly acidic/sugary environment, so regular oral exams are required to make sure that smaller cavities don't become a larger problem. Often, by the time symptoms of pain or discomfort begin, the problem has become much larger than it was originally. This is especially true with oral cancer. We supplement your home care with dental cleanings, fluoride treatments, x-rays to screen and diagnose conditions and diseases, and oral exams to look for cancer and evaluate gum tissue, teeth, and bone to determine if there are any issues. We also check for periodontal disease, bites that don't line up, TMJ (temporomandibular joint) symptoms, teeth grinding and chronic bad breath.

Radiographs/X-rays

The American Dental Association (ADA) recommends radiographs (x-rays) every 6 months to 3 years depending on the patient's age and dental health in order to evaluate and diagnose for oral conditions and diseases. At Koenigsknecht Dentistry, we recommend x-rays based on what is clinically necessary for your specific dental health. Ultimately, the decision to have x-rays is up to the patient. If you have questions, speak with your hygienist or doctor. We can explain in depth why we are recommending x-rays and we can also give you our fee for this service.

Composite Fillings

We use composite (tooth-colored) material for all fillings. While composite blends in much better with the rest of your teeth, sometimes the composite material is also a better choice due to factors such as tooth structure. Many insurance plans will not cover the fee for a composite filling on a back tooth, no matter the case for composite. Instead, they will cover the fee up to the amount charged for an amalgam (silver/metal) filling and the difference between the composite and amalgam filling (~\$20-\$60) is then billed to you. If you are having a filling done on a back tooth and prefer to have the amalgam or silver/metal filling, please let the doctor know your preference.

Honoring Appointment times

At Koenigs knecht Dentistry we value your time and try to provide timely treatment for all of our patients. It is important for you and your family to arrive 5 minutes prior to your reserved appointment time. Late arrival to appointments disrupts the schedule and impacts other patients. Cancelling appointments with short notice (less than 48 hours of notice) and not showing up for appointments takes away time from other patients who would like to be seen. While we understand that unforeseen circumstances can arise, we have a missed appointment policy to minimize consistent issues. The policy below applies individually to each member of a family.

If any of the following occurs within a 1 year period you will be required to pay \$75 before we will reschedule any appointment:

- 2 missed appointments with no prior notice
- 2 cancellations with less than 24 hours notice
- 3 cancellations with less than 48 hours notice
- Any combination of the above

We also reserve the right to reschedule your appointment if you are late.

Financial Policy

Our office coordinators are available to explain the financial components of your dental health. Upon your request, we are happy to provide estimates for any dental service so that you may better understand the financial responsibilities for your care. We are also knowledgeable about dental benefits and can assist you in understanding your insurance benefits.

We appreciate payment **on the day of your service**. We accept any major credit card, cash and check.

Payment Options:

- Pre-Payment Courtesy Plan - For patients who are not covered under an insurance plan and whose treatment exceeds \$500, we gladly extend a 5% courtesy discount for payment, in full, by cash or check prior to the start of treatment.
- Payment Plan – For established patients who have been with us for more than 12 months and who are following our recommended preventative care schedule, we offer payment plans with the following structure:
 - Each payment plan must have an initial good faith deposit of 30% of the treatment plan prior to beginning care.
 - Payments must be made at least once per month.
 - Together, we agree upon the payment amount and number of months the plan will run.
 - After 60 days, we apply a finance charge of 5% on any unpaid balance. If you are paying at least 20% of your remaining balance on a monthly basis, we will waive your finance charge.
- We offer CareCredit as an option for our patients looking to pay for treatment over a series of months. You can learn more about CareCredit or apply online at www.carecredit.com.

For Patients with Insurance

While we accept most dental benefit plans, we are a Blue Cross Blue Shield of Michigan –Traditional Plan (read: non PPO dental office) provider. We are also a Medicare preferred provider. We prepare and submit insurance claims on our patient's behalf and work diligently to help you get the most out of your dental benefits.

Patient Responsibility

We recommend that patients understand and know the answers to the following questions regarding their dental benefits and costs **prior to** consenting for care:

- What is the estimated fee for the treatment planned?
- What is my yearly maximum for dental benefits? How much of my dental benefit is remaining? What date does my yearly benefit renew?
- What does my insurance plan cover? This includes coverage classes such as major/minor restorative care and preventive/diagnostic care and knowing what to expect for copayments for cleanings, exams, x-rays and fillings.
- What frequency does my insurance plan cover cleanings, exams and x-rays?
- Does my insurance plan come with any limitations such as a preferred provider list or waiting time frames for specific dental treatment?

We are happy to help you understand this information provided you give us a copy of your summary plan description.

Koenigsknecht Dentistry Standards and Policies Review

I have received and read the Koenigsknecht Dentistry Standards and Policies document. I understand and agree to abide by any terms or policies outlined in the Koenigsknecht Dentistry Standards and Policies document.

Family Name _____

Dependents _____

Responsible Party/Guarantor Printed Name _____

Responsible Party/Guarantor Signature _____

Date _____