



The Palisades Dentists

The Care Package

The Care Plan's Informational Sheet & FAQs

The Care Plan is an in-house membership plan administered by The Palisades Dentists as a plan to cover comprehensive preventative care, and also offer discounted general dentistry treatment as a benefit to our patients. Participation in the plan is optional. It is not insurance. Traditional dental insurance is not actually insurance. By definition, insurance is an agreement that guarantees a person payment for loss or damage. We grew weary of seeing patients wonder why their insurance was not covering treatment that they actually needed, and wanted to find a solution to help address that.

Our goal is to promote optimal oral health by preventing oral health decline, or at least detect, diagnose and treat oral disease in a timely manner. As a member of The Care Plan, by acknowledging the value of proper preventative and basic care on a routine basis, you will receive benefits on the full spectrum of preventative and diagnostic care, as well as reduced fees if you do happen to need any general, cosmetic or restorative dentistry. Welcome to The Care Plan.

The Care Plan

- ❖ The Care Plan is administered on an annual basis (by calendar year). Membership period is January 1st-December 31st with an option to renew annually.
- ❖ How Does It Work?
 - Enrollment is on a rolling basis- a patient can sign up for membership anytime. The enrollment fee does not change/adjust based on your date of enrollment. Calendar year enrollment begins fall of the year prior.
 - How do I enroll?
 - Submit an enrollment form to our team + a one-time enrollment fee
 - Schedule care
 - All preventative/basic care is covered and members receive 10% off of ALL general dentistry treatment
 - What's included?
 - 1 Comprehensive Exam (intraoral and extraoral evaluation, oral cancer screening, annual full mouth periodontal charting, review of all hard and soft tissues, etc.)
 - 1 Periodic/Check Up Exam
 - 3 Cleanings, regardless of the level of your routine cleaning (debridement, prophy, perio maintenance)
 - Unlimited Diagnostic Imaging
 - ◆ In order to properly detect and diagnose disease or changes, radiographic or visual imaging is necessary
 - ◆ Includes: Intraoral Photos, 2-D and 3-D Radiographs (including digital x-rays, panoramic x-rays, Cone Beam Computed Tomography [CBCT] Imaging)

- Your membership saves you at least hundreds of dollars (preventative treatment value is >\$1,600)
- **2023 Enrollment Fee:** \$780/member (adult or child), + a 10% discount on family membership
- General Dentistry Includes (can apply 10% membership discount):
 - Restorative and cosmetic dentistry (fillings, bondings, veneers, protective restorations, wax ups and mock ups, Digital Smile Design)
 - Additional hygiene therapy (scaling & root planning w/ hygienist, laser disinfection)
 - Prosthodontics (crowns, bridges, build-ups, dentures [partial and full], temporary dentures, retainers, night guards, sports guards)
 - Laser therapy (biostimulation and low level laser therapy)
 - Whitening treatments: In-Office ZOOM or custom trays
- What is not covered or not discounted?
 - Periodontal and implant surgery (extractions, bone grafts, PRF therapy, membrane grafting, connective tissue grafting, gingival grafting, sinus lifting, crown lengthening, implants, biopsies, osseous surgery, pocket reduction, alveoloplasty, ridge augmentation)
 - Oral surgery and sedation/general anesthesia
 - Products (electric toothbrushes, water flossers, whitening gel refills, Rx toothpastes)
 - Oral DNA testing
- For any additional questions, please refer to the FAQs below, or speak with one of our team members

Frequently Asked Questions

Q: Do I have to become a member of The Care Plan to receive care at The Palisades Dentists?

A: Absolutely not. The Care Plan participation is completely voluntary.

Q: Can I enroll after January 1st?

A: Yes! Because The Care Plan enrollment is on a rolling basis, anyone can enroll anytime. While it is more beneficial to allow yourself more time to schedule the appropriate visits (by enrolling in the fall or as soon as possible around January 1st), enrollment is always open. *Keep in mind that the plan is administered by calendar year, so if you enroll midyear, you have until December 31st to use your covered care.*

Q: If I enroll after January 1st, is the enrollment fee prorated?

A: Regardless of your date of enrollment, the fee is the same. A great reason to enroll earlier!

Q: Does my membership automatically renew?

A: A renewal form/acknowledgement will need to be submitted to renew your membership every year.

Q: Is there an option to make monthly payments for membership?

A: The Care Plan enrollment/membership is only through submitting a one-time enrollment fee; making monthly payments is not an option.

Q: Can you still bill my insurance electronically (as an out-of-network courtesy) if I am a member of The Care Plan?

A: No, The Care Plan membership and use of your out of network dental insurance benefits are mutually exclusive. Due to the structure and massive savings ('package deal approach') of The Care Plan, your procedures are not attached to the normal fee schedule, so there is not an appropriate, ethical way to 'bill' for those procedures.

Q: What if I want to enroll my partner, or children? Is it the same fee for each individual?

A: If enrolling more than one individual (a 'family' membership), members receive 10% off from the total amount.

Q: I'd like to enroll my kids, but not myself. Is that possible?

A: Yes, because membership is optional and voluntary, anyone can enroll regardless if others in their family are members or not. Membership benefits are solely applied to each individual patient (kids of the family may be members and parents non-members).

Q: Why is it the same fee for pediatric and adult patients?

A: When assessing the level of care rendered, we have found that age and the level/difficulty of care are not directly correlated with cost or frequency of care. Some kids need to be seen just as frequently as adults, if not more, and require some treatments (like fluoride varnishes and x-rays due to changing dentition) that adults don't need. And it also has been observed the other way around. The visit-by-visit care for children and adults has similar costs in terms of time, care level and frequency.

Q: Can I cancel my membership midyear or do I need to wait until it 'expires' at the end of the calendar year?

A: You are welcome to cancel your membership anytime, and participate in our normal fee-for-service scheduling and fee policy. The one-time enrollment fee is non-refundable.

Q: I usually need 4 cleanings per year...does The Care Plan cover my 4th cleaning?

A: The 10% membership discount is applied to any additional cleaning beyond the covered 3 cleanings.

Q: What if I cancel my last "covered" cleaning appointment, and cannot re-schedule before the New Year?

A: If you are unable to come in on accord of your own schedule limitations, you cannot 'use' the benefit of your last covered cleaning- a 'use it or lose it' principle. If you are unable to come in because we cannot accommodate you due to lack of available appointments, we will extend your 3rd covered cleaning to the first quarter into the new year.

Q: By being a member of The Care Plan, am I subject to follow the practice's Cancellation Policy?

A: Yes, the cancellation policy is in effect for all patients regardless of membership. Our schedule is in very high demand, and last minute cancellations prohibit us from rendering care to another patient who would have otherwise needed your appointment time.

The cancellation policy is as follows: If you will no longer be able to make it to your appointment, we require a call or email 72 (business) hours prior to avoid a \$150 (per hour of scheduled treatment) cancellation fee. We appreciate your understanding as last minute/short notice cancellations prevent us from rendering care to another patient at that time.