



"DO YOU TAKE MY INSURANCE?"



How to answer this question...



RIDA
REDUCING INSURANCE DEPENDENCE ACADEMY

A Conversational Guide A Conversation Between Charles (Patient) and Rebecca (Receptionist)



Hi, I'm interested in some dentistry. Do you take my insurance?

Hi. First of all, thank you for your call. We love new patients here at our practice. My name is Rebecca. Who am I speaking with?



My name is Charles.

Hi Charles. It is so nice to meet you through the phone. I look forward to meeting you face to face.

Let me answer your question. Although we are not contracted with any insurance carriers, you can absolutely use your insurance benefits in our office. Not only use them but we're going to do everything possible to get you every dollar of benefit you have with that dental insurance.

When you come in your going to meet our insurance coordinator, whose job it is to help you use every nickel of benefit you have with your dental insurance benefits. We have many patients that have the very same dental insurance as you.

Do you like mornings or afternoons?



Afternoons.

I can see you on Thursday at 2 o'clock or Friday at 1 o'clock. Which would you prefer?



Is it going to cost me more to come to your office because you're out of network?

Charles, the reality is we don't know. The insurance company won't tell us. What I'd like to suggest is why don't you come in for this first visit and give us a try.

Our patients tell us that they are willing to pay a little bit more because they appreciate the technology that we have, the personal attention they received in the office, the fact that we treat patients like family members, the fact that we use the highest quality materials, because that's what we would want if we were a patient.

By the way we'll treat that exactly as if you were in network for this first visit. So it won't cost you any more to come to us for that first visit.



Thank you for answering my questions. I look forward to my first appointment.