

About Your Dental Bill

For families with children seen in the Craniofacial Center

This handout answers common questions about bills from Children's for dental services. It details the billing process for patients who receive care as part of their treatment through the Craniofacial Center. Many providers at Children's Hospital work as a team to provide the best treatment plan for each child seen in our Craniofacial Center. These providers may include doctors, dentists, surgeons, dietitians and social workers.



Who bills for the services of the Children's dentists? The Business Services department bills for services of all dentists who see patients in Children's Dental Medicine clinic. Call (206) 987-5770, or toll-free (866) 987-5770, Monday through Friday, 8 a.m. to 4 p.m.

Which dental services are billed to my medical insurance? Surgical procedures on the mouth and jaw performed by an oral surgeon, mouth appliances for the palate and nasal areas and orthodontic treatment needed before further craniofacial progress can be made.

What can I do if my medical insurance will not authorize a surgery, appliance, or orthodontic treatment? Most insurance companies have a standard process to appeal a decision. You may want to contact your insurance company to learn more about this process. Often, the first step is to ask one of your child's doctors or dentists to write an appeal letter. You may also want to call your insurance company and ask to speak to a case manager. The craniofacial social work team has information about other options you may try if the first appeal is denied.

Which dental services are billed to my dental insurance? When your child is seen at Children's, ask the staff person at Registration to make a copy of your dental insurance card(s) so the information can be shared with the Business Services department. All office visits with a dentist or oral surgeon, even if the visit is part of the craniofacial treatment plan, are billed to your dental insurance. Dental X-rays are also billed to your dental insurance.

Continued on opposite page.

About Your Dental Bill (cont.)

Why don't you bill dental office visits to my medical insurance? The law requires Children's to bill for services in a consistent manner. The Dental Medicine clinic also treats many children and teens that do not have a craniofacial diagnosis. It is against the law to change the codes on a claim from dental codes to medical codes. The standard codes used to bill dental office visits must be used. They cannot be changed to codes used to bill for medical office visits. Upon request, we can send a claim to your medical insurance plan using the standard dental codes. You would likely have to go through your insurance company's appeal process to have them review the claim.

What are my options if I don't have dental insurance, or have already used up my dental benefits for the year? If dental coverage is an option through your employer, explore whether you can add dental insurance coverage for your child, or whether there is an option to purchase additional dental benefits during the next open enrollment period. Apply for Medicaid coverage for your child. For questions about this coverage, call Children's outpatient financial specialist at (206) 987-3308, Monday through Friday, 8:30 a.m. to 5 p.m. Apply for Children's Financial Assistance. Many families living in Washington, Alaska, Montana or Idaho qualify for this program. The majority of families who apply for financial assistance have insurance and would like assistance with the portion of the bill that is not covered by insurance. An application form can be found in any clinic, or at www.seattlechildrens.org. The form is easy to complete and most families do not need to provide copies of additional documents with the form. Business Services can set up an interest-free monthly payment plan for your dental account. Since January 1, 2007, Children's discounts services provided to U.S. residents who are not covered at all by insurance by 25%.

If my child is covered by either Washington Medicaid or Children's Financial Assistance, will that cover both medical and dental bills? Yes. Any care that is provided by Children's and is part of the craniofacial treatment plan is fully covered by Washington Medicaid or Children's Financial Assistance when a child is eligible for either of these programs.

I would like some help reviewing options so I can make the best plan to pay for my child's treatment.

Who can I talk with? You are welcome to call the supervisor of the dental team in Business Services at (206) 987-5346, Monday through Friday, 8 a.m. to 4 p.m. You may also talk with a social worker on the craniofacial team about your options. To reach a social worker, call (206) 987-2167, Monday through Friday, 8:30 a.m. to 5 p.m.

TO LEARN MORE:

Business Services (206) 987-5770 (Voice) (866) 987-5770 (Toll-free)(206) 987-2280 (TTY)(866) 987-2000 (Toll-free for business use only)Children's offers interpreter services for deaf, hard-of-hearing, or non-English-speaking families free of charge. To request these services, ask your child's nurse or health-care provider, or call (206) 987-5010 (Voice) or (206) 987-2280 (TTY). Please provide as much advance notice as possible. Children's will make this information available in alternate formats upon request. Please call Family Resource Center at (206) 987-2201. Children's provides health care for the special needs of children, regardless of race, sex, creed, ethnicity or disability. Financial assistance for medically necessary services is based on family income and hospital resources, and is provided to children under age 21 whose primary residence is in Washington, Alaska, Montana or Idaho.