

To our patients with Buckeye Community Health (dental) Insurance

Your Ohio Medicaid dental benefits are being administered by Centene Corporation (Dental Health and Wellness). Your first appointment in our office will be for an examination / consultation. As spelled out in the Centene insurance manual, no procedure may be performed on the day of consultation.

In some cases, a preauthorization for treatment must be submitted to Centene so that surgical services may be approved. If preauthorization is needed, surgery will not be scheduled until we have received an authorization for treatment. The insurance company may not send you a notice that the preauthorization request has been approved; we encourage you to call the insurance company 2-3 weeks from now to verify that the request was processed and approved. Once the surgery has been approved, you may call the office for an appointment.

Many procedures do not require preauthorization and, in those cases, surgery can be scheduled at the time of initial examination / consultation. Appointments in our office are limited to a maximum of 40 minutes. Because of this, extensive treatment programs may have to be accomplished over several visits.

If any appointment has been scheduled in our office and you do not show for that appointment (or you do not give adequate cancellation notice), no further appointments will be made. In that circumstance you will need to seek treatment with another provider.

Preoperative instructions will always be given at the time of initial examination / consultation. If you present to the office for surgery without following preoperative instructions as prescribed by this office (for example: coming without a driver or allowing the driver to leave the office (if going to sleep), having something to eat or drink within 8 hours of your surgery appointment (if going to sleep) or coming with children or coming with a large number of family members), you may be sent home and may not be given the opportunity to schedule further appointments. Escorts for surgical patients must remain in the office during surgery.

Prescriptions for pain medications will be given at the time of surgery; in most cases, patients will be given a quantity of pain medications that would be appropriate for 5 days of discomfort. Prescription for pain medications will not be called in after hours. Patients must present to the office for evaluation before consideration will be given to refilling the original pain medication prescriptions.

As the patient, you must sign below to acknowledge the above requirements.

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Patient Signature

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Date