



FAQ: PARENT VERSION

Q: **Do I need to be present at the appointment?**

A: No, you are not required to be at the appointment. We operate just like a private practice except with the convenience of having our equipment on wheels and bringing the services to the child's school.

Q: **What all will be done at the appointment?**

A: The registration form gives us consent to do the following at the first dental visit: Exam, Prophy, Fluoride, X-rays, Sealants, and Restorations. If you only want certain services, you can include that on the registration form. We also reach out with additional treatment consents as needed so that all treatment can be completed at school.

Q: **What is the cost for signing up my child?**

A: If you have Medicaid, there is no cost to you and will be covered at 100%. If you have private insurance, the same deductible/copays apply the same as any other dental practice. If you do not have dental insurance and select the self-pay rate it is \$49 for each visit.

Q: **What if I have both primary insurance and Medicaid?**

A: If you have more than 1 insurance, Medicaid will always default as the 2nd insurance option—therefore we have to have the primary insurance details in order to see your child. Medicaid's website also tells us if there is another plan but not the details so if we don't have it available we will reach out before we can schedule your child.

Q: **Will you be coming back to the school?**

A: Every school is different and depends on their schedule; however we do strive to return every 6 months.

Q: **Will I be notified of how my child's visit went and if anything else is needed?**

A: A report card is always sent home with your child after the visit and you can always call our office at 855-497-6453. We are also setting up parent portals so you can have access and communicate via text, this will be available in the Fall 2023 and details will be sent out on how to signup for this.

Q: **My child was recommended additional treatment, what are the next steps?**

A: The consent forms needed were sent home with your child, please sign and return to your child's school—we will also send a text with a link to sign the consent online. We will work with the school on a return date to get your child seen.

Q: **Why is my child that signed up not being seen?**

A: Our most common reasons for a child not being added to the schedule is that they were seen by another practice and per insurance is not eligible or that we have tried reaching the family to get insurance and/or payment details and haven't been able to reach them.

Q: **What if my child turned in their form late?**

A: No problem. Please always send in the registration forms still to the school and we will do everything we can to process them as quickly as possible to get added on the schedule.

Q: **What if a child turned in their form after the dental visit?**

A: No problem. Please send your form into the school and we will work on getting another visit scheduled.

Q: What is the best form of communication?

A:

Paige Williams, Insurance Specialist	Payment, Insurance questions	pwilliams@schoolsmiles.com
Nicole McKinney, Patient Coordinator	Dental records request, questions regarding visit	nmckinney@schoolsmiles.com
General Email		contactus@schoolsmiles.com
Main Line		855-497-6453

Michael Corum, DDS, School Smiles PHONE: 1.855.49SMILE—Fax: 888.781.5678—Contact us
at: contactus@schoolsmiles.com