



At Cedarburg Family Dentistry, we strive to provide our patients a comprehensive dental experience. Timely appointments, patient education, accurate diagnosis, and treatment recommendations help our patients make informed dental care choices that they can be confident in. We are genuinely excited about the relationships we are building between our dental care team and our patients.

Insurance companies frequently try to dictate the course of the patient's treatment; be aware that your dental well-being is always foremost in our minds and we will always propose the doctor recommended treatment. While there are often a variety of treatment plans to choose from, it is ultimately the patient's responsibility to choose what plan works best for them based on all the information provided. When deciding what treatment options are best for the patient and their family, we encourage the patient to take in account their time, financial obligations, and the insurance plan information provided to them. Payment for dental services rendered is still expected regardless of insurance coverage.

As a customary practice at our office, we will help guide our patients through these changes with insurance and provide them with the tools to make informed decisions. As a courtesy, we will:

1. Provide all new patients or patients with new insurance a copy of their verification report. This report summarizes an insurance plan's benefits and often gives valuable information about coverage.
2. Highlight important information for the patient to know when deciding their treatment path.
3. Automatically pre-authorize major services before any work is completed. This gives the patient an accurate estimate of insurance benefits for financial planning. However, a pre-authorization of treatment is never a guarantee of benefits.

Our hope is that our patients feel confident in their choices, have a clear plan and direction in their treatment, and have well-informed expectations.

We understand that there are occasions when a patient must miss or reschedule an appointment due to unforeseen conflicts. In this event we ask that you contact our office at least 2 Cedarburg Family Business days (Monday-Thursday, 8am-5pm) prior to cancel and/or reschedule. This courtesy allows the office to provide another patient with much needed care. For further information on our Cancellation/No-Show Policies please ask.

Thank you for your continued trust in Cedarburg Family Dentistry to provide you with quality dental care. "Family" is not just in our name, it is the focus of all we do!

Sincerely,

Your Dental Family

Justin P. Braun, D.D.S.

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