



Frequently Asked Questions

Q. What do I need to do if I have to change my appointment?

A. Lancaster Dental Associates will do our best to accommodate your schedule. If you need to reschedule or make an appointment simply call **(608) 723-2141**. Our hours are Monday, Tuesday, Wednesday 8am-5pm, Thursday 8am-12pm, and Friday 8am-2pm. If you are an established patient and receive our text message reminders, you will be able to confirm or cancel via text message.

Q. I don't have insurance. Will I get a discount for paying in full?

A. YES! All patients are given the opportunity to pay in full and get a 5% discount the day of service if paying with cash or check.

Q. What if I am unable to pay in full?

A. Lancaster Dental Associates believes everyone should be able to get dental care, and we will work with you in every way we can to get you the dental care you deserve. We would like to have a minimum of 50% down the day services are provided. After that, our billing department will work with you to set up a financial plan that works for both of us.

Q. Are you providers of my insurance?

A. Lancaster Dental Associates will file with every insurance on your behalf. Once treatment is completed the claim will be sent to the carrier you provided to us. Please allow 30 days for an insurance to process your claim. ****All remaining balances must be paid within 30 days after insurance pays. If that is not possible please contact our billing department to set up payment arrangements. ****

Q. What will my insurance pay for dental services?

A. Every dental policy is different. Our staff will do their best to get accurate benefit information and details for you. However, it is your responsibility to understand your personal policy. One way to prevent unforeseen surprises is to do a pre-treatment estimate. These are submitted upon request.

Q. What is a pre-treatment estimate?

A. A pre-treatment estimate is when Lancaster Dental Associates sends the insurance a proposed treatment plan. The pre-treatment estimate is then processed by your insurance company to show what they will pay. This will show you what the patient is responsible to pay the day of service. ****Remember, this is just an estimate! Please keep in mind you are responsible for your total obligation should your insurance benefits result in less coverage than anticipated. ****