



New Patient Welcome Packet

Revive Periodontics and Implants

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Welcome to Revive Periodontics and Implants. We're glad you're here and want to make your experience as smooth and stress-free as possible.

This packet covers three things we want every new patient to know before their first visit: **what to expect at your first appointment**, **how our financial arrangements work**, and **how dental insurance works at our office**. Please read through it — it's designed to make sure there are no surprises.

We will reach out to your referring dental office to gather your records ahead of your visit. You're also welcome to give your dentist a heads-up to send your records our way — the more we have before you arrive, the better prepared we'll be.

SECTION 1

What to Expect at Your First Visit

Your first appointment is a comprehensive periodontal examination. Our goal is to build a complete, accurate picture of the health of your gums, bone, and the supporting structures around your teeth — so we can recommend the right treatment and explain it clearly to you.

Your exam will include:

- **Comprehensive periodontal charting** — We measure the depth of the pockets around every tooth, along with recession, bone loss patterns, tooth mobility, and furcation involvement. This is the most detailed assessment of gum and bone health available.
- **Radiographs (X-rays)** — We will use the X-rays provided by your referring dentist whenever possible. If additional imaging is needed to make an accurate diagnosis, we will take it at your appointment. A full-mouth series (FMX) is required for patients referred for periodontal disease; targeted periapical X-rays are used for recession cases.
- **Intraoral photos** — Clinical photographs help us document your condition and walk you through findings visually.
- **Additional imaging if indicated** — In some cases, an intraoral scan or 3D X-ray (CBCT) may be needed. We will let you know if this applies to you.

After your exam, your periodontist will review the findings with you, answer your questions, and present a treatment plan if indicated. We want you to leave your first visit with a clear understanding of what's going on and what your options are.

A note on your initial exam fee:

The comprehensive periodontal exam fee typically ranges from **\$200–\$650**, depending on the imaging and charting needed. If your referring dentist has already sent recent, complete records, your cost may be toward the lower end. We will submit the claim to your dental insurance, if applicable. The patient portion is paid on the day of the exam.

SECTION 2

Understanding Our Financial Policy

At Revive Periodontics and Implants, we want you to feel informed and confident when making decisions about your oral health. Since finances are part of that decision, we believe in being upfront and transparent — so there are no surprises.

Our financial policy may differ from what you are accustomed to at a general dental office. Below is a clear explanation of how payment works at our practice.

Payment Options

Option 1	Option 2
Pay at Scheduling	Secure Credit Card on File
Pay your estimated patient portion at the time your procedure is scheduled.	Leave a credit card on file through our secure payment system. No payment is collected at scheduling. Once your insurance claim is finalized, the remaining balance is automatically charged and a receipt is emailed to you.

Your credit card information is stored securely with our payment processor. Card details are not accessible by our team and are not stored in our local system.

Why We Do It This Way

We reserve dedicated time, resources, and facilities for each patient. Securing payment arrangements in advance allows us to ensure the specialized team, materials, and facilities are ready for your appointment.

How Dental Insurance Works at Revive Perio

Dental insurance can be confusing. Our goal is to help you maximize your benefits while being clear about how payment works in our office and what your insurance company controls.

If You Do Not Have Dental Insurance

- Full payment for your care is required at the time your procedure is scheduled, unless a credit card is left on file. A 5% discount is applied for patients who are not using dental insurance.
- We accept credit card, check, and third-party financing options (details available upon request).

If Revive Periodontics and Implants Is Out of Network With Your Insurance Provider

- You may still use your dental benefits for care at our office.
- We will submit your proposed treatment to your insurance provider to obtain an estimate of benefits.
- If we have received the estimated patient portion from your insurance, this estimated amount is due at the time of reserving your appointment, unless a credit card is securely on file.
- If we have not received the estimated patient portion from your insurance, the full fee is due at the time of reserving your appointment, unless a credit card is securely on file.
- After your procedure, we immediately submit the final claim to your insurance provider.
- Your insurance company may pay you directly or may pay Revive Periodontics and Implants.
- If insurance pays less than estimated, you are responsible for the remaining balance.
- If insurance pays more than estimated, you will receive a refund within 5 business days after payment is received from the insurance company.

If Revive Periodontics and Implants Is In Network With Your Insurance Provider

- We submit your treatment plan to your insurance provider for an estimate of benefits.
- If we have received the estimated patient portion from your insurance, this estimated amount is due at the time of reserving your appointment, unless a credit card is securely on file.
- If we have not received the estimated patient portion from your insurance, the full fee is due at the time of reserving your appointment, unless a credit card is securely on file.
- After your procedure, we submit the final claim; your insurance pays Revive directly.
- If insurance pays less than estimated, you are responsible for the remaining balance.
- If insurance pays more than estimated, you will receive a refund within 5 business days after payment is received from the insurance company.

Important Notes About Dental Insurance

- Your insurance company may send you a **Predetermination/Explanation of Benefits (EOB)** — this is an estimate from your insurance company, not a guarantee of payment.
- Insurance companies may change payment amounts once the final claim is processed.
- Any difference between the estimate and the final insurance payment is the patient's responsibility.
- Insurance benefit determinations are made solely by your insurance provider and are outside our control.
- After you approve your treatment plan, we submit it to your insurance provider on your behalf.

Frequently Asked Questions

Why does my insurance estimate sometimes differ from the final amount?

Insurance estimates are based on information your carrier provides before treatment. The final amount is determined solely by your carrier after the claim is processed — it may be higher or lower than the initial estimate.

What happens if insurance pays less than expected?

The remaining patient balance will be collected after the claim is finalized — either from the payment made at scheduling, or automatically from the credit card on file.

What happens if insurance pays more than expected?

Any overpayment will be refunded to you within 5 business days after payment is received from the insurance company.

Why can't I wait to pay until insurance is fully processed?

We reserve dedicated time, resources, and specialists for each patient. Securing payment arrangements in advance ensures these specialty resources are available and ready for your reserved time.

Questions? We're here.

Our team is happy to answer any questions before or at your appointment. 100% transparency is our goal — we don't want any surprises for you during your care with us.

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