

## Easy Steps to Higher Treatment Plan Acceptance Rates

*by Janice Janssen*

Do you have trouble getting patients to accept the treatments diagnosed on their visits? Many times, a patient is apprehensive about scheduling the treatment before leaving the office. This causes more work in the office because now you must track people down to get them scheduled.



### **DO NOT TAKE IT PERSONALLY.**

We live in a world where information is being fed to us constantly; often, we do not know what to believe. People are confused by so much information that contradicts itself. Your patients are feeling this as well. You must be their ultimate source of knowledge when it comes to their oral health. Gain their trust, and then educate them about what is happening in their mouths, what needs to happen to fix problems, and what could happen if they don't treat their issues.

### **DON'T LET THEM LEAVE WITHOUT APPOINTMENTS.**

It is okay for patients to say they are going to think about the recommended treatments, but my advice is to get them scheduled if at all possible.

Once you let a patient walk out the door without an appointment, it is going to be ten times harder to get that treatment scheduled. If the patient is unsure what to do, schedule the appointment 2-3 weeks out. This will provide time to determine whether to proceed with the treatment. If the patient decides not to do it, there is always time to make that scheduling change. Let patients know it is good to schedule those appointments when they are in the office so they can get the dates and times that work best for them. Unless patients are in pain, they are probably not going to call you, and then you are going to have to track them down.

### MAKE SURE YOU HAVE ORGANIZED AND UNDERSTANDABLE TREATMENT PLANS FOR PATIENTS TO TAKE HOME.

We often see treatment plans with a bunch of scribbles or ones that have too much information for patients to understand. Most practice management software will allow you to customize what you include with the treatment plan. The cleaner the printout, the better. If a patient does not have insurance, don't clutter the treatment plan with insurance options. The patient needs to take home something that is readable, understandable, and includes the cost.

- If you see a patient is fearful, take the time to educate about the treatment and what it will entail.
- If the concern is time, see what you can do to get as much done as possible in an appointment so the patient does not have to return on numerous occasions.
- If money is the deciding factor, the admin team will need to work with the patient to determine what options would work best. It could be prepaying for treatment, credit card, Care Credit, or other options you have in your financial policy. Take the time to explain options to your patient to remove the payment barrier.

Getting your patients to schedule their treatments before they leave your office must be a top priority. Otherwise, you will be spinning your wheels, trying to get them back in the office to get treatments completed.



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**Q:** In New Jersey, are we (the employer) required to give employees a mandatory lunch break? If so, what is the minimum amount of time required? Reason: employees are requesting to be able to work through our lunch period to catch up on tasks rather than stay later at the end of the day.

**A:** In New Jersey, only workers who are under 18 years of age are required to be provided lunch breaks. Therefore, if you have minors working for you, they cannot work longer than 5 hours without a 30-minute break in which they are relieved of all duties.

**Q:** Can employees opt out of breaks in New York? We work seven hours in a day and we are making our employees take them. But they are requesting to not have to take them because we only work seven hours.

**A:** Unless a waiver of meal periods was negotiated in a collective bargaining agreement that met very specific requirements, no, employees cannot waive their right to a meal period in New York. If employees work a shift of 6 hours or more, they are entitled to a lunch break of at least 30-minutes.

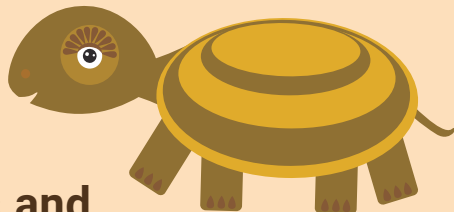
**Q:** Are California employers required to make employees take a mandatory lunch break? If so, what is the minimum amount of time required? Can an employee work over 6 hours without a clocked out lunch break? Is there such a thing as an alternative work week?

**A:** Yes, employers in California are required to provide meal periods to their employees. Employees are entitled to a minimum of 30-minutes, duty-free. The meal period requirement applies to all employees who work 5 or more hours in a day. However, if both parties are agreeable (the employee and the employer) the meal period can be waived if the work day is no more than 6 hours. For more information, please visit this website: [https://www.dir.ca.gov/dlse/FAQ\\_MealPeriods.htm](https://www.dir.ca.gov/dlse/FAQ_MealPeriods.htm)

Responses provided by [Rebecca Boartfield](#),  
Bent Ericksen & Associates



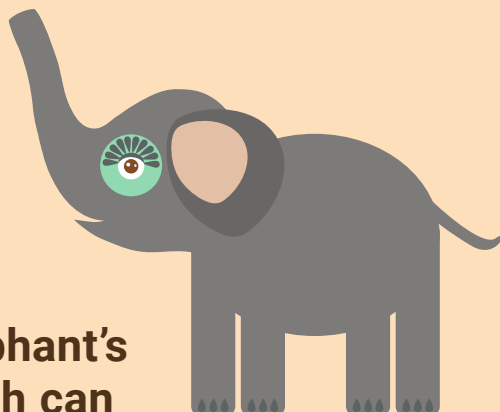
# FUN! Fact



Turtles and tortoises are toothless.



A mosquito has 47 teeth.



An elephant's tooth can weigh over 6 pounds.

## Quote-Worthy

Commitment is what transforms a promise into a reality.

— Abraham Lincoln

## Service Savvy

### Implant Information on Trojan Plans

Trojan includes information about implant coverage in the notes section on all of your Trojan Benefit Plans. Our researchers are asking about the most commonly used implant code, **D6010 – Surgical Placement of Implant Body**. Is it covered? At what percent is it covered?

Adding this information will save you from calling to get that one specialty code. Look for this new implant information on your Trojan Benefit Plans.

Phone	(877) 638 - 3379
Trace Payment	(877) 638 - 3379
Notes and Limitations	Sealants Preventive to age 19 Sealants perm 1st and 2nd molars Sealants 1 per 60 consecutive mos. Fluoride Preventive to age 19 Fluoride 1 per year PA xrays basic other xrays prev. Ortho extractions by report Crown may be downgraded VERIFY WAITS WITH ELIG. <b>Implants 6010 50%</b> Perio maint. Basic, 4 per year Not paid in addition to proph.

Trojan Benefit Service	
Trojan ID	272958
Employer	MARSH AND MCLENNAN COMPANIES REGISTERED, SUB 1, BR. 1 1166 AVENUE OF THE AMERICAS NEW YORK, NY 10036
Employer Phone	(212) 345 - 5000
Policy Number	312595
Mail Claims To	WELIFE PO BOX 961282 EL PASO, TX 79998
Plan Maximum	\$2500 per person per year
Plan Year	Calendar year
Deductible	\$25 per person per year \$10 family maximum Preventive waived
Caregiver Deductible	No
Program Name	PDP Plus National Fee Schedule
C.O.B.	United birthday rule
Dependent Coverage	To age 26
Disclaimers	Yes
Assignment of Benefits	To dentist with valid assignment
Prorated Premium	No prorating
Preventive	100% see notes
Basic	80% see notes
Major	50% see notes
Single Crowns	Yes
Prior Extractions Cost	\$4 consecutive months unremediable
Prosth. Replacement	Prosthesis composed of 2 parts
Prosthesis Components	1 part only
Oral Care Grants	1 per 36 consecutive months
PAK Frequency	1 per 36 consecutive months
Permanents	Permanents not paid in addition to PAK
Temporaries	2 per year
Implants	50% see notes
Ortho Maximum	50%
Ortho Percent	No separate deductible
Ortho Deductible	All insured
Ortho Age Limits	All insured
Notes and Limitations	Sealants Preventive to age 19 Sealants perm 1st and 2nd molars Sealants 1 per 60 consecutive mos. Fluoride Preventive to age 19 Fluoride 1 per year PA xrays basic other xrays prev. Ortho extractions by report Crown may be downgraded VERIFY WAITS WITH ELIG. <b>Implants 6010 50%</b> Perio maint. Basic, 4 per year Not paid in addition to proph.

For more information, please contact Trojan's Benefit Service Department at 800-633-3060.

*Check registration websites for updates, changes or virtual options.*

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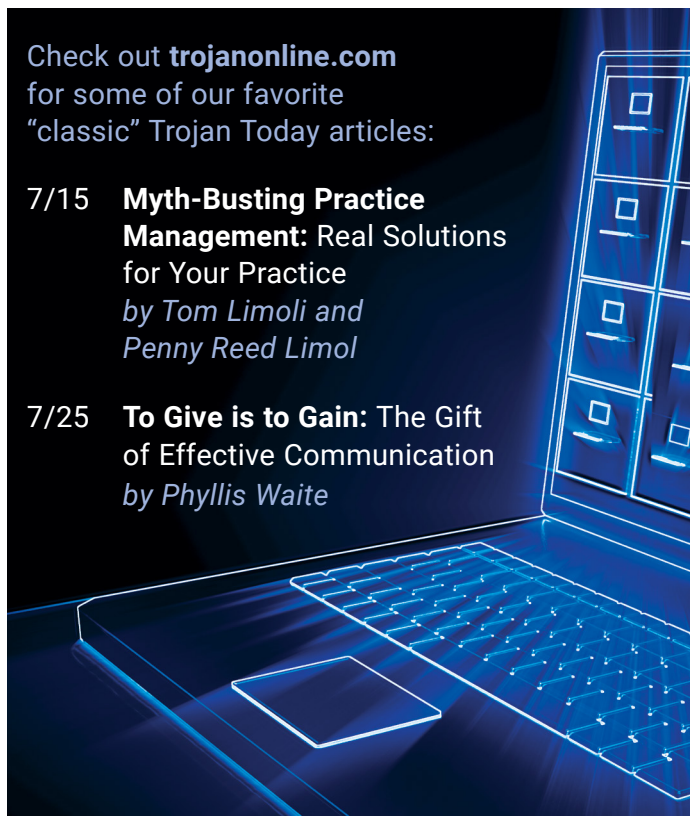
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## What Clients Say

*"I have been using Trojan for the last 13 years, but this is my first experience with Managed Care. It is incredibly helpful and saves me so much time.*

*I was previously entering each fee schedule one by one. This system helps me by inputting the fee schedule along with the plan. It's a life saver."*

— B.L.

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