

Program Guidelines

- The patient portion of the bill is due at the time of scheduling.
- This Dental Membership Plan (DMP) cannot be used in conjunction with another dental plan or dental insurance.
- No refunds of premiums will be issued if a participant decides not to fully utilize the DMP
- No membership card will be given. Your plan's effective date will be on file in our office.
- This DMP cannot be used at any office other than North Shore Dental, LLC and its providers.
- This DMP cannot be used for a referral to specialists or for hospital care. The DMP cannot be used for costs of dental care which is covered under automobile medical.
- This DMP cannot be used for injuries covered under workers' compensation claims.
- This DMP cannot be used for treatment for which, in the sole opinion of our doctors, lies outside the realm of their capability.
- DMP is not transferable.
- Children's plan eligibility includes children ages twelve (12) and under.
- Eligibility for additional membership discount is limited to a spouse/co-habitant and children up to age 18.
- Patients financing via Care Credit will receive a 10% discount on general and periodontal dentistry and a 5% discount on select specialty and cosmetic treatments.
- ZOOM whitening, prescription tooth pastes, Sonicare toothbrushes, Xeomin, Botox, or any other treatment adjunct is ineligible for any type of discount.
- Cosmetic and Specialty services such as Invisalign, veneers, implant restorations, and smile makeovers are only eligible for a 10% discount regardless of the DMP chosen.

THIS MEMBERSHIP IS NOT INSURANCE and is not intended to replace health insurance. This membership does not meet the minimum creditable coverage requirements under M.G.L.c. 111M and 956 CMR 5.00. This membership is not a Qualified Health Plan under the Affordable Care Act. This is not a Medicare prescription drug plan. The range of discounts will vary depending on the type of provider and service. The DMP does not pay providers directly. Plan members must pay for all services but will receive a discount from participating providers. This DMP is accepted at North Shore Dental, LLC only. If unused, you may cancel within the first 30 days after receipt of membership materials or the effective date, whichever is later, and receive a full refund, less a nominal processing fee.

Note: This plan's benefits are automatically terminated upon your activation of a dental insurance plan.

- Children's Plan – **\$329** / YR
 - 2 basic cleanings, 2 exams, 1 set of bitewing x-rays, 2 fluoride treatments, up to 2 additional x-rays, and 15% off additional treatment!
- Advantage Plan – **\$399** / YR
 - 2 basic cleanings, 2 exams, 1 set of bitewing x-rays, up to 2 additional x-rays, 1 panoramic x-ray (*every 5 years*) and 15% off additional treatment!
- Premier Plan – **\$449** / YR
 - 2 basic cleanings, 2 exams, 1 set of bitewing x-rays, 1 fluoride treatment (*per year*), 1 emergency visit (*with 1 x-ray per visit*), 1 panoramic x-ray (*every 5 years*), and 20% off additional treatment!
- Perio Plan – **\$699** / YR
 - 3 perio maintenance cleanings, 2 exams, 1 set of bitewing x-rays, 1 fluoride treatment (*per year*), 1 emergency visit (*with 1 x-ray per visit*), 1 panoramic x-ray (*every 5 years*), and 20% off additional treatment!

Initials _____

TERMS & CONDITIONS

Renewal Conditions: By joining, you are authorizing the DMP to bill your credit card or checking account. This charge shall renew until you notify the DMP in writing of its cancellation. By joining you indicate you have read the terms and conditions of the DMP. This membership will automatically renew for another yearly subscription at the end of your membership term, and your credit card or bank account will be automatically charged or drafted for the appropriate amount. Fee increases are subject to change at any time.

Termination Conditions: North Shore Dental, LLC and the DMP reserve the right to terminate plan members from its plan for any reason, including non-payment. If North Shore Dental, LLC terminates the program or your membership for a reason other than non-payment, you will receive a pro-rata refund of your membership fees.

Cancellation Conditions: You have the right to cancel within 30 days from the effective date and receive a full refund, less the processing fee, if applicable. If for any reason during this time period you are dissatisfied with the DMP and wish to cancel and obtain a refund, you must submit a written cancellation request. The DMP will accept cancellation requests at any time and will stop collecting membership fees in a reasonable amount of time, but no later than 30 days after receiving a cancellation notice. Please send a cancellation letter and a request for a refund with your name and member ID to our North Shore Dental, LLC's address or fax. You may also submit cancellation requests by email. When you cancel, you will continue to have access to the DMP for the remainder of the period for which you have paid; your membership will terminate at the end of that period.

Description of Services: Please see the product detail page for a specific description of the plan that you have purchased.

Missed appointments and cancellations: In order to be respectful of the needs of other patients, please be courteous and promptly call North Shore Dental, LLC if you are unable to show up for a scheduled appointment. If it is necessary for you to cancel your appointment, we ask that you call our office at least 24 hours in advance of your scheduled appointment time. A cancellation will be considered late if a patient fails to cancel their scheduled appointment with a 24-hour advance notice. Late cancellations will be documented in your dental record. A "Cancelled Without 24 Hour Notice" appointment is someone who misses their appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "NO SHOW". Late cancellations and "NO SHOWS" will be billed a \$65 fee. The DMP is subject to termination if a patient has three (3) late cancellations or "NO SHOWS".

Limitations, Exclusions & Exceptions: This DMP is offered by North Shore Dental, LLC. The DMP is not a licensed insurer, health maintenance organization or other underwriter of health care services. No portion of any provider's fees will be reimbursed or otherwise paid by the DMP. The DMP is not licensed to provide and does not provide medical services or items to individuals. You are obligated to pay for all dental services at the time of service. Savings are based upon the provider's normal fees. Actual savings will vary depending upon specific services or products purchased. Please verify such services with North Shore Dental, LLC's providers. The DMP discounts may not be used in conjunction with any other discount plan or program. All listed or quoted prices are current prices and are subject to change without notice.

Initials _____

Any procedures performed by a non-participating provider are not discounted. Discounts on professional services are not available where prohibited by law. Periodontal plans may be purchased and used in conjunction with our Value, Advantage and Premier plans for an additional cost. Patients that choose to finance their plans via Care Credit can receive a 10% discount on any additional general and periodontal treatments. Plans financed via Care Credit can also receive a 5% discount on specialty and cosmetic services, such as but is not limited to Invisalign, veneers, implant restoration, and smile makeovers. Cosmetic and Specialty services are only eligible for a 10% discount regardless of the DMP chosen, and are subject to change at any time. Once a DMP has been purchased, any additional member added to the plan will receive the discounted rate listed on our product detail page. Eligibility for additional membership discount is limited to a spouse/co-habitant and children up to age 18. Providers contracted by the DMP are solely responsible for the professional advice and treatment rendered to members and the DMP disclaims any liability with respect to such matters.

Complaint Procedure: If you would like to file a complaint regarding your plan membership, you must submit your complaint in writing to North Shore Dental, LLC's address. You have the right to request an appeal if you are dissatisfied with the complaint resolution. After completing the complaint resolution process, if you remain dissatisfied you may contact your state consumer department.

Bureau of Consumer Protection
2811 Agriculture Drive
PO Box 8911
Madison, WI 53708-8911

DATCPHotline@wisconsin.gov

(800) 422-7128

Acknowledgement of Terms and Conditions

I hereby acknowledge that I have received a copy of North Shore Dental, LLC's Dental Membership Plan (DMP) terms and conditions.

By signing below, I acknowledge that I have read and understood the terms and conditions. I understand that the terms and conditions are subject to change.

By signing below, I acknowledge that I am signing up for a Dental Membership Plan provided solely by North Shore Dental, LLC.

Name

Guardian (if applicable)

Signature

Date

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