

Disclaimer about perio claim denials:

- You're dental insurance will likely deny claims for "deep cleaning" procedures.
- All dental insurance companies have been known to illegitimately deny claims for "deep cleaning" because they are not primarily interested in your dental health.
- The dental insurance company contract says they only pay if they see obvious bone loss on your [x-rays](#).
- Often times they even deny claims for patients that have obvious bone loss on their [x-rays](#). Dr. Ali has many cases where he shows the insurance company that bone loss is obvious on the [x-rays](#), but the insurance company still denies the claim.
- We see that 50% of these legitimate claims are denied because the insurance company claims that "the xrays do not show sufficient bone loss to justify deep cleaning benefit in this case."
- Dentists will tell you that bone loss is irrelevant. The patient needs "deep cleaning" if they have [4mm](#) pockets around their gums and bleeding on probing. Thus, it is irrelevant if the patient already has bone loss or not. We are taught to treat any pocket with [4mm](#) or greater pocket depth. The insurance company has a completely different rule though and they only pay if your [x-rays](#) show obvious bone loss. Often times they even deny claims with obvious bone loss.
- Due to the fact that our dentists are all strictly ethical dentists, we do not play games with people's gums. We recommend "deep cleaning" immediately as soon as we detect 4mm pockets and we perform deep cleaning because we know that is 100% imperative to stop gum disease.
- If your insurance company does not pay the claim then the patient is responsible for the full fee of the procedure.
- So if you receive a EOB (Explanation of benefits) document from the insurance company that says they denied your insurance claim, then you should call them immediately and let them know you will not tolerate this type of injustice. If you call them and complain strongly they will become scared and they will probably pay the claim.
- Lastly, you should request a pre-determination to be done by our office prior to scheduling your "deep cleaning". The pre-determination process will eliminate any doubt as to what they will do with your insurance claim. We send them a pre-determination request and they respond 2-3 weeks later in writing with their response. Please inform our office you want a pre-determination and then follow up with the front desk to get the response.