

MEMBER OFFICE DISMISSALS

Member Dismissals From Office

Some reasons a provider may dismiss a patient include the following:

- Patient Non-Compliance
- Patient/Provider relationship compromised
- Failure to keep appointments
- Rude or threatening behavior, misconduct
- Non-payment of fees (pre signed waiver on file for non covered services prior to date of service)
- Closing your practice

Documentation of Dismissal from office:

- Be sure to include details/reason for dismissal in patient chart
- Send member/parent/guardian/ a 30-day written notice and provide 30-days of emergency care
- Include the member customer service number 888-912-3456 (to assist member with finding a new provider)

It is important to have an office-wide dismissal policy, inclusive of all patients no matter their insurance coverage

Member Improper Conduct

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Not every patient is a model patient.

Improper behavior is never condoned and should not be accepted or tolerated in your offices. Improper behavior such as:

- Disrespect of provider, staff, other patients, office property
- Profanity, racial slurs
- Threats of violence

Should be addressed by:

- Filing a complaint with DentaQuest
- Dismissal of member from office
 - Follow the proper protocol of written notification, record documentation, and 30-day emergency care
- Call Police for assistance or official report (in extreme cases or if appropriate)