



How to use Role Play cards -

Cut out the questions, fold them up and place them into a bowl. Take turns pulling questions out of the bowl and use them as prompts to roleplay. This is an excellent exercise for your morning huddle, as well as weekly vision sessions.

Insurance and Finances

Do you take Delta Dental?	Can't you just send a pre-determination?	Why don't you take my insurance anymore?
I'm not sure I really need x-rays – will my insurance pay for them?	I don't want another credit card. Can I just make monthly payments to you?	Can you just file my insurance and bill me later?
Will I have to pay more than I have in the past since you aren't in network now?	I don't think I can afford to come to you if you don't take my insurance. With 5 kids, that's a lot of money.	I'll just do whatever my insurance will pay for this year (in response to comprehensive tx plan)
I just ran into a friend that said you don't take our insurance anymore. Is that true?	I started a new job and you're not on the insurance list. Can you sign up with them?	My insurance company sent a letter stating you weren't on my list anymore, so I need to find a new DDS.
I need to cancel for tomorrow. My husband said we need to find a dentist in our network.	My insurance company says your fees are too high!	What does my insurance pay?

