



Montgomery Orthodontics

Here's what to expect now that you have taken the first step to a beautiful smile.

*****Our office has a 10-minute grace period for all appointments. If you are more than 10 minutes late for your appointment you will need to reschedule. *****

***We require a parent or legal guardian to accompany their child under the age of 18 to their consultation appointment and their Initial Bond appointment (getting their braces on) after these appointments anyone can bring your child to their appointments.**

***If you No Call No Show your Consultation appointment even once, we will unfortunately not be able to schedule you or your child again.**

***** We ask that one parent and the patient come to the appointment. Since Covid we cannot have more than 8 people in our waiting room at a time, Please plan ahead before your appointment. *****

Your first appointment will be a consultation with Dr. Montgomery after we take photos and x-rays. At this appointment Dr. Montgomery will determine if you or your child needs braces, or if you aren't quite ready at this time. If you are not ready for braces that's okay, we will monitor you every 6–12 months, until you are ready. Here's what to expect depending on you or your child's age.

If you are between the ages of 8-10: we will take a panoramic x-ray to determine how many adolescent teeth are remaining. If Dr. Montgomery feels that you need a first phase treatment or are ready for braces, we will then take photos and another x-ray to submit to your insurance. If she does not feel that you are ready at this time, we will monitor you until you are ready.

If you are between the ages of 11-20: We will take what we call full records (photos, and x-rays) and a consultation with Dr. Montgomery. She will tell you if you or your child meet criteria for braces and if you do, we will submit to your insurance company for an approval or denial. This process can take up to 4-6 weeks. If you are approved for braces, we will schedule you or your child an appointment to start your braces journey. You will receive an email and a text alert for that appointment date and time. We do schedule the soonest available appointment.

If you are 21 years or older: your treatment will be an Out-of-Pocket Expense. If you have a Medicaid insurance, they do not cover any type of braces at your age. Medicaid will pay for your consultation and records, but not treatment. If you have primary insurance, it could be utilized for your treatment, this is dependent on your insurance, their policies and ages requirements. We have affordable financial agreements for different types of braces.

If you have been DENIED by your insurance.

You will receive the denial papers from your insurance company in the mail. These are the steps you need to take if you or your child is denied.

- Call the phone number on the denial forms, or the back of your insurance card.
- Tell the Insurance company you want to appeal the denial for braces.
- The insurance company may try to confuse you and tell you that you cannot appeal the denial yourself, this is not true. You have every right to appeal your denial.
- The insurance company has 15 business days to complete this appeal. You can call and check on the appeal or wait for the letter. Our office does not hear from the insurance company regarding any appeals. Please call our office if your appeal has been approved.
- If your first appeal is denied. You have one more appeal to file, this is called a State Hearing Appeal. If this appeal is denied the insurance company will not approve you or your child for braces. (Now it is Time to Consider out-of-pocket options)
- You do not have to go through the appeal process if you know you want to pay out of pocket after the first denial you can call our office and schedule your Initial Bond appointment.

If you have been APPROVED by your insurance.

This is what to expect throughout the next 2 to 3 years of treatment.

Please never leave your child at the office alone. Do not leave the parking lot while your child is being seen by our office.

If you No Show 3 appointments after starting treatment, we will need to discuss removal of your braces.

- Your first appointment after your approval is called an INITIAL BOND. You will get your braces on, or you will be fitted for an appliance depending on Dr. Montgomery's treatment plan for you or your child.
(If you or your child only received upper braces but not the lower do not be alarmed by this, there is a reason for it. When you or your child is ready to progress with your treatment Dr. Montgomery and the Assistant will schedule accordingly.)
- Longer appointments (30min-1 hour) will always be scheduled as a morning appointment. Our office does not schedule these appointments in the afternoon.
- Most of your orthodontic appointments, also called RETIE, will be every 4-8 weeks, for you or your child's orthodontic adjustments. These appointments are very important for our office to monitor the progression of you/your child's braces. You/your child will pick out new colors at these appointments. (Cleanings and exams are expected with your General Dentist every 6 months by our office. **(We do not do cleanings in our office)**)
- When you/your child is ready to have their braces removed this appointment is called a DEBOND. We ask that you/your child have a cleaning and exam done 2 months before this appointment. Don't worry, we will let you know when to expect this appointment.
- After you get your braces off, we will mail your retainers to you. If you have any issues with your retainers call our office immediately. You will receive an instruction form for your retainers when we impress for them.