

Understanding Your Dental Benefits: A Guide to Common Services

Preventative dental services are the most commonly claimed benefits. Understanding what these services are can help you make informed decisions about your dental care.



Dental Service Codes Explained

Every dental service has its own specific code. Many preventative services are time-based, meaning each code represents a certain number of minutes for that service. Most units of time are measured in 15-minute intervals. **Don't hesitate to ask your dental provider:**

- What each code means
- How many minutes each service should take
- How long each service actually took during your appointment

What is a Dental Cleaning?

A typical dental cleaning includes three main components:

- **Exam:** A thorough examination of your teeth, gums, and mouth by your dentist to check for cavities, gum disease, and other oral health issues
- **Scaling:** The removal of plaque and tartar (hardened plaque) from above and below the gum line using specialized dental instruments
- **Polishing:** The smoothing and buffing of teeth surfaces to remove surface stains and make teeth feel clean and smooth

Most dental plans have yearly maximums, so it's important that you:

- Verify that you received all services before they're billed to your plan
- Confirm that the time spent on each service matches what you're being charged
- Keep records of your dental visits
- Ask questions if something doesn't seem right

Remember: Your plan should only pay for services you actually received, and for the correct amount of time. If you suspect dental fraud or plan abuse, please report it. Email clues@sunlife.com or call toll-free at 1888-882-2221.