

# Appliance Protection



**NorthStar's Appliance Protection allows your patient to replace a broken or lost appliance at no charge one time during the covered year. Additional replacements are 50% off.**

## How it Works

You determine the cost of coverage for the patient with whatever margin you desire. To help promote the program, NorthStar provides your office with patient brochures that outline the details and benefits of the program.

## Cost

The enrollment charge covers the appliance for one year from the invoice date.

\$36.00 (per arch) - Hawley, Spring Aligner, and Bite Plane.

\$45.00 - Schwarz, Sagittal, Bionator, Corrector, Twin Block™ and Frankel

Please contact Customer Service to inquire about coverage for unlisted appliances.

## Get Started

Call NorthStar and indicate that you are interested in offering Appliance Protection to your patients. Within 5-7 business days, you will receive patient brochures to begin advertising the service.

## Enrolling an Appliance

Fill out the prescription as usual and check the box that says "Enroll this case in Appliance Protection." Coverage may be added at any time while the appliance is still in production. Coverage cannot be added to any appliance once it has been shipped.

### Sample Card



When you receive your case, please locate the purple Appliance Protection card included in the shipment. This card lists your patient's case number as well as the Appliance Protection expiration date. You will need to retain the information listed to file a claim. Once your office has documented this information, you may either keep the card for your records or give it to your patient.

## Filing a Claim

If your patient loses or breaks their appliance, complete a new Rx and indicate that you are using the Appliance Protection. Please make a note on the Rx listing the patient's case number and expiration date as shown on their card. Remember to submit new models or scans as needed. NorthStar processes all incoming claims immediately.

## Restrictions and Fees

Appliance Protection does not cover the following appliances:

- Fixed appliances
- Invisible retainers/aligners
- Vacuum formed appliances
- Starbrite™ designs
- TrueArt™ designs
- Clearbow™ retainers

Appliance Protection does not cover fully expanded screws or any appliance design changes. If you request an acrylic color change, you will incur a \$27 modification charge in addition to the standard fee for the color. Standard handling fees do apply to Appliance Protection claims.