



Department: Dental Services  
Center for Student Health & Counseling  
Portland State University

## Frequently Asked Questions:

### 1. ***What Services are provided at SHAC Dental Services***

SHAC Dental Services provides standard dental care including exams, teeth cleanings (Prophylaxis, Scaling and Root Planing, Perio maintenance), fillings (Composite resin and Amalgam), root canals, crowns and bridges, extractions, night guards, and teeth whitening trays. If treatment by a specialist is recommended, the provider can refer students to local clinics.

***\*Please be aware, any dental fees incurred outside of SHAC Dental Services are not subject to SHAC discounted rates and students are responsible for all fees.***

### 2. ***What if I have a dental emergency***

If you experience acute dental pain, swelling, or excessive bleeding during our regular clinic hours please contact our clinic. We will get you in at our first available time, usually within 24-48 hours. Our clinic will always work to see emergencies as quickly as possible, however, if we are unable to see you due to the volume of emergency patients or the severity of the emergency, we may refer you to an outside dental office. ***\*Please be aware, any dental fees incurred outside of SHAC Dental Services are not subject to SHAC discounted rates and students are responsible for all fees.***

### 3. ***Is any of my treatment costs covered by PSU Insurance?***

No, your treatment is not covered by PSU insurance. The only exception is for certain types of wisdom teeth extractions.

### 4. ***What does it mean when I sign my treatment plan?***

Signing the treatment plan indicates that you acknowledge the recommended treatment and the estimated fees for the treatment. Fees for the services are subject to change. Signing does not obligate you to having treatment completed at SHAC Dental and we only bill for treatment after it has been completed with the exception of a few procedures which require a prepayment (see question 6)

### 5. ***How do I pay for my treatment?***

The majority of fees are billed to your student account after treatment is completed. You can pay for those charges however you normally pay for charges that are placed on your student account. If you would like to use the financial aid you receive to pay for your treatment, please contact the cashier's desk in Fariborz Maseeh Hall (FMH) to discuss this option.



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**6. *What services need to be prepaid?***

Appliances (such as a crown, bridge or nightguard) made at a dental laboratory require payment in advance. The dental front desk staff will always inform you in advance of the services that require prepayment.

**7. *My student account was charged more/less than my treatment plan indicates. Why?***

The treatment plan is intended to give you an idea of what to expect. However, on occasion, treatment changes during the course of the appointment. For example, if the cavity is slightly larger or smaller than expected, it can change the price. Please know that SHAC Dental makes the best effort to give an accurate estimate and if you have any questions about your bill, please contact the office at 503-725-2611.