

When You Receive the Case

- ★ Remove the certificate from the gray envelope, fill in your office phone number, and have the Doctor sign it.
- ★ Place your copy of the **red** partially completed prescription sheet in your patient's file.
- ★ Give the certificate card to your patient when you fit the appliance.

How to File a Claim

- ★ When your patient loses or breaks their appliance beyond our normal repair policy, pull the patient's file and complete the **red** Appliance Protection prescription sheet.
- ★ Enclose that sheet with the models or wax bite, or both--whatever is appropriate. (We do not need a copy of the certificate card.)
- ★ Place everything in a box with our postage-paid return label and drop it in the mail.

Then What?

- ★ When NorthStar receives the claim we process it immediately.
- ★ The new appliance is completed and returned to you with another **red** Appliance Protection prescription sheet for 50% coverage.
- ★ Place this prescription sheet in the patient's file to use if the patient needs to make another claim.
- ★ For a second claim, follow the steps above.



Questions, call 1-800-346-0011