Onsite Dental Solutions

Frequently Asked Questions

Why has Student Health Services contracted with Onsite Dental Solutions to offer dental services on campus?

Many students, faculty and staff have asked about the possibility of having dental services on campus. Because of this, Student Health has contracted with Onsite Dental Solutions to provide dental care that will save you time, and provide an exceptional dental experience in a convenient location, right here on campus.

Where are the Onsite Dental Solutions Offices located?

There are two new dental offices on campus:

For Students
Main Campus
Student Health Center
2815 Cates Avenue
Suite #1210

For Faculty, Staff and Students
Centennial Campus
Research Building II
1009 Capability Drive
Suite #100

What dental services are available at the Onsite Dental Solutions Office?

Onsite Dental Solutions’ experienced dental care team provides all preventative dentistry, along with general restorative and other major dental procedures including:

• Preventative exams and hygiene
• Restorative services (e.g. crowns, fillings)
• Endodontic services (e.g. root canals)
• Periodontal services (e.g. gum treatment)
• Invisalign orthodontics (e.g. invisible, removable orthodontics)
• Cosmetic dentistry (e.g. advanced teeth whitening, veneers, cosmetic crown & bridge as needed)
How do I schedule an appointment?

Current students, faculty, and staff may schedule an appointment by calling 919.515.8979. Patients can also drop by the office anytime during regular business hours to schedule an appointment.

What are the hours of operation?

Onsite Dental Solutions is open Monday - Thursday 8:00 am to 5:00 pm.

What if I need dental care after hours?

In case of a medical emergency, please call 911.

Who can use the Onsite Dental Solutions office?

Any current NC State student, faculty, or staff member may use the dental office. Students may use either the dental office at the Student Health Center or the office located on the Centennial Campus. Faculty and Staff may use the Dental Office at Centennial.

Does Onsite Dental Solutions accept insurance?

Yes. Faculty and staff enrolled in the NC State United Concordia NCFlex PPO dental plan may use their plan at the Onsite Dental Office as an “in-network” provider. Students may use their own dental insurance or insurance provided by parents or guardians. We are “in-network” with Blue Cross Blue Shield and many others. Call our office and we will help guide you through the insurance process.

Does the Student Blue Student Insurance Plan cover dental?

Students with Student Blue can add dental coverage with Dental Blue [www.bcbsnc.com/content/plans/dentalblue/index.htm](http://www.bcbsnc.com/content/plans/dentalblue/index.htm)

If I have another dental insurance can I use the Onsite Dental Solutions offices?

Yes. Onsite Dental Solutions are “in-network” with most insurance PPO plans, including Blue Cross Blue Shield and United Concordia
If I don’t have dental insurance can I still use the Onsite Dental Solutions office?

Yes. Individuals without dental insurance can use the Onsite Dental Solutions offices. The team at Onsite Dental Solutions will be able to provide significant discounts to individuals without dental insurance or to those opting to pay out of pocket. Without insurance, full payments may be required the day services are performed.

Will Onsite Dental Solutions know what coverage I have?

Yes. Onsite Dental Solutions is able to verify your eligibility as part of the sign-in process.

Can my spouse & dependents come to Onsite Dental Solutions?

No. At this time dental services are only offered to eligible students, faculty, and staff.

Will the University have access to my personal dental health records?

All personal medical and dental information shared or disclosed at your dental visit is confidential and fully HIPPA compliant. Your employer/school will never have access to your personal health information. Your consent for treatment is between you and your provider, who belongs to an independent dental group.

Do I have to use Onsite Dental Solutions?

Onsite Dental Solutions is a convenient benefit that is offered to students and NC State employees. No one is required to use the office for their dental needs. Even if you have a dentist, you may still want to be connected to our office for all our other ancillary services.

I have dental insurance. Do I need to submit my insurance information prior to my appointment?

Yes, you will be asked to provide your insurance information when you make your appointment so we can verify coverage categories and amounts with your insurance. Having this information allows us to provide you with an accurate estimate of the cost of your dental needs on the same day that you come in for your visit.

What happens when I need to see a specialist outside of Onsite Dental Solutions?

Our office can take care of the vast majority of the dental needs of our patients. However, if you need care outside of our services, our dental team will help coordinate that care. We can help recommend specialists as well as assist with
scheduling an appointment. We also work with you to ensure that all the information from outside care is collected back to your overall dental record.

**How do referrals to other providers work?**

The Onsite Dental Solutions team has developed a comprehensive network of vetted specialists that can cover all possible dental needs. This network is continually held to the highest standards with your help. So, when you are referred to an outside provider, please be sure and tell us about your experience so we can ensure we continue to have the very best providers in our referral network.

**Do any student dentists work at the office?**

No. Although we serve both staff and students, everyone on our dental team, including the dentist, has years of experience treating patients.

**Where do I park?**

**Student Health Center Location**
A limited number of patient parking spaces are available behind the Student Health Center and are marked with signs. Please don't park in “C” permit spaces or any other spaces not marked for patients- if you park there, you will be ticketed and you are responsible for the fine.

If you have an appointment at the Student Health Services location, you will need to obtain a parking permit (hang tag). Please visit the Student Health Services Appointments window to obtain a hang tag. Once you have a hang tag, you may park in a patient space for a maximum of two hours.

If all patient spaces are full, you can pay to park in the [Dan Allen Parking Deck](#).

**Centennial Location**
Please park in the ‘P’ parking lot on Capability Drive across the street from Research II.

There is also a small ‘C’ lot directly in front of Research II that may be used if you have a ‘C’ permit.