

## Office Policy:

Effective May 1, 2020

To all our patients: We believe our focus should be on our patient's oral health through prevention, education and dental treatment. We strive to provide excellent dental care and great customer service to our patients. We believe treatment should be a decision between the patient, their family and the doctor. Treatment should not be the decision of an insurance company.

About Insurance: You are responsible for furnishing us with your correct dental insurance information. If you don't know what dental insurance you have, or give us the wrong information we cannot file claims for you. We are happy to file your dental insurance claims once. If you have a secondary insurance, you will have to file that one on your own. Dental insurance should be seen as help to pay for your treatment, but not as full coverage. Sometimes certain dental procedures are not covered at all, and our office cannot control decisions made by your dental plan. If you have questions about Insurance you can call our office and we will be happy to help as much as we can. You can also call your dental plan with questions about your dental coverage.

Payment: All patients are required to pay at the time of service, independently if you have insurance or not. If you do have dental insurance, we will still file the claims for you as a courtesy, but you will have to wait for the reimbursement from your dental plan. We are no longer able to finance our patient's dental treatment. We take all major credit cards, checks and cash as methods of payment. There is a \$50 fee for any returned checks, and the amount of the check is due immediately.

Appointments: Make sure you inform the front desk person of any changes you may have: your mailing address, phone numbers, marital status, employment, medical changes, and dental insurance. All children under the age of 18 should come with a parent for their dental appointments. The parent that brings the child to the appointment will be the parent responsible for payment that day. We do not bill the other parent (in the case of divorced parents). If you don't show up for your appointment or if you cancel the same day, you will be billed a \$75 fee. If you have missed two or more appointments without notice, you may have to wait much longer to get a new appointment again. Remember when you don't show up, you are preventing another patient to use that time for their dental needs. If you are sick and have to cancel, we will waive this fee as long as you have a doctor's note. If you need to cancel your appointment please call our office 48 hours before your scheduled appointment to avoid any fees.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_