

Office Policies

Dear Patient,

Welcome to our practice. Please take a moment to read over our financial policy. Your understanding of our policy will allow us to concentrate on your dental work and will avoid any potential misunderstandings.

Before starting any major dental treatment, we will explain your treatment plan and associated fees. We will ask that you sign the treatment plan showing that you understand the prescribed treatment/fees. Signing the treatment plan does not obligate you to do any of the work. The purpose is only to document that you were provided the plan and are aware of the fees should you decide to begin any work during the current calendar year. If you have dental insurance, we will provide you with your estimated co-payment for each treatment, as well as an estimate of what your insurance will pay. However, we do not provide a 100% guarantee of insurance company payment. Each Company is different, and the decision to pay is theirs. We will do our utmost to provide you with accurate estimates. If for some reason your insurance company does not pay for a specific procedure, it is important to understand that you will ultimately be responsible for the final bill. If you prefer to be 100% sure of the insurance payment, as a courtesy to you, we will send a pre-determination to your insurance company. It usually takes anywhere from 2-6 weeks for them to reply.

DENTAL INSURANCE FACTS

Dental insurance is one of the most beneficial and most misunderstood factors in dental treatment today. Dental insurance is a contract between the employer and the patient. It has no connection at all to the provider of dental treatment. The amount of coverage is dictated by the amount of coverage that your employer purchased for their employees and negotiated with the insurer as to the maximum they will pay for certain procedures. The extent of coverage can vary greatly from employer to employer, and sometimes even within the same company. It has absolutely nothing to do with the quality of service provided by the dentist and the fee charged for these services.

Dental insurance helps in defraying some of the cost, but should not be considered as a pay all. If dental insurance covered all procedures, the premiums may be so high that your employer may not be in the position to offer you this benefit.

PATIENT PAYMENTS

Our office will make every effort to assist you with understanding your particular insurance coverage. As a courtesy to you, our patient, we will prepare and submit your claim to your insurance carrier. We also provide an estimate that will show the expected insurance reimbursement and the patient's share for every procedure. The patient's portion is due at time of treatment.

For Patients with insurance, estimated co-payments are due the day of treatment. Our office does not bill for co-payments. For patient without insurance, full payment is due on the day of treatment. Should you require dentures, partials, or crowns, you may pay half of your estimated co-payment the day the procedure is started and the final half when it is completed.

Outstanding balances on your account are discouraged and must be cleared before the next appointment for any account member or within 30 days of treatment, whichever comes first. Appointments for non-emergency treatment may need to be postponed pending payment of outstanding balances. **Late payments will be assessed a \$7.00 billing fee and a 2% interest rate will be applied to the account for balances over 30 days.**

We accept cash, checks, Visa, Mastercard, American Express, Discover, Apple Pay, or CareCredit. Care credit is the financing plan we offer as a separate line of credit to cover you and your family members' healthcare needs. With **Care Credit**, you enjoy these benefits:

- Flexible financing options
- Credit decision usually only takes a few minutes
- No annual fees or prepayment penalties
- Interest free payment plans

APPOINTMENTS AND CANCELLATIONS

At our office we understand that life happens. We pride ourselves in putting the patient first and valuing their time. In doing so, we ask that ours be valued as well. To achieve this, we ask that appointments be cancelled during our **regular business hours** and **with 48-hour notice**. We ask this so we can fill the vacated appointment with another patient to address their needs. In the event of an **afterhours** cancellation, please contact **Dr. Smith or Stanley** directly at **740-525-9623**. Failure to do so will result in cancellation fee of \$75.00. If this is a first time offense, that amount will be credited back toward your patient account provided a makeup appointment is scheduled. Multiple offenses beyond this will lead to forfeiture of the \$75.00 fee. Thank you so much for your adherence to our policies.

Here at our office, we want the patient to feel welcome and well taken care of. Furthermore, we will make every effort to do so in a punctual manner. Our patients are our first priority, specifically, the patient in the chair. We kindly ask you to be sensitive to the fact that emergencies occur and need to be taken care of in an urgent manner. Consequently, this may cause us to run behind. We also request that if you have any concerns you would like addressed in addition to what was scheduled for the visit you let us know prior to your appointment so we can allocate the appropriate amount of time for you or your family.

We look forward to a long happy relationship with you. Please do not hesitate to ask our staff for anything that might make your visit more enjoyable. We are all here for you, and welcome any constructive comments.

Sincerely,

Dr. Smith, Dr. Stanley & Staff

I have read and understand the above office policy.

X

Patient Signature & Date