

Financial Information



Our office policy regarding Dental Insurance

We gladly offer to submit all insurance claims on your behalf to help keep your out of pocket expenses as low as possible. Please note as part of your contract agreement with your insurance company we are required to collect any and all co-pays and deductibles. This means at the time services are rendered your co-payments/deductibles are due.

Unfortunately, we as a dental provider do not determine your insurance coverage. This is determined and negotiated between your employer and the insurance company itself. We encourage prior to treatment becoming familiar with your policy co-payments, benefit year maximums, deductibles, and exclusions and limitations.

If your dental treatment requires multiple visits our treatment coordinator will write up an estimate of the proposed treatment in order that financial arrangements can be made prior to the start of treatment. We will make every effort to give you the most accurate estimate possible, however, if there should happen to be a remaining balance after your insurance company pays their portion, the patient or responsible guarantor will be responsible for paying the remaining balance.

Our expectations of the policy holder include:

If the insurance company has not paid for treatment rendered within 45 days a claim has been submitted, the policy holder will be responsible for paying for any rendered services. This is due to the fact that some dental policies have restrictions and limitations that we have not been made aware of or encountered before (these are based solely on the policy and not on office fees or recommended treatment). **If there are any changes to your insurance policy the holder is responsible for letting the office know during the time of their scheduled visit.**

Appointment Policy

All scheduled appointments are made specifically for you and catered to your specific needs. Out of respect for your time we do not double book appointments so that we can see you in a timely manner. Our patients can expect to be seen at their reserved appointment time. The only exception is in the case of an unexpected emergency that may cause your appointment to become delayed. If this situation should occur we will make every effort to notify you of the delay prior to your arrival. **We ask that you arrive on time for your scheduled appointment time. If you are running behind schedule we ask that you please notify our office as soon as possible.**

Cancellation Policy

We understand that unexpected things may come up that cause the need to cancel an appointment. We ask to please give us 24 hour notice if the need arises to cancel an appointment. **If we do not receive adequate 24 hour notice we reserve the right to charge a \$25 fee per half hour for Hygiene appointments and \$50 per half hour fee for Dentist appointment.**

Signature of account guarantor

Date