

Scheduled and Broken Appointments Policy

All appointments are coordinated so that we can devote our undivided attention to you when you are here. Our goal is to do our best to see you on time. During your scheduled time, the doctor and hygienists are committed to being available for you. We ask for your utmost courtesy regarding your scheduled appointments. Since our practice is committed to quality dental care, we do not over-book or double book appointments. A broken appointment without adequate notice results in wasted and costly time for us.

Therefore, we ask that if you must change your appointment you give **one** business day notice prior to your scheduled time so that we may fill the block of time reserved for you. If a conflict occurs on the day of your scheduled appointment, please call the office as soon as possible so that we may attempt to fill the time reserved for you. If we are able to do so, you may be able to avoid a Broken Appointment Fee.

A BROKEN APPOINTMENT FEE

may be charged for any missed appointment without notice or short notice cancellations.
A fee of \$50 per hour may be assessed for such appointments.

Should you incur a fee for lost time, payment may be debited from any existing credit or be due prior to scheduling any further appointments.

For any **Implant, Periodontal Surgery, and Cosmetic appointments**, a deposit of \$150 may be required at the time of scheduling to reserve your appointment, which is fully refundable with proper advance cancellation notice.

Insurance Policy

As a courtesy, we will be happy to complete and submit any insurance forms related to dental treatment.

In order to avoid misunderstandings, please carefully read and understand the following policy regarding dental insurance benefits.

Our professional services are rendered to you, as such, you are responsible for payment of those services.

Our practice accepts assignment of benefits from many insurance providers. If you have insurance, you will need to provide payment for any deductibles, co-payments, or other amounts not covered by your benefit plan. Since most insurance plans do not cover 100% of the treatment costs, please review your Explanation of Benefits (EOB) booklet provided by your employer.

We will in good faith attempt to assist with any questions that may arise regarding your policy eligibility and insurance reimbursement toward treatment. However, be aware that eligibility and reimbursement of any particular policy is predetermined and agreed upon by the patient's employer and insurance company. Therefore, the insurance company makes the final decision regarding a patient's eligibility and reimbursement based on the patient's policy when the actual claim for treatment is submitted.

If you have any questions about the amount your plan will pay or the treatment your plan will cover, you should refer these questions to your benefit provider and/or employer. At your request, our office will provide all pertinent information to your insurance company for a predetermination so that you can receive the maximum benefits available.

Office Financial Policy

Our team wants all of our patients to be able to afford quality dental care. We offer the following financial policy so that our patients can have the opportunity to decide which payment option may best suit their needs.

Once treatment needs have been determined, we will work with you to sequence your treatment needs and explain payment requirements for any proposed treatment. Generally, payment for service is expected the day service is rendered unless prior arrangements have been made.

Available Payment Options

- **Major Credit Cards and Pre-Authorized Credit Card monthly payments:** we accept Visa, MasterCard, American Express, and Discover. If you prefer to pay large treatment costs over a period of time, you may sign a monthly authorization of payment form. Then once per month your credit card will be charged the allotted monthly amount. A down payment is usually required.
- **Cash, Money Order or Check**
- **Specific Dental Financing:**

CareCredit

Enjoy low monthly payments and extended payment plans in most cases. CareCredit is a revolving charge account that is easy to use, takes just minutes to apply for, and is ideal for all treatment costs not covered by insurance. Ask our Treatment Coordinator for an application, apply by phone or online at: www.carecredit.com

We would be happy to work with you to plan out the most appropriate arrangements for your budget. Financing your treatment allows you to start your dental care immediately and spread out the cost over a period of time. Most importantly, it offers you the opportunity to enjoy the benefits of great oral health without financial issues.

Account Statements are generated and sent bimonthly and are due upon receipt. A 1-½ % monthly late charge and/or finance charge may be added to any balances that are unpaid for more than thirty days. In the event a delinquent account is placed with a collection agency, attorney, or by suit, probate, or bankruptcy proceedings, you will be responsible for related collection expenses and reasonable attorney fees.

My signature indicates that the information given above is accurate and that I have had an opportunity to review and acknowledge the Scheduled and Broken Appointment Policy, Office Financial Policy (with payment options), and Insurance Policy.

Signature _____ Date _____