

OFFICE POLICIES

Due to an enormous amount of time being spent on collections and outstanding insurance claims, our accountants are now requiring the following policies be adhered to. We appreciate your understanding.

We bill insurance as a courtesy; you are responsible for your insurance paying in a timely manner. Any outstanding insurance claims over 45 days, we must ask that you pay and when insurance pays us, we will reimburse you. **IF WE ARE NOT GIVEN THE CORRECT OR UPDATED INSURANCE INFORMATION AND MUST RESUBMIT TO ANOTHER INSURANCE COMPANY THERE WILL BE A \$20 ADMINISTRATIVE FEE.** If your insurance company's policy is to send you the check, we must ask that you pay-in-full at time of service; you keep the insurance check.

Insurance is a supplement for most procedures, you will have a co-payment. ALL COPAYS ARE DUE AT TIME OF SERVICE. Because there are hundreds if not thousands of different insurance policies, you are responsible for understanding your insurance and your remaining annual benefits. We can only give you a general estimation of what your insurance will pay. For the larger procedures and treatment plans we do have financing available: Care Credit. WE DO NOT FINANCE IN-HOUSE.

We will gladly bill your secondary insurance; however, due to insurances not coordinating benefits as they have in the past, all primary co-payments must be paid at time of service. If your secondary pays, we will reimburse you the difference.

Due to scheduling changes, we no longer can guarantee the hygienist you will be seeing. We will do our best to accommodate your request.

PLEASE MAKE SURE WE HAVE ALL UPDATED INFORMATION:

Address and phone numbers
Insurance information
Medical History
E-mail address

WE DO CHARGE \$40 FOR A NO SHOW FEE; IF YOU CANNOT MAKE YOUR APPOINTMENT WE DO ASK THAT YOU NOTIFY US 24 HOURS IN ADVANCE.

Thank you.

NAME

DATE

Eff. 6/11/14