

ASSOCIATES IN DENTAL CARE

Patient Appointment Policy

You are encouraged to make appointments to help us meet your dental needs in a timely manner. You will be seen at your scheduled appointment time, not at the time you sign in. We will do everything within our power to honor your appointment time, because we realize that your time is valuable too. Please understand however that occasionally there are emergencies which are beyond our control, which may cause unforeseen delay in your appointment. If this occurs, please be considerate. If the delay burdens your schedule, we will be more than happy to reschedule your appointment for another time. If you cannot keep an appointment please notify us as soon as possible. **Forty-eight hour cancellation is required for procedures or a fee of \$53.00 or 10% of scheduled treatment whichever is greater** will be charged to you (not your insurance company.) This courtesy allows us to give your appointment time to another patient who desires to see the dentist. A fee must be charged for a missed appointment if you have not cancelled in advance.

Office Hours

Monday-Thursday 8:00 to 5:00 and Friday & Saturdays 8:00 to 2:00
We do realize that emergencies cannot wait for office hours so there is a dentist on call 24 hours a day to assist you with your problem. Just call our office for details. Please use our after hours service for emergencies only.

Charges and Billing/Payments

Payment is expected at the time of service. Cash, checks, Visa, MasterCard and Discover are accepted. Copays are also expected at the time of service. If the copay is not paid, there will be a \$5.00 rebilling charge added to the bill immediately. Necessary payment arrangements must be made with the billing clerk prior to your treatment. We will be glad to do a treatment plan for you, which will show the charges. We also have a financing company (Care Credit) that we work with upon approval. A monthly statement is sent out only on outstanding accounts. Once the account is paid in full, you will no longer receive a statement. If your payment will be delayed, please contact the office.

If an account balance is over 30 days old, there will be a \$5.00 rebilling charge added to your account each month when we re-bill you. If an account is over 90 days old without any payment activity we may be forced to turn your account over to a collection agency or attorney. If this occurs you, the patient, will be responsible for the collection fees, court costs and any additional attorney fees that may become involved. If you are sent to collections, you will also be released as a patient in our office.

Returned Checks

There will be a \$28.00 charge for all returned checks.

Release of Dental Records

If you need a copy of your dental records to go to another dentist, insurance, lawyer or for yourself you will need to fill out a Release of Dental Records Form. The records we release to you will only be from our office. There will also be a \$13.00 charge for copying of your records to be paid prior to the copying of the records.

Insurance Forms and Third Party Payments

It is your responsibility to provide our office staff with the proper billing information. A copy of your insurance card and a completed claim form will be needed for accurate billing information. Remember, your insurance company is responsible to you not us. You are entirely responsible to us for payment, even if the insurance forms have been filed with your insurance company. We cannot accept responsibility of negotiating insurance claims should there be a dispute between you and your insurance company.

Remember you are ultimately responsible.

We accept all Insurances as long as you can choose your provider of choice. The charges, billing and payment policies apply to you. Our office staff will supply the necessary information so that you may get the proper reimbursement from your insurance company if possible.

- 1] Percentage payments are to be paid on the same day the treatment is provided.
 - 2] Payments toward deductible are to be paid the same day treatment is provided. Payments towards deductible are for the full amount. If an overpayment occurs it will be applied to your account.
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