

Office Procedures Informed Consent

Welcome to our practice!

Our courtesy services to you include:

- Filing your insurance for your visit and requesting payment of your portion at time of visit. If insurance makes a payment to you on a claim we require payment within 15 days of receipt.
- Researching your dental insurance plan to advise you of your benefits. We cannot guarantee insurance payment since benefits are obtained verbally and are not guaranteed coverage.
- Re-filing your insurance if necessary.
- Following the American Dental Association guidelines for coding. (Limited to their definition)
- Estimating your portion at the time of service. (Differences may occur due to Usual & Customary Rates or unknown clauses to your plan.)
- Calls to remind you of your appointment. **We request a return call to confirm all appointments. A \$42.00 charge will apply for less than 24 hour notice of a cancellation or no show for a scheduled appointment.**

Our expectations of you:

- **PAYMENT IS DUE WHEN SERVICES ARE RENDERED! IF YOU NEED TO MAKE PAYMENT ARRANGEMENTS, ARRANGEMENTS MUST BE MADE PRIOR TO THE BEGINNING OF TREATMENT. NON-COMPLETION OF TREATMENT DUE TO NON-COMPLIANCE IS NOT SUBJECT TO A REFUND!**
- Payment for your statement is due within 30 days of billing. Please note that if your account is sent to collections a charge of 35% of your total balance will be added to your account for the collection agency fee charge. If we feel it is necessary to send an account to a collection agency, you may become subject to garnishment of wages and/or lawyer fees. If you are not able to pay your balance in full we will make arrangements, however, you are responsible for making this step.
- Understanding that the insurance policy belongs to you. It is a contract between you and the insurance carrier. We may ask you to contact the insurance/benefit manager to resolve any questions regarding coverage.
- Realizing that dental insurance policies restrict payment for some services, use restricted fee schedules, and exclude some procedures based on pre-existing conditions, length of time on the plan, length of time of condition and can give alternate coverage that is less costly to the insurance.
- Notice of any changes in your insurance carrier, employment, or termination of coverage.

Dental Insurance:

Understanding your insurance coverage can be a challenge. Our goal is to assist you in maximizing your benefits. Since you & your employer negotiate your individual policy, each policy has different coverage for different procedures. We encourage you to become familiar with your policy's exclusions, deductibles, waiting periods, and co-payments. **Our participation with an insurance network is subject to change without any notice and/or consent.**

Recommendations of Treatment

We as dental professionals make recommendations for optimal treatment for long term resolution to the problem. We do understand that sometimes the financial aspect of the treatment can delay follow thru on recommendations but if other treatment is requested instead of recommendations we cannot be responsible for any failure or such treatment. We also reserve the right to deny any treatment that is not in compliance with ADA definitions.

Broken Appointments

Your appointments represent time that is reserved for you. If you are unable to keep a scheduled appointment, we ask that you inform us at least 24 hours in advance. A broken appointment fee of \$42.00 will be charged for appointments that are broken without 24 hours notice (except in the case of medical emergency).

Emergencies

We try to work in qualifying emergencies within 24/48 hours of contact with the office. Understanding the appointment time may not be the most opportune time for you or your schedule. We will offer what is available in the schedule keeping in mind the other patient appointments that are scheduled as well as considering that most emergencies generally take time to resolve.

Divorce

In the occurrence of a divorce we will try to separate the account and will hold each party responsible for their individual balance. In collection procedures both parties will be held responsible. An account cannot be separated in our computer system until the balance is paid in full.

Divorced Parents

The parent who initially brings the child will be ultimately held responsible for the balance on the account. We will try to help in any manner to get payment from the other parent will not get involved with divorce decree.

Returned Checks

Returned checks are subject to a return check fee of \$50.00 and non-resolution of the check balance will require the notification of the police and further prosecution.

Forms of Payment

Forms of Payment that are taken at our office are **CASH, CHECK, VISA, MASTERCARD, OR CARECREDIT***.
*CareCredit must be approved prior to the beginning of treatment.

Authorization and Release

I have read and agree to comply with the insurance, office, and broken appointment guidelines.

Printed Name

Signature

Date