

Important Points

Please Initial

Confidential Health Information

We will use and communicate your health information only for purposes of providing your treatment, obtaining payment and conducting health care operations. Your health information will not be used for other purposes unless we have asked for and been voluntarily given your written permission.

Insurance

We will try to gather as much information about your insurance policy and coverage as possible. However, the information given to us over the phone, by insurance company employees is often inaccurate. Please be aware that we are not responsible if your insurance company does not pay your bill. It is ultimately your responsibility to be aware of your coverage status and any plan exclusions or waiting periods.

It is your responsibility to inform us if your insurance company has changed.

We want you to know that we can never guarantee that an insurance company will completely pay a claim, or if they will pay at all. Inconsistencies often occur regarding their claim policies & the quality of their employees. With some insurance companies we have found it necessary to bill you the entire fee (your plan's fee) up front with anticipated re-imbusement to you if the claim is paid directly to this office.

We do not work for the insurance company, we work for you. If your insurance company should fail to pay for any procedure — no matter what reason they use — you are still responsible for paying us in full.

Payment Policy

We will file for payment from your insurance company based on the information we have on hand at that time. We will wait to receive payment from them. However, we will turn the claim over to you for payment if,

The original claim is only partially paid or denied (for any reason), or

The original claim has been outstanding for 65 days*.

The 65 day* limit begins with filling the original (first) claim. In many cases, the insurance company will lose x-rays and claims and/or ask for unnecessary documentation. So there has to be a time limit for payment.

Your estimated payment/co-payment is due the day that treatment is performed. Any balance remaining, after your insurance company processes your claim is due within 30 days. If you end up with a positive balance we will refund the difference or defer the balance to apply toward future charges.

For major procedures (crowns, bridges, root canals, partials) we require a deposit at the time you schedule your appointment which is applied to your payment/co-payment. Due to the cost of supplies, lab fees, and often extended time reserved for the appointment, we require at least 24 hours notice to cancel or reschedule your appointment. If 24 hours notice is not given you will forfeit that deposit.

Should your account be turned over to our collections agency, an additional service charge of 35% will be added to the delinquent balance. You will also be responsible for any legal fees, court costs and any other costs involved in the collection process.

Cancelled (Broken) Appointments

While we understand work or family obligations require immediate attention, we do ask that you give us at least 24 hours notice if you feel that you cannot make your scheduled appointment.

Please Understand!

For recurring instances, there is a \$50 charge for Hygiene Appointment and \$100 charge for Appointments with the Doctor if you fail to notify us by at least 12 noon of the day before your appointment.

Signature: _____ *Date:* _____