

## OFFICE POLICY

- In an effort to keep costs down, we ask that you have a partnership with us to expedite insurance claims processing. We will file your insurance for you, but ask that you keep us informed of any changes.
- Payment in full is required at the time of service for those who do not have dental insurance. Patients with insurance must pay their deductible, co-insurance, or any amount not paid by insurance. Major credit cards, CareCredit, cash and checks are accepted as methods of payment.
- If you are unable to pay in full, financial arrangements must be made in advance. Unpaid balances beyond 60 days are subject to finance charges. There is a \$20.00 fee for returned checks.
- If payment of an insurance claim is delinquent, it is your responsibility to contact your employer and/or insurance carrier. Obtaining additional information from the patient is often the source of the problem. Full payment is expected for unpaid claims beyond 90 days. We will keep you informed of any delays or denials we are experiencing.
- When you schedule an appointment, time and space are reserved so that we can spend the time necessary to treat you and answer all of your questions. We consider your time with us valuable so we strive to stay on schedule. It is greatly appreciated that you make every effort to keep your scheduled appointment. If you do need to cancel, please contact our office 48 hours in advance. We understand that emergencies do happen. However, if you fail to give our office 24 hours notice more than once, a \$50.00 fee will be charged to your account.
- As a courtesy, we ask that you please turn off your cell phone during your appointment.