

OFFICE POLICES

APPOINTMENTS

Your appointment is considered confirmed when you make it. We will try to remind you with a courtesy call, email or postcard in advance.

We understand that circumstances do arise that can keep you from a dental appointment. Please have the courtesy to give the office 48 hours notice. After 2 broken/canceled without 48 hours notice we will no longer be able to reschedule.

DENTAL MATERIAL FACTS SHEET

The New Hampshire Dental Board requires you receive a copy of this form.

FINANCIAL

Our office accepts the following forms of payment: cash, check, Visa, Mastercard, Discover, and American Express. We also offer interest free payments through our finance company, Care Credit. In-house financing is **not** available.

You must provide a Social Security # as well as a valid picture ID at the time of your first visit to protect against identity theft and fraud.

Payment is due at the time of treatment. I understand that my account may be charged a \$10 rebilling fee on balances older than 30 days. I further understand that if my account is not paid within 60 days from date of service, I will be responsible for legal and/or collection agency fees, and any other expenses incurred in collecting my account.

There will be a \$20 charge for all returned checks.

INSURANCE

If you have dental insurance coverage, we will be glad to help you receive your maximum allowable benefits and will file the claim for you as a courtesy.

Information provided by the insurance company is not a guarantee of benefits, only an estimation. Please review your policy book so there are no misunderstandings. If you do not have a policy book, contact your human resource office.

You, the patient, are responsible for your own policy. We are third party billing only, and given minimal information by your insurance company.

You are responsible for all co-pays at time of service, and any balances that may occur after the insurance has paid. If our efforts to collect insurance payment are unsuccessful, you will be asked to assist us in resolving the problem. If your insurance company has not paid your account in full within 45 days, you will be held responsible for the balance.

Our goal is to give you the best estimate possible with the information given to us by you and your insurance company. Until the insurance company receives the actual CLAIM, it remains an estimate and is not a guarantee.

Please be aware that few insurance companies attempt to cover all dental costs. Many dental insurance plans set limits for fees or maximum allowable amounts for services which they indicate they will pay 100%. These are referred to as usual and customary fees. If these fees are less than our fees, you will be responsible for the difference. Some insurance companies follow a fee schedule when paying benefits. We do not have access to the details of that fee schedule.

We **accept** Delta Dental, but we are **not a provider**. You will be responsible for payment in full at the time of treatment. Our office will submit your treatment to Delta Dental for you and you can expect reimbursement from them in 2-3 weeks. It is your responsibility to notify us if you do not receive reimbursement from them within 4 weeks. We will then attempt to resubmit the claim for you if necessary. You must notify us to any changes in insurance coverage.

If you are covered by Healthy Kids Gold, you must notify us if: you turn 19, your coverage changes to Silver/Buy-In, and/or you gain secondary insurance. We cannot bill out Healthy Kids Silver insurance.

NOTICE OF PRIVACY PRACTICES

I have been given and reviewed a copy of the office's Notice of Privacy Practices as required by the Federal Health Insurance Portability and Accountability Act laws.

I have read and understand the above policies. I have been provided with a copy of the Notice of Privacy Practices and the Dental Materials Fact Sheet. All of the information provided by me to your office is accurate to the best of my knowledge.

Signature (Patient/Guardian)

Date: _____

Printed Name

Conway Oral Healthcare 51A Washington Street, Conway, NH 03818

08/09