

Financial & Cancellation Policy

Winn Smiles

OFFICE NUMBER: (423) 472-6482

OFFICE HOURS: Monday, Wednesday, Thursday & Friday 8:00 am - 1:00 pm & 2:00 pm - 5:00 pm
Tuesday 9:00 am - 1:00 pm & 2:00 pm - 5:00 pm

FINANCIAL POLICY:

We value you as a patient and are committed to providing you with the best dental care. We want you to have a complete understanding of your financial responsibilities for the services to be provided. To assist us in achieving these goals, we ask that you review our financial policy.

Winn Smiles is pleased to accept *MasterCard, Visa, Discover Card, American Express*, as well as *Debit Cards*. While we do not typically offer in house financing for services, we do accept *Care Credit*, an external financing option. Please let us know if you are interested in pursuing this option and our staff will be happy to provide you with the information and an application.

We will be happy to help process your claim for reimbursement or you may assign your primary insurance benefits to the doctor as partial payment toward the services rendered. This can be done after we have had the opportunity to verify your primary insurance benefits. If you have secondary insurance benefits, we will process your claim for reimbursement directly to you.

At the time of your appointment, you will be expected to pay your deductible, as well as, any portion of the treatment fees that we estimate will not be covered by your insurance policy. Because of insurance policy changes and/or necessary changes in treatment plans, your dental coverage may vary from this estimated treatment calculation or your carrier's pre-estimate. You are responsible for the total balance due. *When extensive treatment plans (exceeding \$3,000) are diagnosed by the doctor, payment for services must be paid in full prior to any administered treatment. In the event your insurance carrier estimates payment towards the extensive treatment services, we will direct the insurance company to reimburse the estimated payment to the patient.*

If your insurance company has not paid the full balance of the claim within 45 days from treatment, you will be responsible for paying the balance.

Please remember that your insurance is a contract between you and your insurance company and/or employer. Our dental practice is not a party to the contract.

We recommend that any questions regarding the amount of insurance coverage for the specific treatment be discussed directly with your insurance company or your employer.

If your check is dishonored or returned for any reason there will be a \$25.00 processing fee applied to your account. Your use of a check for payment is your acceptance of this agreement and its terms.

All treatment charges are the responsibility of the patient or responsible party regardless of insurance coverage. All balances are subject to finance fees of 1.5 % per month. If all charges are not paid within sixty (60) days from the date of service, your account will be turned over for legal collections. You will be responsible for all collection costs, including, but not limited to, thirty (30) percent collection costs and/or attorney's fees in addition to the balance owed.

CANCELLATIONS:

Once your appointment has been made, please remember this time has been reserved specifically for you. *A \$75.00 Chair Deposit will be required when rescheduling a missed Hygiene appointment and/or a 15% Chair Deposit for rescheduling a missed Treatment appointment.* The Chair Deposit will be applied toward your services, however, will not be refunded in the event the rescheduled appointment is missed. No deposit will be needed for rescheduling an appointment provided 24 hours notice is given.

I have read and understand the financial & cancellation policy of Winn Smiles and I agree to be bound by its terms. I also understand and agree that such terms may be amended from time to time by the practice.

Date

Signature of Patient/Guardian