

PATIENT POLICIES FOR THE PRACTICE

Appointments

- Please bring updated insurance card and visit co-payment (if you have one)
- Co-insurance must be paid before services are rendered. If you are unable to pay your co-insurance, you may be asked to reschedule your appointment
- In an effort to keep patients from long wait times, patients that arrive **more than 10 minutes late** may be required to reschedule their appointment
- Once your appointment is over, please see a team member at the front-desk to check out of office
- If minors are unaccompanied, treatment consent is implied
- When shared parenting exists, the parent or guardian accompanying the minor is responsible for all co-pays and co-insurance at the time of visit

Appointment Cancellations and No-Shows

- Patients must reschedule/cancel their appointments with at least 24 hours notice.
- Appointments canceled with less than 24 hours' notice and patient no-shows are assessed the following fee:
 - Regular dental hygiene appointment: \$30 cancellation fee
 - Restorative dental appointment: \$50 cancellation fee
- Patients that incur three no-show visits in a 12-month period may be dismissed from the practice

Billing

- Patients are required to pay for dental services **at the time said services are rendered**
- Balances are the sole responsibility of the patient when any of the following occur:
 - Insurance company has rejected claim and states patient is responsible
 - Insurance has processed claim stating a portion is due from patient
 - Insurance has requested information from the patient and received no response
 - Insurance has not responded to the claim within 30 days
 - Patient did not provide accurate insurance information
- All unpaid **balances over 30 days will be assessed a \$10 late fee**, which will appear on your billing statement
- All unpaid balances over 60 days will be assessed a finance charge
- Collection Procedures: Patients receive a statement for any balance due. Payment is due upon receipt of statement. If no payment is received or the patient has made no contact with our office to pay, patient accounts are sent to an outside agency for collection. The outside agency may report balances to the Credit Bureau according to state and federal law. Once a patient account is transferred to the collection agency, the patient cannot make additional appointments in our office until payment has been made (except cases of emergency). We make every attempt to collect unpaid balances before this happens. Collection accounts are subject to dismissal from the practice

I have read, understand, and agree to the above policy

Name _____ Date _____