

# Cancellation policy

## Dental Insurance:

Our office is out -of-network (non-participating) for all insurance companies. Patients who carry dental insurance understand that all dental services completed are charged directly to the patient and that he or she is personally responsible for payment of all dental services regardless of dental insurance. It is your responsibility to ensure that the insurance information we have on file is accurate. We have no way of knowing when/if your insurance coverage changes. As a courtesy to you we will help you process all your insurance claims. However, it is your obligation to familiarize yourself with your insurance coverage as benefits vary and not all services are covered. Insurance companies have a wide variety of rules, plan limitations and exclusions that our office may not be aware of. We must emphasize that your treatment plan is only an estimate and all charges are your responsibility regardless of your insurance coverage. We must emphasize that as your dental care provider, our relationship is with you, our patient, not with your insurance company. Dental insurance is a benefit for the patient provided by their employer and the contract lies between the patient, employer and the insurance company. Our office is not a party to that contract. We will cooperate fully with the regulations and requests of your insurance company that may assist in the claim being paid.

Payment is due at the time service is provided.

We accept cash, personal checks, debit card, Visa, Mastercard, Discover and American Express.

## Treatment Plan:

Please understand that we will provide a treatment plan estimate to you, however it is not a guarantee that your insurance will pay exactly what is estimated. Your insurance company and your plan benefits ultimately determine the amount paid. Treatments proposed may change due to situations requiring additional treatments. Full payment is collected at the time of your appointment unless prior arrangements have been made.

## Cancellation/missed Appointments:

We require that you give our office 48 hours' notice if you need to reschedule your appointment. This allows for other patients to be scheduled into that appointment. If you miss an appointment without contacting our office within the required time, this is considered a missed appointment.

A fee of \$50.00 per scheduled hour will be charged to you; this fee cannot be billed to your insurance company. In which, will be your direct responsibility. No future appointments will be scheduled without the payment of this fee.

Additionally, if a patient is more than 10 minutes late without prior notice for a scheduled appointment, a fee may apply.

If you have a dental appointment scheduled with our office on a Monday or a Tuesday, be aware that you will NEED to make any changes before 12 Noon on the Thursday prior to the scheduled appointment time and date.

Messages and electronic correspondence received after the requested time will not be considered adequate notice and the fee will apply.

If you have any questions regarding this policy, please let our staff know. We will be glad to answer any questions you may have.

Print name

Signature

Clear