

FINANCIAL AND MISSED APPOINTMENT POLICY

Welcome to Grand Dental Arts. In order to enhance communication and promote understanding regarding this office's financial and missed appointment policy, please read through the following information. After reading, please provide your signature at the bottom, indicating that you fully understand these policies. This form must be signed in order to proceed with your scheduled appointment.

Financial Policy

We are happy to bill insurance claims to primary and secondary carriers as a courtesy to our patients. You are responsible for providing us with up-to-date insurance information. Please understand that each patient is ultimately responsible for the cost of services rendered. Your insurance policy is a contract between you, your employer, and the insurance company. We are NOT a party to that contract. Our financial relationship is with you, not your insurance company.

Insurance policies have become increasingly complex over the years and it has become impossible for our office to know each specific plan and their limitations. We will do our best to estimate insurance coverage and patient portion due. We will send pre-estimates for services over \$500. All estimates are based on information provided by us by your insurance company and are not a guarantee of payment. Only after a claim is submitted and reviewed by your insurance company can final payment be determined. As a courtesy to you, we file claim forms electronically, provide postage for special claims, and track claims on your behalf. If the insurance company does not pay the full amount anticipated, the patient is responsible for the difference. Therefore, it is your responsibility to know your insurance benefits.

If you do not have insurance, payment for services is expected at the time of service. The office policy is that the parent requesting treatment for a minor child is responsible for all fees incurred. We cannot become involved in billing disputes in cases involving divorce or separation.

Payment is due at the time services are rendered. For larger cases, 50% of the patient's portion is due at the start of treatment, including any deductible. The remaining 50% is due at the last appointment. We accept cash, checks, Visa, MasterCard, and Discover. We also offer Care Credit as a financing option.

All patient accounts that become delinquent will be processed in-house for collection proceedings. A final notice will be sent for bills over 90 days. The account will then be reviewed for referral to an outside agency. All accounts turned over to a collection agency will be assessed a 25% administrative fee.

Appointment Policy

We see all patients on an appointment basis, doing our best to see all patients on time. We request that you arrive promptly for the time we have reserved for you. If, for any reason, you need to make changes to your appointment, we require a 48-hour notification call during business hours, so this time may be offered to another patient. If appropriate notice is not given, a charge of \$25 may be assessed to the patient's account. For appointments longer than 1 hour, the charge will increase, i.e., \$50 for a two hour cancellation, \$75 for a 3 hour appointment. Three missed appointments may result in dismissal as a patient. We understand that sometimes last minute cancellations are unavoidable. Individual circumstances may be discussed with the office manager and/or the dentist.

I HAVE READ AND UNDERSTAND THE TERMS AND CONDITIONS SET FORTH IN THE ABOVE POLICY.

Patient Name-Please Print

Date

Patient or Parent Signature

Relationship