

WELCOME TO OUR DENTAL FAMILY!
OFFICE POLICIES AND GENERAL INFORMATION

Our regular business hours are Monday – Thursday, 7:30am – 4:30pm and we are closed for lunch 12:30 to 1:30. We require **TWO** business days notice to cancel or reschedule an appointment to avoid a \$75.00 broken appointment fee for appointments less than 1 hour. We would appreciate a phone message vs email. If you are running late for an appointment, please give us a call and we will do our best to accommodate you as long it doesn't impact patients scheduled after you.

A \$100.00 deposit for treatment over \$1,000.00 is required, and is fully refundable with a 2 business days cancellation notice. For treatment over \$2,000.00 the refundable deposit is \$200.00. For treatment over \$5,000.00 there is a \$300.00 deposit and we require 7 business days notice to cancel or reschedule. **Appointments are confirmed via email and/or text message, and we appreciate your responding to either one.**

We file to all PPO and indemnity insurance plans (NO HMOs), and participate (in network) with Delta Dental, Cigna, Guardian, GEHA and DHA. We do our best to verify your dental benefits before your first visit, but it is your responsibility to know your plan's coverage and restrictions. Please keep in mind that an employer can change the terms of your policy from year to year.

Patients with no insurance benefits are given a courtesy discount depending on the cost of treatment. We accept VISA and MC (including flexible spending & HSA cards), Discover, AmEx, and personal checks. We also accept Care Credit.

We are happy to send in a predetermination request for treatment; basic work is submitted electronically and usually takes 2-3 weeks to hear back. Major work requires a detailed narrative with x-rays and we submit through the mail; it takes approx. 4 weeks for a response. We will collect an **estimated** copay for restorative work without a predetermination, but any remaining balance is your responsibility.

Most insurance plans have a calendar or contract year maximum per person that doesn't carry over and **this includes preventive care**. Cosmetic procedures are not covered by insurance, and we offer substantial discounts depending on how many teeth are treated in one arch.

We truly appreciate the referral of your family members, friends and co-workers! Once they become established patients we will add a \$50.00 credit to your account to thank you for your confidence and trust!

I understand that all insurance payment portions are ESTIMATES based on information provided by my insurance company and is NOT a guarantee of exact payment. All confirmation of eligibility and insurance payments is my responsibility. Any assistance by our office is given as a courtesy.

Patient Signature

Date