



OFFICE PHILOSOPHY AND POLICIES

Parental Presence

We invite you to stay with your child during the initial examination. During future appointments we suggest you allow your child to accompany our staff through the dental experience. We can usually establish a closer rapport with your child when you are not present. Our purpose is to gain your child's confidence and help them overcome apprehension. We also believe children feel proud of their ability to navigate through a dental visit on their own. However, we do recognize and respect the unique needs of every patient. If you choose, one parent may accompany the child to the treatment room. For the safety and privacy of all patients, other children who are not being treated should remain in the waiting room with a supervising adult. We also request that you remain in our office for the duration of child's dental appointment.

Scheduling

Since appointed times are reserved exclusively for each patient, we request that you notify our office 24 hours in advance of your scheduled appointment if you are unable to keep your appointment. Another patient, who needs our care, could be scheduled if we have sufficient time to notify them. We realize that unexpected things can happen, but we ask for your assistance in this regard.

Financial Policy

We accept cash, check, MasterCard, Visa, Discover Card, American Express and Care Credit. We also accept a variety of dental insurances. Payment is due at the time dental treatment is provided. Any balance carried over 90 days will be turned over to our collection agency.

Insurance Policy

If we have received all of your insurance information on the day of the appointment, we will be happy to file your claim as a service to you. We recommend that you be familiar with your insurance benefits, as we will collect from you the estimated amount insurance is not expected to pay. We make every effort to provide you with an accurate insurance estimate, however, please understand this is just an estimate. The portion not estimated to be covered by your insurance is due at the time of service. Our office will allow 40 days for your insurance to pay on your claim. We file insurance electronically so your insurance company will receive each claim within days of the treatment. If your insurance does not pay within 40 days, or if the insurance payment differs from the amount estimated, a statement will be mailed to you and the balance is your responsibility.

Please realize that dental insurance is meant to be an aid in receiving dental care. No insurance pays 100% of all procedures. Many patients think that their insurance pays 90-100% of all dental fees. In reality, most plans only pay between 50-80% of the average total fee. Some pay more, some pay less. The percentage paid is usually determined by how much you or your employer has paid for coverage or the type of contract your employer has set up with the insurance company.

Our office does not accept payment from secondary insurance plans, with the exception of Medicaid. If you carry a secondary insurance we will be glad to provide you with a copy of your Superbill to assist you in filing your secondary claim.

I have read and understand the above policies _____

Date _____

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