

## Looking forward

We value you as a patient and member of our dental family. We look forward to serving you and to helping you in any way we can. If ever you have questions or need information from us, please don't hesitate to contact our staff. We also welcome your comments – about your treatment, our center or dental care in general. Here's to your dental health!



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## How we work together

Fees and Appointments

Welcome!



We're pleased to have you as our patient and appreciate the trust you've placed in us. We're committed to providing you the very latest – and the very best – in personalized dental care. In some instances, we may present you with options for your care. However, we'll always recommend and encourage an optimal solution, in keeping with our mission to offer our patients the best value in dental care.

## Fees and payment

So that we may deliver excellent care and service, we ask that fees be paid at the time of service. For your convenience, we accept major credit cards, as well third-party financing alternatives, including Care Credit, Dental Fee Plan and Wells Fargo. We'll be happy to clarify and discuss all components of our fees and payment options with you. We also offer cash discounts of up to 5% to patients who pay in full five working days before treatment.

## Dental benefits

If you have dental benefits, we will accept assignment for the estimated partial payment. However, patients are responsible for the balance not covered by insurance. Remember, dental plans typically defray the cost of dental care but do not cover the full amount.

Once we submit a claim to your insurance carrier, including all pertinent information about your treatment, it is your responsibility to follow up and maintain communications, as necessary, with your insurance plan. Specifically, if your claim is not paid within 30 days, we ask that you contact your insurance carrier to help expedite processing and payment of the claim. After 45 days, we ask that you pay your account in full, unless you have made prior, written arrangements with us.

## Scheduling appointments

Because we appreciate our patients' busy schedules, we offer appointment times that are most convenient for you, including some evenings and Saturdays. Once scheduled, your appointment time is reserved exclusively for you. It is not our policy to schedule multiple patients at the same time. This enables us to provide each of our patients with optimal care and service. We know your time is valuable and will do everything possible to make appointments that fit your schedule!

Unforeseen events occur, however, and at times it may be necessary for you to reschedule an appointment. Because broken appointments can interfere with treatment and create scheduling problems for other patients, they can turn into disappointments for everyone. So, we ask that you cancel at least 48 hours in advance. This allows us to move another patient into your time slot. If, however, we do not receive adequate notification, we will charge your account a fee for overhead expense. Please make every effort to cancel or reschedule your appointment well in advance.