



Financial Policy

Most of our patients want to understand their financial obligations for dental services before treatment begins so that they can plan their finances accordingly. While each patient will have a customized dental treatment and payment plan, there are some common guidelines that are helpful to keep in mind.

Payment Methods: We ask that all accounts be paid at the time services are rendered unless other arrangements have been made with our office manager. Emergency patients must always pay the day of service.

- We accept cash, personal checks, debit cards, VISA and MasterCard.
- We are pleased to offer the CareCredit, the nation's leading patient payment program. With CareCredit you can begin treatment immediately, and pay for it over a period of time with low monthly payments, many times with no interest. After filling out a short application, we can process it online and let you know if you qualify within minutes. Ask our office staff for a detailed brochure if you are interested.
- As a courtesy, we are happy to submit claims to your dental carrier. Payments made by your insurance carrier will be credited to the patients account with the balance payable by the patient. Patients are responsible for the total amount due, regardless of insurance coverage. To be well informed, you should check with your insurance company or employer to make sure you understand the benefits and exclusions for your particular plan.

Cancellation and failed appointment fee: Your appointment time is reserved especially for you. If you are unable to keep your appointment, please give us at least 24 hours notice. There will be a cancellation /failure fee of \$50.00 per hour scheduled for each appointment cancelled or failed without 24 hours notice. As a courtesy, to help you remember your appointment, we will mail a confirmation postcard the week prior to the appointment.

Financial charge: If a statement of account becomes necessary, and is past due, a 1% per month finance charge will be assessed on the unpaid balance, with a minimum of .50 cents. Accounts over 90 days old with no payment will be turned over to a collection agency for more intense collection effort

Credit: Due to the expense of issuing refund checks, our office does not mail refund checks that are \$5.00 or less. However we will leave your credit on your account for 3 years in an attempt to let you use it. After 3 years if the credit is not used it will be adjusted off as an administrative fee.

If you have any questions about these policies, please call us at (509)-548-5415, and we will gladly help you.

Please sign for receipt of these policies:

Name _____ Date _____