

# Office Policies

Things we would like all of our Patients to know...

## First-Time-Patients

Please Bring Your Insurance Card to all visits!!

Check Your Insurance Plan for Benefits and Exclusions.

- Fill out all forms completely with the correct information.
- Update information as it changes:  
Phone Number, Address, Insurance Changes

## Billing

- We will do everything we can to collect from your insurance company but all balances are considered the patient's responsibility. Be prepared to pay 1/3 of the total cost on Major Work (crowns, root canals, partials, dentures) and start making payments each month even if insurance hasn't paid yet.
- We expect all patients with a balance not covered by insurance to pay *each month!!*
- We send bills to all patients each month even if insurance is expected to pay part of the balance. This does not mean we expect you to pay before the insurance does. Please call us if you feel the insurance is taking too long, your insurance has changed or you have a question.

- Balances over 3 months are subject to 1 1/2 % 1 month carrying charge.
- Balances paid in full at time of service receive 5% discount.  
(Does not include amount covered by insurance)

### Making and Keeping Appointments

- New patients should come 15 minutes before appointment time.
- Patients who wish to cancel or reschedule an appointment should call at least 24 hours in advance if possible.
- If you wish to schedule a cleaning and exam for a time after 4pm or on a Saturday, you should call 3-4 months in advance or schedule them at the time of your last cleaning.

If you need an emergency appointment please call the office as early in the day as possible.      -THANK YOU