

## FINANCIAL OPTIONS & APPOINTMENT POLICIES

Taking care of your child is our highest priority. When it comes to talking about finances, our goal is to provide you with clear information regarding our dental fees, payment options and your insurance benefits. Before treatment begins, we will provide you with an estimate of the total fees expected. Please understand that this is only an estimate. Treatment can change for a variety of unforeseen reasons. Whenever possible, we will inform you of any treatment changes that will affect your financial estimate.

**Complete payment for services is expected the day treatment is rendered.**

When estimating insurance coverage, we must stress the word “estimate” as dental benefits are determined by each patient’s dental contract. Every patient’s dental plan is different, and necessary dental services are not always covered. Most dental plans are designed to assist patients with their dental expenses. Very few dental plans fully cover all dental services. If you bring in a copy of your dental plan, we will be more than happy to help you interpret your dental benefits. Without a copy of your dental benefit plan, only an estimate can be provided based on what a “typical” dental plan provides. If your dental plan pays more than expected you will receive a prompt refund. If your dental plan pays less than expected, a balance due will be reflected on your statement. If your dental plan later determines that you were not eligible for coverage, the balance becomes your responsibility.

**We currently participate with Delta Dental Premier and Traditional Blue Cross Blue Shield of Michigan. We will submit all other claims as a courtesy. Please be aware that all accounts overdue by 90 days may be charged a re-billing fee at our discretion. A \$35.00 penalty charge will be applied for any returned check.**

We appreciate the confidence that you have placed in us to take care of your child’s dental needs. Please feel free to contact us with any questions you may have regarding the payment options and/or appointment and cancellation policies.

## AVAILABLE PAYMENT OPTIONS

- Plan A:**      **Pre-Payment Courtesy** If you pay your estimated portion the day before your appointment or earlier, a 5% courtesy will be applied. You can send a check, call with a credit card number or stop into the office at anytime up to the day before your appointment to receive this discount.
- Plan B:**      **Split Payment** This option is available for patients who are diagnosed with treatment that will require multiple visits. (ex: space maintainers, habit appliances) In this plan, half of the total cost will be paid at the beginning of treatment and the remaining half will be paid at the completion date (date appliance is delivered)
- Plan C:**      **CareCredit** CareCredit is a dental/medical credit card that can be used to pay your complete balance. Upon approval, you may use your card and begin making monthly payments with little or no interest.

## APPOINTMENT CANCELLATION POLICY

Our dental practice takes pride in providing quality care for our patients and the combination of communication and cooperation are key elements for a successful office. Because we value our patients’ time, we emphasize the importance of keeping scheduled appointments. If an appointment cannot be kept, we ask our patients to give us 48 hours advance notice. This gives our team the appropriate time to contact other patients who are in need of dental care.

We do understand that there are emergencies and a 48 hour advance notice may not be possible at all times. We ask that you contact our office as soon as possible to reschedule your appointment. If there is a history of failed appointments, a pre-payment policy may be enforced.

Responsible party signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_