

POLICIES OF DENTEX DENTAL CA

FINANCIAL POLICIES

- **Payments** are due at the time of service.
- **Copayments and Deductibles** are estimated according to your policy coverage. Payment for non-covered services or services for which eligibility/coverage can not be confirmed is due at the time of service.
- **Coverage Terms:** Your insurance is a contract between you and your insurance company. You are responsible for knowing the terms of your insurance policy. It is not the responsibility of Dentex Dental to know your policy details. Dentex Dental attempts to verify eligibility and benefits, however, we are unable to guarantee benefits of payment until insurance claims are processed.
- **Outstanding balances** for any and all family members are due and payable prior to the next appointment.
- **Billing Policy:** Your insurance company will be billed on the date of service. When the Explanation of Benefits (EOB) is received for the date of service, your account will be credited for payments beyond your responsibility. If coverage is denied or there is a remaining patient responsibility, you will be responsible for payment in full. You will be billed on a monthly basis.
- **Insurance Company Disputes:** It is your responsibility to negotiate payments with your insurance company.
- **Health Maintenance Organization (HMO):** Dentex Dental CA does not participate in any HMO programs (some endodontics excluded). If you are a member of an HMO policy and are being seen in our office, payment in full is due at the time of service. **It is not the responsibility of Dentex Dental CA to know what type of insurance program you participate in.**
- **Collection Policy:** If payment is not made at the time the monthly billing statement is received, you may be responsible for interest/penalties. Dentex Dental CA subscribes to a collection agency for any unpaid debt. Once your bill goes to collections you will be responsible for attorney fees, interest and penalties. Dentex Dental CA cannot pull an account out of collections once it is sent to collections. If your account is sent to collections you will be discharged from the practice.
- **Financial Hardship:** If you encounter a financial hardship, Dentex Dental CA has a policy for payment programs. Financial hardship qualifications are required to be met prior to payment arrangements.
- **Returned Checks:** There will be a \$35 returned check fee applied to your bill for any returned check. This is the charge we incur from our bank.

Signature

Relationship to Patient

Date

OFFICE POLICIES

- **Appointment Confirmations:** Dentex Dental CA encourages patients to confirm all appointments with the front office staff via phone, e-mail or text message communication. Patients with unconfirmed appointments may still be seen, but may experience longer wait times.
- **Electronic Communication:** Dentex Dental CA encourages patients to utilize electronic communication including e-mail and text messages to confirm appointments and make other needed inquiries.
- **After Hours and Weekend Appointments:** Dentex Dental CA offers after hours and weekend appointments. After hours consists of appointments after 5 p.m.
- **Walk-in Appointments:** Dentex Dental CA encourages walk-in appointments but understand that additional wait time may be required.
- **Missed Appointments:** A missed appointment fee of \$40 will be charged if the office is not notified within 24 hours in advance. The fee is not covered by insurance and will not be billed to insurance.
- **Specialist Appointments:** A deposit of \$250 is required for specialist appointments one hour or longer. The deposit goes toward the cost of treatment or will be refunded upon arrival at appointment. The deposit is only refundable if appointment changes are made 48 hours or more in advance.
- **Copy of Medical Records:** A written request must be received prior to the release of each medical record. E-mailed records will be released at no charge, while a \$40 fee is required for hard copies of medical records. Please allow two weeks from the receipt of the request.
- **Authorization to Treat Minors:** Dentex Dental CA will be unable to treat a minor (17-years-old and younger) without a parent or legal guardian present. A minor may be treated in the presence of an adult other than the parent or legal guardian without proper written consent.

Signature

Relationship to Patient

Date