**Patient Payment and Policy**

**PAYMENT**

**Payment is due in full at the time of service.**

**You can choose from:**

* Cash, Check, Visa, MasterCard or Discover Card
* Convenient Monthly Payment Plans¹ from CareCredit

- Allow you to pay over time

-No annual fees or pre-payment penalties

¹Subject to credit approval

*\*There will be a charge of $25 for returned checks.*

**When dental insurance is being used towards a visit:**

* We can **estimate** what your insurance company will pay by the amount your plan has paid in the past. We will allow you to pay your estimated portion on the date of service. We will then bill your insurance for the remainder. If you’re insurance company pays MORE than we have estimated, we will reflect a credit balance on your account. You may use this towards future dental visits, unless a refund is requested. Likewise; if the insurance pays LESS than they have previously paid, you will be sent a statement for the difference.
* If you prefer to bill your insurance independently, please notify a member of our staff and we will be happy to supply you with the necessary documentation of your visit. When choosing this option your balance must be paid in full (including the current day’s treatment). Your insurance company will then pay you directly.

**SCHEDULING**

We consider your dental appointments confirmed after you have scheduled them with us. We will give you a courtesy reminder call prior to your appointment date. If for any reason you are unable to keep your appointment please give us a **2 business day** notice. This will allow us to schedule more proficiently without having to double book or over staff to make up for any late cancellations or no shows. We do not make tentative appointments.

Life is busy; we understand! We offer a “same day” appointment option for patients who have an unpredictable schedule. If this is a better option for you all you have to do is notify our front desk! With our “same day” appointment scheduling option you can call us on a day you know you will be free. We keep space open each day to meet the needs of unknown personal schedules. Just give us a call and we will do our best to get you in same day! Also, if we see an opening in our schedule that looks just right for you we will give you a call and see if you can make it in that day!

* Patients who miss or late cancel 2 or more appointment reservations in any consecutive 18 month period will ONLY be offered our “same day” option.
* A late cancellation is an appointment reservation broken with less than 2 business days’ notice given to our office.

We care about our patients and are here to help you get the dentistry care you want and need.