

# Office and Financial Policy

## MISSED OR CANCELLED APPOINTMENTS:

At Advanced Dental Concepts, appointment times are reserved especially for you. We understand that circumstances arise that sometimes prevent keeping scheduled appointments. However, please provide us with at least 24 hours notice for rescheduling or canceling appointments so that we may allow another patient to fill that appointment time. Cancellation or rescheduling of an appointment without the required 24 hour notice will result in a \$35 missed appointment fee.

## PAYMENT FOR SERVICES RENDERED:

You are responsible for payment at the time that services are rendered. For some dental procedures such as crowns, bridges and dentures, multiple appointments are necessary. Payments for these services may be split into multiple payments depending on the number of visits necessary. However, payment must be received in full before restorations are delivered. We do accept cash, checks, and major credit cards (Visa, MasterCard, and Discover).

## METHODS OF PAYMENT:

Dental Benefits (Please review Dental Insurance)

- Cash, or Check
- Visa, MasterCard, and Discover
- Dental Fee Plan by Capital One

(If you qualify, they offer reasonable payment plans for as long as 60 months for major dental treatment in order to make manageable monthly payments. If interested, please ask for a brochure.)

## Dental Insurance

**(We work with most dental insurances)**

- Our office will happily file your insurance claim for you as a courtesy. Please remember our agreement is with you, not your insurance company. You and your insurance company have an agreement through your employer that does not involve Advanced Dental Concepts.
- Not all dental services are covered benefits in all contracts. We do not determine treatment plans based on insurance coverage. We will always provide you with the best treatment options to care for your own personal dental needs.
- We will provide you with estimated treatment plans for all recommended dental procedures. However, insurance companies do not provide us with exact fee schedules for covered services. Therefore, your treatment plans provide only an “estimation” of what you’re out of pocket cost will be. You are responsible for your total obligation should your insurance benefits result in less coverage than estimated.
- Out of pocket payments are due at the time of service.
- Usual and Customary fees are determined by your insurance company based on the dental plan provided by your employer.

## Statements:

Account statements will be sent once per month. Please be aware that the statements display the total account balance due regardless of whether insurance has paid their expected portion or not. Once insurance companies have paid their portion, your account balance and statement will be updated accordingly.

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Patient Signature

Date

Office Staff Member

THANK YOU FOR CHOOSING ADVANCED DENTAL CONCEPTS