



22525 Timberlake Rd  
Lynchburg, VA 24502

### Office Policy

Our Office wants all of our patients to be able to comfortably afford dental care. We will gladly discuss our payment options with you before beginning your treatment. We proudly offer the following financial policies so that our patients can have the opportunity to decide which payment option best suits your needs:

**Dental Insurance:** Our office will gladly work with you to help get the maximum benefit available to you. Most dental insurance plans do not cover 100% of your treatment costs. Therefore, you will be asked to pay your deductible and your co-payment for the treatment on the day service is rendered. We are happy to file the forms necessary to assure you receive the full benefit of your dental insurance. We will gladly **estimate** your coverage; however, many variables exist from carrier to carrier (i.e. deductibles, annual maximums, allowable fee limitations, non-covered procedures and other restrictions). Therefore, **we can not guarantee** any estimated charges. Because your insurance is an agreement between you and the insurance company, ultimately you are responsible for all charges. Please know that we will do everything possible to see that you receive the full benefits from your insurance company. If for some reason your insurance company has not paid their portion within 60 days from the start of your treatment, you are responsible for payment at that time.

**Dr. Smith DOES NOT PLACE AMALGAM FILLINGS.** Some insurance companies may elect to **reduce the benefit** to that of an amalgam (silver) filling (which is less costly), if it was placed on a back tooth. Should your insurance company reduce our benefit payment in this way **you will be responsible for any difference** between the actual charge and the benefitted amount. Should you have any questions, comments, or complaints about your plan please contact your employer. (Many insurance plans have been improved / upgraded based on employees concerns being voiced!) Initial: \_\_\_\_\_

### Payment Options:

1. **Pre-payment Option:** We are happy to offer a **5% pre-payment courtesy for all treatment paid in full before the appointment date. CASH OR CHECK ONLY!!**
2. **Cash or Check :** on date of service
3. **Credit Card:** Our office accepts VISA, MasterCard, Discover, and American Express of the date of service.
4. **Financing:** Through our financial partner, "Care Credit", we are able to offer 6 and 12 month payment plans at 0% interest.

**WE DO NOT DO IN OFFICE PAYMENT PLANS**

**Cancellations:** If you are unable to keep an appointment, we ask that you cancel **at least 48 hours in advance**. This courtesy is to allow time for other patients that are waiting for an appointment to be seen.

**Missed Appointments (Non, or late Cancellations):** A "No Show / Late Cancellation" is defined as missing an appointment. We understand that occasional missed appointments can occur for a variety of reasons. When you miss an appointment without canceling, or giving us enough advanced notice, someone else who could have been seen in your place is delayed unnecessarily. We track missed (non-cancelled) appointments. Repeated missed appointments may result in your dentist sending a letter discharging you from the practice. We will offer 30 days of emergent care only and transfer your records when you find a new dentist. Transferring your records carries a \$25 administration fee and is to be paid in full prior to transferring records.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_