

## **Desert Dental Alternatives Appointments and Financial Options**

Welcome to our practice. Please take a moment to read over our Appointment Information and Financial Options. Your understanding our appointment and financial options will allow us to concentrate on your dental work. Our office provides quality dentistry and many treatment alternatives.

### **Appointments**

Dr. Lemay performs a new patient/periodic exam at every Hygiene appointment. Diagnosed procedures are recorded in your treatment plan. Fees associated with procedures are dependent upon your insurance plan, or if no insurance, our standard fee list. Insurance fees and our standard fees may adjust each January. If you received a treatment plan from the previous year, fees may have changed with the passing of a new year. Please ask our front desk staff if fees have changed. We have two full time Hygienists. If you prefer to have the same Hygienist, please inform our front desk staff for future appointment scheduling. If you do not have a preference, we will schedule you with either Hygienist.

Please understand our business is appointment driven. We will do everything to make sure that you do not forget your dental appointment. When appointments are made, time is set aside specifically for you. It is critical that we confirm your appointment. Our front office staff will call you the day before your appointment. Your appointment may be cancelled if we are unable to reach you. If you are planning to be away the day before your appointment, please call us to confirm your appointment so we do not cancel you. If you are unable to keep your appointment time, please contact our office at least 24 hours (in some instances, 48 hours) before the appointment time. Forty-eight (48) hours notice is required for cancellation of appointments over an hour's length. If you miss the appointment without the required notice, a cancellation fee between \$25 and \$50 may be charged, based upon the appointment length.

Mini-Dental Implant appointments require a deposit of \$1,000. If you are unable to keep this appointment, 48 hours notice is required for cancellations. Failure to cancel the appointment without appropriate notice may result in the loss of the deposit. No other cancellation fee will apply. Our offices are closed weekends. Weekends are not included in the notice period. Leaving a message on our answering machine during the weekend to cancel an appointment for Monday is not appropriate notice. Exceptions may be made for cancellations without required notice.

We also understand that your time is valuable, and that you expect to be seen on time. We strive to ensure that our schedule is planned appropriately. While we schedule according to the treatment being performed, we cannot foresee things happening during the procedure that may require more time. In addition, sometimes emergencies arise and these patients must be seen right away, without an appointment. When possible, we will make every attempt to contact you to let you know we are running late, so you do not rush to be here on time. We ask that you understand that the most important patient at the time is the patient in the chair, and we must attend to those needs. We will provide the same careful individual attention to you.

### **Financial Options**

Before starting any dental treatment, we will explain your treatment plan and the associated costs. We will ask that you sign the treatment plan to document our office explaining the treatment/costs. Signing your treatment plan does not obligate you to do any work. The purpose is only to document that you were provided the plan and are aware of the fees should you decide to begin any work during the current calendar year.

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### **Patients with Insurance**

If you have dental insurance, we will provide you with your estimated co-payment for each treatment, as well as an estimate of what your insurance will pay. However, we do not provide a 100% guaranty of insurance company payment. Each Company is different, and the decision to pay is theirs. Please be aware that the contract of insurance is between you and your insurance company. We will do our utmost to provide you with accurate estimates. While we only charge what your insurance company allows, if for some reason they do not pay for a specific procedure, it is important to understand that you will ultimately be responsible for the final bill. If you prefer to be 100% sure of the insurance company payment, we will send a pre-determination to your insurance company. It usually takes anywhere from three to eight weeks for them to reply. Estimated co-payments are due the day of the treatment. Our office does not bill for co-payments, or extend time payments. We will only bill the Insurance Company for their portion. Should you require denture(s), partial(s) or crown(s), your full co-payment will be due at the first visit, which is the impression, and when any associated lab work begins.

Statements are mailed after all insurance payments have been received. A statement is necessary if the insurance company does not cover a portion of the procedure(s) performed as estimated, or if we under estimated your co-payment. Do not be alarmed if your statement shows that your balance is over 90 days old. It may take this long to receive the insurance company's final payment. Your account is not "delinquent". Statement balances are due 15 days after receipt, unless our office is contacted and other arrangements made. A fee of 2% per month may be added to your account after the 15-day period.

### **Patients without Insurance**

For clients without insurance, full payment is due the day of treatment. Should you require denture(s), partial(s) or crown(s), your full payment will be due at the first visit, which is the impression, and when any associated lab work begins.

### **Payment Options**

We accept Visa, MasterCard, American Express and Personal Checks. We are pleased to offer our patients an extended monthly payment plan option through Capital One Healthcare Finance. Please see our front office staff for more details on how to apply for this option. There is a \$25 service charge for any returned personal checks. If a check is returned to us unpaid, Cash, Credit or Cashier's Checks are required for any future payment to the office. We will require a copy of your driver's license or other picture ID to insure proper identity for all patients.

Our appointment information and financial options are designed to keep our fees as low as possible. Our goal is to stay competitive and offer the best quality dental care to everyone. Please help us achieve our goal by a mutual respectful relationship. We look forward to a long happy relationship with you. Please do not hesitate to ask our staff for anything that might make your visit more enjoyable.

Dr. Bruno Lemay and Staff

I have read and understand the above appointment information and financial options.

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Patient Signature

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Date