

# FINANCIAL POLICY

At Bucks Dental Health and Esthetics, you will find the experience and talents of American Board Certified Prosthodontist Hai Qing, DMD, Ph.D, FACP, Endodontist Maobin Yang, DMD, Ph.D, and Oral Medicine Specialist Chizobam Idahosa. The team here are not only practicing doctors, but also current professors from Upenn and Temple Dental School, constantly challenging themselves to think flexibly, creatively and stay sharp on the most current techniques and procedures. We take measures to provide for your comfort and calm, as we believe that is of importance when achieving dental health. We also secure health and safety standards through routine cleaning and proper personal protective wear.

Our primary goal is to ensure your health and dental wellbeing by providing treatments. We also want to cooperate with you financially. Our trained billing and treatment coordinator will prepare you for costs, apply discounts as offered and help you to achieve maximized insurance benefit. For your convenience, we accept out-of-network insurance benefit from all dental PPO plans, cash, check, Care Credit, MasterCard, Visa, Discover and AmEx. For insurance patients, it is important to understand that every effort will be made to coordinate care with insurance benefit, but they are often limited in their benefit for Periodontics and Prosthodontics. One way that we can better prepare for cost is through preauthorizations, which will be handled in-office on your behalf. You will then know how much out-of-pocket payment will be before you decide to proceed.

As work is being completed, the patient is expected to pay at the time the work is being done, unless otherwise communicated. For preauthorized treatments, the predetermined copayment will be due at the time of service. For all other treatments, payment in full will be expected. If there is any reimbursement from insurance benefit, it will be applied to your account or mailed to you directly from your insurance company. You are welcome to ask the billing and treatment coordinator to check the status on claims processing, and communicate any questions or concerns.

We are proud and confident with the dental treatment we render with our specialist-level high standards. Our office gladly offers a 7-year limited warranty for any indirect restorations, including dental implants. The warranty is only valid if the patient strictly follows the recommended maintenance protocol, such as regular tooth cleaning, wearing night guard, ect. The limited warranty covers 100% for the 1<sup>st</sup> year after delivery of the restorations, 75% for the 2<sup>nd</sup> year, 50% for the 3<sup>rd</sup> year, 25% for the 4<sup>th</sup> year, and 10% for the 5<sup>th</sup> to 7<sup>th</sup> year.

Our office is a low-volume, high-quality specialist office. We do not double book patients or rush appointment times. Instead, the whole team is reserved for you at your scheduled time. That is the only way that we can give you full attention and provide you the best care. If you need to reschedule, please do so at least 48 hours before your appointment. Our office has a missed appointment policy that will reflect a \$65 charge in your account for any appointment that is missed or cancelled without a 48-hour notice. Please kindly regard the matter.