

## **FINANCIAL OFFICE POLICY**

**Broken appointments:** Broken appointments, whether they be last minuted changes or no-show happen. We understand that sometimes this is unavoidable. However, broken appointments are the quickest way to drive up overhead in a dental practice. A specific amount of time is reserved especially for you and we encourage all patients to keep their appointments. This will help to keep fees at the practice within the range of normal. If you must change your appointment, we require at least 24 hours notice to avoid a \$1.00/minute of appointment cancellation fee (emergencies are an exception).

### **Financing Options:**

To avoid any problems with financing, our office believes that all lines of communication be open and honest. Your estimated bill will be presented to you for all charges over \$300.00 and financial arrangements will be agreed upon before treatment begins.

Our office offers three payment options whether you have insurance or not.

**There are no discounts available for 3, 4 or 6 month recall, hygiene or x-ray procedures.**

- 1.\* Payment in full (or your estimated portion if you have insurance) **before** day of appointment.
  - a. If paid by cash or check, you will receive a 10% discount.
  - b. If paid by MC, Visa or Discover, you will receive a 5% discount.
- 2.\* Three payments to our office at no interest for entire treatment plan - \$300.00 minimum.
  - c. First payment is 50% of your portion due before treatment begins.
  - d. Second payment is 25% of your portion due 30 days after treatment start date.
  - e. Third payment is 25% of your portion due 60 days after second payment.

\*Note that since insurance was estimated there may be an overpayment. If there is an overpayment, our office will contact you and you can decide how you would like your refund returned.

3. CareCredit Patient Financing (Outside financing) - No minimum required.
  - a. Payment Plans up to 60 months.
  - b. No Prepayment Penalty.
  - c. Fast Confidential Service by phone – Satisfactory credit required
  - d. Toll Free Number : 1-800-365-8295
  - e. Web site : [www.carecredit.com](http://www.carecredit.com)

Please call or set up a consultation appointment with our office manager to discuss any financial concerns.