

FINANCIAL POLICY

Thank you for choosing us as your dental care provider. Our office is committed to providing you with the best possible care. Please understand that payment of your bill is considered as part of your treatment. The following is a statement of our Financial Policy.

Dental Insurance

Insurance Benefits are determined by your employer/insurance provider and NOT your dentist.

As a courtesy to you, we are happy to file forms necessary to see that you receive the full benefits of your coverage; however, we cannot guarantee any estimated coverage. **Unless prior arrangements are made, you will be expected to pay the percentage of your responsibility as services are performed.** Please keep in mind that you have a maximum coverage per year and we can only *estimate* your portion. Your insurance will not give us access to exact dollar amounts. If there is a dispute over your insurance coverage, we will provide the information to support the necessity for treatment, which may assist you in recovering your benefit. **If your insurance denies the claim or services, your account balance will become your responsibility.***

Payment Options

- We accept the following forms of payment: Cash, Check, Debit, Visa, MasterCard and Discover.
- We also offer Care Credit as an option to our patients based on approval. Care Credit offers no-interest or low interest payment options.

Payment for services is due at the time services are rendered.

A 1.5% late charge will be assessed each month on any unpaid balance. Failure to keep your account current may result in you not being able to receive additional dental services unless arrangements have been made.

Checks that are returned to our office from your financial institution are subject to a \$30.00 returned check fee. This fee covers processing fees that are charged to our office.

The parent that accompanies the minor/children to the appointment is responsible for any payment due. For unaccompanied minors, non-emergency treatment will be denied unless charges have been pre-authorized before the appointment date or previous arrangements have been made with our financial coordinator.

If records need to be released or transferred, patient may be responsible for a fee of \$15 to release those records.

Thank you for understanding our Financial Policy. Please let us know if you have any questions or concerns.

**Any payments, adjustments, or credits to your account from your insurance company may take up to 60 days to process.*

Minor children MUST be accompanied by parent or legal guardian. If minor child is being brought to appointment by someone else, or is coming to appointment by himself/herself, parent or guardian must make arrangements to sign consent for treatment prior to appointment. We cannot provide dental treatment without written consent of parent or legal guardian.

APPOINTMENT COMPLIANCE POLICY

At Greenhaven Family Dental, it is our goal to care for your dental needs in a timely manner. For that reason, we require all patients to partner with us in ensuring that you receive the highest possible level of care. In our office, we do not “double book.” Your appointment time is reserved exclusively for your care. We will work with you to schedule appointments that maximize your care in the shortest number of appointments.

The following appointment compliance policy is the patient’s responsibility and will be enforced by Greenhaven Family Dental:

Cancellations:

If unforeseen circumstances require that patient is unable to keep their appointment, patient will provide a minimum of 24 hr. notice to cancel an appointment.

Failure to provide 24 hour notice to cancel an appointment will be considered a failed appointment.

Failed Appointments:

If patient fails to call or provide 24 hours notice when cancelling an appointment, or fails to show up at their reserved time, the appointment will be considered a failure.

If patient fails an appointment, patient will be seen on a walk-in basis only, if a chair is available. It is understood that this will cause delays in patient’s dental care.

We reserve the right to charge a \$50.00 failed-appointment fee.

OUR STANDARD OF CARE

At Greenhaven Family Dental, we require one exam every 6 months and bitewing x-rays every 6 to 12 months. Our Standard of Care is based on the guidelines established by the American Dental Association. At Greenhaven Family Dental, it is our standard protocol that we will not provide care that is below that established Standard of Care for our patients. We understand that every dental office is different in regards to protocol, and some may not follow the established Standard of Care.

Top 5 Reasons Not to Dodge Your Next Cleaning Appointment:

1. **It Prevents Oral Cancer.** You may or may not realize you're screened for oral cancer during your regular dental cleaning. According to the Oral Cancer Foundation, an American dies of oral cancer every hour of every day. It's a sad proposition, especially when you consider that it is highly curable with early diagnosis.
2. **It Wards off Gum Disease.** Gum disease (an infection of the gum tissues and bone that keep your teeth in place) is one of the leading causes of adult tooth loss. It can be treated and reversed if diagnosed early. Unfortunately, not receiving treatment will lead to a more serious and advanced state of gum disease. Regular

cleanings and check-ups, and daily brushing and flossing are key weapons in the fight against these conditions.

3. **It's about more than Your Mouth.** Sure, not getting regular check-ups may make you less kissable, but did you know that studies have linked heart attacks and strokes to gum disease associated with poor oral hygiene? A trip to our office every six months could reduce your risk of serious health problems.
4. **You Want to Preserve Your Smile.** As mentioned, gum disease is one of the leading causes of tooth loss in adults. To keep your pearly whites intact, stick with your cleaning schedule.
5. **It's best to Detect Dental Problems Early.** We've already touched upon early detection of gum disease and oral cancer, but don't overlook more basic dental problems. Cavities and broken fillings are easy to treat. Without regular trips to the dentist, these problems can lead to root canals, gum surgery and tooth extraction.

Greenhaven Family Dental

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