

FINANCIAL POLICY

FILING TO YOUR INSURANCE

Our primary goal is to assist you in receiving the quality care you need or desire. In our office, we also strive to help you maximize your insurance benefits. Our fees are based on the quality materials we use and the time, effort and skill required in performing your needed treatment. We will assist you with your benefit eligibility in the form of a personalized treatment plan before services are rendered to help you estimate your costs and maximize your insurance. Ultimately, however, you are responsible for payment regardless of any insurance company's arbitrary determination of usual and customary rates.

We are happy to assist you by submitting the claims necessary to see that you receive the full available benefits of your coverage. We cannot however guarantee any estimated coverage. An insurance policy is a contract between the subscriber and the insurance company. Therefore, the patient is directly responsible for any charges that may not be covered under the guidelines of their policy. Please know that we will do everything possible to see that you receive the full benefits of your policy by electronically filing your claim. In addition, if there are any complications with the claims process, we will be happy to assist you by contacting the insurance company on your behalf with any additional information they may require.

FORMS OF PAYMENT

Fees for services are **due at the time service** unless prior arrangements have been made. We accept the following forms of payment: Visa, MasterCard, Discover & American Express. In addition, we have partnered with Care Credit in order to offer our patients options for deferred interest and extended payment plans. Checks that are returned to our office from your financial institution are subject to a \$25.00 returned check fee.

RESCHEDULING/MISSED APPOINTMENT POLICY

Our practice is dedicated to quality care and exceptional service. Our doctors and team spend extensive amounts of time preparing for your visit. Broken and missed appointments create scheduling problems for our team as well as other patients. If you find that you must change your appointment, **we require a minimum of 24hrs notice** so that we may make every effort to accommodate other patients. If an appointment is missed or cancelled with less than a 24 hour notice we reserve the right to charge you a short notice cancellation fee. As a courtesy, Dr. has the option to wave a cancellation fee, for a first-time short notice reschedule or cancellation. *The cancellation fee for an appointment with your hygienist is \$50 for each hour reserved, and \$100 for each hour reserved with Dr. with the possibility of dismissal, after multiple short notice cancellations or reschedules.* Short notice cancellations fees are not a covered expense by insurance.

THANK YOU FOR READING & UNDERSTANDING OUR FINANCIAL POLICY

☐ I have read and agree to the Financial Policy and the Cancellation Policy.

Signature of Patient or Responsible Party

Date

Timbercreek Smiles | 1926 Dickinson Rd, De Pere WI 54115 | 920-434-3900
Meadowbrook Smiles | 2550 Glendale Ave, Green Bay WI 54313 | 920-434-3900