

## FINANCIAL AND CANCELLATION GUIDELINES

Patient's Name \_\_\_\_\_ Date \_\_\_\_\_

Our office has always been happy to work with patients covered by dental insurance. We think insurance is a great incentive to maintain a vital level of dental health. BUT it's a rare –very rare—dental plan that covers 100% of our fees.

Here's why.

Patients who carry dental insurance should understand that charges for professional services are billed to your insurance company as a courtesy only. It is the responsibility of the patient/guardian to know and understand policies and benefits of their insurance. May we suggest that before the new patient examination appointment that the new patient contacts their dental insurance carrier for a comprehensive break down of coverage and possible limitation on the plan. Our office always verifies coverage before the first visit so that we can answer any questions you may have regarding your coverage. We'll go over your policy with you, try to maximize your benefits, and request a predetermination of benefits to let you know what your insurer will pay. But, please remember your insurer dictates your coverage—we don't. Also, we do ask that the patient pays the co-pay, deductible and any charges not covered by the insurance plan at the time of service.

When we schedule a dental visit, that time is yours. It belongs to you. So when cancellations happen—sometimes as little as an hour ahead of time—we feel like we've been stood up for a very important appointment. An APPOINTMENT that has everything to do with your on-going dental health.

Our staff has made a promise, professionally and personally, to give you the concern, respect and care that makes our office a comfortable and pleasant place to visit. Regretfully a charge of \$50.00 will be assessed to appointments cancelled without a 48 hour notice of said appointment.

We accept major credit cards and , if you qualify, we'll work with you to devise a method of payment amenable to us both.

If you share our belief in quality dentistry—the best dentistry we can possibly do—then we'll find a way to make it part of your life.

Very truly yours,

Daisy Pinero, DMD