

## OFFICE POLICIES

Thank you for choosing Summit Dental to provide your dental care. Our commitment is to provide you with the high quality of care that you deserve while developing and maintaining long-term, friendly relationships. We will always be able to provide you with comprehensive treatment plans and will explain and discuss treatment options, payment options, and estimated insurance amounts. We will also always strive to treat you just like we would want a member of our own family to be treated.

### Appointments

A specific amount of time has been reserved for you when making an appointment. Please be considerate in giving us at least 48 hours notice when needing to reschedule an appointment. Giving us 48 hours notice allows us to keep our schedule filled with emergency calls or patients on a waiting list and helps you to avoid a possible late cancellation fee. We reserve the right to collect a 10% deposit for all treatment reservations that would be non-refundable in cases of late cancellation.

### Insurance

Although we accept and file with most insurance companies, we are not in-network with all dental insurance companies. We will still accept your insurance and file it for you as a courtesy. **However, it is important to understand that our office can only provide you with estimations of what the out of pocket expenses may be.** The reason for estimations is because insurance companies do not provide their fee schedules, only percentages of coverage. Please keep in mind that as dental care providers, our relationship is with you, not your insurance company. The treatment we recommend and the fees we charge will always be based on your individual needs, not your insurance coverage. Most dental plans do not cover 100% of the cost of your treatment. Ultimately, you are responsible for reconciling your account for any services rendered, regardless of insurance coverage. We cannot render services on the assumption that the charges will be paid by your insurance company. **Not all services are covered benefits in all contracts. Be familiar with your insurance benefits and eligibility on your specific dental plan.**

### Payment/Payment Plans

**You are expected to pay for our services at the time they are rendered.** For patients with insurance, we require payment for the estimated portion that insurance does not cover at the time of service. Please remember this is our best estimate and that insurance companies do not share their individual fee schedules with our office. Any amount not covered by the estimated out of pocket is ultimately your responsibility. For patients without dental insurance coverage, we offer an in-house dental savings plan. Please speak with our office to learn more about this plan. To help our patients finance dental work, our office accepts Care Credit. Care Credit is a no or low interest finance plan that we offer to our patients for assistance. This has been a very helpful resource for many patients to spread payments out over a period of time. We are happy to apply for you in our office or give you all the information so that you can apply on your own.

**Declined payments are subject to a \$25.00 fee. All balances 90 days past due will be turned over to a third party for collections.**

### Appointment Confirmations

We are now using email/texting as much as possible and when appropriate to contact patients. If you are interested in receiving email correspondence, please make sure we have your email address on file. Also, please keep us up to date with any changes to phone numbers and addresses. If you have preferences on how we contact you or numbers that you do not want us to use, please make note of that on your paperwork or inform one of our staff members.

We appreciate the confidence you have placed in us to take care of you and your family's dental health. Please feel free to ask any questions you have regarding any changes to our office policies.

Signature of Patient or Responsible Party: \_\_\_\_\_ Date \_\_\_\_\_