

Douglas D. means D.M.D., Inc.

Financial Policy

At Dr. Douglas D. Means' dental office, we strive to provide our patients with the finest care and service. In order to do so, we ask that we and our patients work together. Please take your time to read this policy carefully. If you have any questions, our friendly team would be happy to answer questions you may have.

Payment can be made by a variety of methods such as: check, money order, all major credit cards and Care Credit. We ask that all co pays be paid prior to your appointment. Although we strive to give you an accurate co-payment for services, it is almost impossible for us to obtain an exact dollar amount even when a pre-authorization has been obtained for treatment. We do our best to provide you with the most accurate information based on the estimates and information given to us by you along with your insurance carrier, But please be advised that the fees are only estimates at the time of treatment. Treatment may vary during the course of the appointment, therefore varying you co-payment. If an over payment should be made, we will either reimburse you as the patient or apply credit to another family members balance.

We work hand in hand with our patients' insurance providers to maximize and make efficient use of your dental benefits. We are happy to submit claims to insurance carriers as an extended service to our valued patients. However, after 60 days, any remaining balance will be considered the responsibility of the patient.

Our accounts run on a 30 day billing cycle. Should your account balance remain unpaid for 90 days, a \$5.00 re-billing fee will be applied. If after 90 days, no payment has been made on the account, the account will be turned over to our collection agency and the account owner will be dismissed from the practice. We will make every effort to work with you on any unpaid balance and the above mentioned will be a last attempt.

As another courtesy and extended measure, we take in order to provide you with great customer service, we will confirm your appointment date and time by phone, email and/or post card. **Emails and phone calls may vary from 24-72 hour notice and post cards, a 3-6 week notice.** We do this because we also ask that you give at least a 24 hour notice if you are unable to keep your scheduled appointment. Douglas D. Means D.M.D. Inc., reserves the right to apply an \$75.00 cancellation fee to your account if sufficient cancellation time was not given. We do understand that unforeseen circumstances and emergencies arise, therefore, exceptions can and shall be considered at our discretion.

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I have read and understand the financial policy

Signature

Date