



Office Policies

APPOINTMENTS

- At Select Care Dental, as a courtesy we will send you a confirmation reminder and appointment reminder. We ask you call us back or that you respond with a "C" to confirm. Unconfirmed appointments may be cancelled with the need to reschedule at a later time.
- As a courtesy, please notify our office if you cannot make your appointment at least 48 hours prior to the scheduled time.
- Any changes to appointments are not accepted by text or email. Please call our office and speak to a team member to make or change an appointment.
- For patients with a history of missing or canceling appointments at the last minute, a deposit may be required to secure a future appointment and/or become same day only.
- If you arrive 10+ minutes late for your scheduled appointment, you may be asked to reschedule. This is done out of respect for our other patients with scheduled appointments. Please call ahead to let us know if you are running late, and we will do all we can to still accommodate you when our schedule permits.
- All calls are recorded. We also have cameras on site.

DENTAL INSURANCE

- For patients with dental insurance, we are happy to work with your carrier to maximize your benefits and directly bill them for reimbursement on your behalf.
- Not all services are covered benefits in all contracts. Some insurance companies arbitrarily select services they will and will not cover.
- Our computer software makes an "**estimate**" of what your insurance will cover, and the balance will be your out-of-pocket cost. **This is only an estimate**, and it is possible that your insurance may cover less than what is estimated. If your insurance does not pay the estimated benefit in full, **you will be immediately responsible for any remaining balance**.
- Any estimated out of pocket balances, deductible, or coinsurance is **due on day of service**.
- If we do not receive payment from your insurance carrier within 60 days, **you will be responsible for payment of any balance due**.

OUT OF NETWORK INSURANCE

- Payment is **due in full on day of service**
- For patients with dental insurance that we are not in-network, we are happy to send a claim as a courtesy to your insurance company, and **they will reimburse you directly**.

- We cannot give estimates for what the insurance company will reimburse you.

FINANCIAL POLICY

- All payments are **due in full on day of service.**
- Forms of payments we accept:
Cash, Checks, Money Orders, Credit/Debit Cards (Visa, MasterCard, Discover, American Express, and Care Credit)
- Care Credit, Cherry and Proceed Financing are companies that offer interest free payment options as well as long term interest payment options. This is a company not affiliated with Select Care Dental and we do not have any control over acceptance in this program. We will assist you in the application process as much as we possibly can.
- For any returned checks there will be a returned check fee of **\$50** charged to your account.
- Patient acknowledges and agrees that **all accounts past 30 days may bear a compounding interest rate of 1.5% per month.** In the event that the patient does not pay for performed services, Select Care Dental may place patient's account with a collection agency. The patient further agrees to pay reasonable collection fees, attorney fees, and court costs incurred in collection of an overdue account.
- Patients who have had their accounts turned over to collections will no longer be considered active in the dental practice and will only be seen on a cash basis once the balance has been taken care of with the collection agency.

RESPONSIBLE PARTY

- As the responsible party, in the case where any spouse and/or children are also patients at Select Care Dental, these office policies will apply to them and their accounts as well.

By signing below, I acknowledge and agree to all the above policies of Select Care Dental

Print Name:

Date:

Signature:

Date:
