



East Texas Children's Dentistry, P.A.

Kenny C. Thompson, DDS
401 W 20th Street
Mt. Pleasant, TX 75455
(903) 577-9900

OFFICE AND FINANCIAL POLICY

Our office is committed to providing your child with the best dental care possible. We welcome your child to our practice and in doing so we would like to take a few moments to advise you of our office policies.

We welcome parents/legal guardians back for initial and emergency visits. However, we ask that parents and other visitors remain in the waiting area during routine check-ups and operative visits. Operative visits include fillings, stainless steel crowns, extractions, etc. Dr. Thompson has found through his experience of treating children that often time children respond more positively when parents remain in the waiting area. A member of our staff will let you know if there is a need for an exception to this office policy. **We treat children up to age 18 yrs or graduation from high school, whichever falls first.** When the patient turns 18, we refer them to a general dentist for all their dental care.

Please call in advance if you are unable to keep your scheduled appointment. **AFTER THREE MISSED APPOINTMENTS, WE WILL NO LONGER PROVIDE DENTAL SERVICES FOR YOUR CHILD.** Should this situation arise, we will forward your dental records to the new provider's office.

If you have dental insurance, we will be happy to assist you with filing your dental claims. To do so, we require your assistance and your understanding of our financial policy.

PAYMENT FOR SERVICES IS DUE AT THE TIME THAT SERVICES ARE RENDERED!! We accept cash, checks (with proper identification), MasterCard, Visa, and CareCredit. Our office uses a check verification company called CrossCheck. When you pay by check, you are authorizing our office to process that check either by traditional deposit, by converting the check to an electronic transaction, or by a pre-authorized draft. If your check is declined for any reason, CrossCheck will assume the responsibility for processing your check by other means if necessary. We will file your insurance as a COURTESY. Our new patient form must be filled out completely for our office to file claims for you. Any balance older than 30 days is subject to be turned over to collections unless other arrangements have been made in advance. PLEASE UNDERSTAND:

- 1) **Your Insurance is a contract between you, your employer, and the Insurance company.** We are not a party to that contract.
- 2) **UCR is defined as usual, customary, and reasonable.** However, any amount unpaid by your insurance company is **YOUR** responsibility. **WE ARE NOT IN NETWORK WITH ANY INSURANCE COMPANIES, SO YOU WILL BE BALANCE BILLED FOR ANY AMOUNT NOT COVERED BY YOUR PLAN.**
- 3) **Not all services are a covered benefit in all contracts.** Some insurance companies select certain services that they refuse to cover.
- 4) **DIVORCE DECREES ARE BETWEEN YOU AND YOUR EX-SPOUSE.** Our office does not attempt to resolve these types of disputes. The parent that signs our paperwork is the person that we will hold responsible for any balance on the account.

We must emphasize that our relationship as your dental provider is with you and your child, NOT your dental insurance company. Filing insurance is a courtesy that we extend but ultimately all fees are your responsibility from the date the service is rendered. If problems should arise that affect your ability to make prompt payment, please advise our office immediately for assistance. Please don't hesitate to ask if you have any questions regarding the above information. We are here to help you!!!!!!!!!!!!

Date: _____ Signature: _____