OFFICE AND FINANCIAL POLICY

Please Read Carefully

Office Policies

Our office is committed to providing your child with the best dental care possible. We are pleased to share the following office policies to help ensure a positive experience for your family.

- Appointments are reserved specifically for your child. If you arrive **10 minutes or more past your scheduled appointment time**, the appointment may need to be rescheduled or canceled.
- If you are unable to keep a scheduled appointment, please contact our office in advance. **After three missed appointments**, we will no longer be able to provide dental services for your child(ren), and the family will be formally dismissed from our practice. Should dismissal occur, dental records will be forwarded to the new provider upon request.
- Parents or legal guardians are welcome to accompany their child during initial visits and emergency appointments. For routine checkups and operative visits—including fillings, stainless steel crowns, and extractions—we ask that parents and visitors remain in the waiting area. Based on our experience, many children respond more positively when treated without a parent present. A team member will inform you if an exception to this policy is necessary.
- Our practice treats children **until they turn 18 or graduate from high school—whichever comes first**. After that, patients will be referred to a general dentist for ongoing care.

Insurance and Payment Policy

- If you carry dental insurance, we are happy to assist by filing insurance claims on your behalf **as a courtesy**. To ensure timely and accurate processing, all required patient forms must be completed fully and accurately. Please note that this courtesy does not eliminate the patient or parent/guardian's financial responsibility for services rendered.
- Your dental insurance is a contract between you and your insurance provider. Our office is **not in network with any insurance companies**. As a result, any portion of treatment fees not covered by your insurance plan is your responsibility, and you may be balance billed for the remaining amount.
- UCR (Usual, Customary, and Reasonable) fees are determined by insurance companies. Any amount unpaid by your insurer is the responsibility of the patient or legal guardian.
- Please note that not all services are covered with benefits under every insurance plan. Some insurance companies may exclude or deny coverage for certain procedures.
- Divorce decrees and custody agreements are matters between parents or guardians and are not managed by our office. The individual who signs our financial and treatment consent paperwork is the party responsible for payment of all balances on the account.
- Our relationship as your child's dental provider is with you and your child—not with your dental insurance company. While we are happy to file insurance claims as a courtesy, **full payment responsibility rests with the patient or parent/guardian from the date services are rendered**.
- **Payment for services is due at the time services are rendered.** We accept cash, checks (with proper identification), MasterCard, Visa, and CareCredit.
- Any balance outstanding for more than **30 days** is subject to being turned over to collections.
- Please feel free to contact us with any questions regarding this policy—we are here to help.

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Signature Print Name Date