## **Westdale Dental, PC**

## **Payment and Appointment Policies**

Welcome to our office. Please take a moment to read our office policies. Understanding these policies will allow us to avoid confusion and concentrate on your dental care.

We accept the following forms of payment:

Cash, check, major credit card, Care Credit financing, and/or dental insurance payments (via assignment of benefits). **Please note, there will no longer be a 10% discount for payment in full on the day of service.** Instead, we are offering an in-house Membership Plan which includes a 15% discount off all services for all active members. The membership plan also includes a set number of no charge services such as maintenance cleanings, x-rays, and exams. The membership plan cannot be combined with insurance payments or Care Credit financing.

We strive to be transparent in explaining the cost of your dental care as well as explaining varying options if available. You have the right to request a written treatment plan with fees and/or an insurance pre-estimation of benefits prior to treatment. We do not want you to have any financial surprises. Sometimes, insurance companies delay, deny, or reduce payments for reasons that are generally out of our control. For this reason, we cannot guarantee insurance payments.

**For same day treatments, payment of the fee is due the day of service.** If you are using dental insurance to pay for all or part of your visit, **your estimated co-insurance and/or deductible is due the day of service**. As a courtesy, we will wait 30 days to receive payment of your benefit from your dental insurance carrier before billing you. You are still responsible for your co-insurance and/or deductible on the day of service. You are responsible for the full fee if insurance does not pay in a timely manner.

Some dental treatments require multiple visits such as crowns, dentures, partials, etc. For these services, payment of 50% of the treatment fee is due at the start of treatment with the remaining portion due on the day of completion unless other financial arrangements are made prior to beginning treatment. **If insurance benefits are being used, your co-insurance and/or deductible are due at the start of treatment.**

**For minors (less than 18 years old),** the person bringing the child in for treatment is responsible for payment. If you have an expectation that a third party will be paying for the treatment (friend, business, ex-spouse, etc.), this needs to be arranged on your own. If a person other than a parent is bringing a child in for treatment, please make payment arrangements prior to your appointment.

Please understand that your appointment is very important to us. As a courtesy, we take extra steps to remind you so that you don’t forget your appointment. When appointments are made, time is set aside for you. If you are unable to keep your scheduled time, please contact our office at least 24 hours before your appointment. More than three missed appointments or cancellations with less than 24 hours notice could regrettably result in our inability to schedule you in our office.

These office policies are designed to offer the best quality dental care to our patients. Please help us achieve our goals. If you have any questions, please do not hesitate to ask. We appreciate when you keep an open line of communication.

Sincerely,

Dr. Jim Cox and Dr. Nick Westlund

I have read and understand the above office policies. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_

 Patient (or guardian if minor) Date