

## **Susanne P. Jackson, DDS Financial Policies**

We appreciate your selection of our office to serve your dental health needs. Our goal is to provide the highest quality dental care for you and your family. At the same time, we would like to establish a healthy relationship with our patients explaining necessary treatment and the associated fees. The following is the financial policy for our office:

**Our office policy is that payment is to be paid in full at the time services are rendered (regardless of whether you have dental insurance or not).** The following are payment options that we accept here: Cash, Check\*, or Credit/Debit Card (Master Card, Visa, American Express, or Discover). *\*There is a returned check fee of \$35.* Accounts outstanding more than 60 days will bear an interest rate of 1.5%.

### **Insurance Policy**

As a courtesy to our patients, we are happy to file your insurance claim electronically for you. This eliminates any paperwork to be completed and sent by you. We will file your claim on the day of service, you pay our office in full, and you will be reimbursed directly from your insurance company. Insurance policies are a contract between you (or your employer) and the insurance company. Our office is not a part of that agreement. Because of this, we do not know the details of your specific plan (i.e. percentages of reimbursement or specific treatments that are covered or not covered) and are also not able to accept payment directly from your insurance company. We can, however, send a Pre-Treatment estimate to your insurance company electronically before completing the service that will give you a better idea of what to expect your insurance to cover.

### **Missed/Broken Appointments**

We require a 24 hour notice for any appointment cancellations. A \$40 broken appointment fee may be charged if the 24 hour notice is not given. We understand emergencies do occur, so this fee is charged on a case by case basis. Appointment times are reserved specifically for you and a 24 hour notice allows our office to schedule patients with emergencies or from our waiting list. Our office tries very hard to stay on time (understanding emergencies can cause us to be behind on occasion) to respect your busy schedule. We ask, in return, that you are on time to your appointment, realizing that if you are late it would cause us to run behind for other patients. If you are more than 15 minutes late, we may need to reschedule your appointment and a late appointment fee may apply.

Thank you for understanding our Financial Policy. We have put these policies in place to best benefit all of our patients and help this office to run as effectively and efficiently as possible. Please let us know if you have any questions and we will be happy to assist you.