

Schara Dentistry Policy Notification

Thank you for choosing Schara Dentistry as your dental health care provider. Our office is committed to providing you with the best possible care. We encourage you to ask questions and be involved in treatment decisions. This includes understanding your treatment as well as our financial policy, which we require you to read and sign prior to any treatment.

Financial Agreement:

Patients are expected to pay for our services at the time they are rendered. Our patients who have dental insurance are expected to pay the amount of their **estimated** co-pay and deductible at the time of service. We will mail monthly statements to all patients with an outstanding balance. Unpaid balances will be assessed a financial charge of 1.5 MPR for accounts that are past due. Delinquent accounts will be turned over to collections with up to an additional 40% collection fee added to the balance.

Appointments:

We attempt to schedule appointments at your convenience. These times are reserved exclusively for each patient. If you are unable to keep your appointment, we ask that you notify our office 24 hours prior to your appointment time. We realize that emergencies occur, but we ask for your assistance in this regard. If you do not call to cancel and fail to show as scheduled you may be charged a broken appointment fee of \$25.00. If you miss three appointments, we may request that you seek dental care at another office that can better accommodate your schedule.

Records/X-rays:

If for any reason you decide to leave our practice, we understand you have the right to request copies of your dental records/x-rays. Please note, there will be a \$15.00 charge for x-ray duplications. We are required by law to retain original records/x-rays on file.

Insurance Claims:

We file dental insurance as a courtesy to our patients but the patient is ultimately responsible for knowing and understanding their insurance plan. We will assist you in **estimating** your portion of the cost of treatment but we cannot guarantee what your insurance will or will not do with each claim. Remember, this is a contract between you and your insurance company. **The amount of your insurance reimbursement is ultimately determined by your insurance.** Unpaid balances are your responsibility.

Thank you for understanding our financial policy. Please let us know if you have any questions or concerns.