

# AVELLA FAMILY & IMPLANT DENTISTRY

Gatlin G. Glover, DMD  
Mark A. Willis, DMD

## Financial Policy

We consider our relationship with you to be of primary importance and will always make our recommendations based on what we believe is the best treatment for you regardless of your insurance coverage. However, we recognize that dental insurance plays a large role in helping people obtain dental treatment and we will assist in any way possible to maximize your dental benefits. With this in mind, we would like to share some information about dental insurance and your financial responsibility:

- Payment is due at the time services are rendered. You may pay for services with cash, check, Visa, MasterCard, American Express and Discover.
- Care Credit is an outside financing and billing service that provides payment plans for treatment. Our financial coordinator can give you information on this service and how you may apply. Most applications can be processed in the office while you wait.
- The procedures and amount that your insurance policy covers or does not cover is a contract negotiated between the insurance company and your employer. Once your insurance has been verified, we will be happy to file the forms as a courtesy to you. **However, you will be responsible for whatever amount that your insurance company does not cover.**
- You are required to pay your deductible and/or estimated co-payments at the time services are rendered. Any treatment covered by your insurance plan is your responsibility. **Your account is your responsibility whether your insurance pays or does not pay.**
- We will accept assignment of your insurance for a period of (60) days. If we feel that the insurance company is delaying payment without cause, we will require a payment in full from the insured (i.e. the patient) and the insured will be reimbursed when the insurance company pays the benefits. It is also advised that the patient keep informed and read any information mailed to you from the insurance company prior to or following treatment. Your involvement in the process is always helpful.
- A charge of \$30.00 will be placed on your account for all returned checks.
- We request that you give us a 24-hour notice for any change to an appointment. A notice of less than this could result in a non-refundable rescheduling fee of \$35.00 for hygiene appointments and \$50.00 (per hour) for dentist appointments to be placed on your account before the appointment may be rescheduled.
- Our office **does not** place mercury containing amalgam fillings (silver fillings). Some insurance companies will only cover the amalgam fillings on back teeth. Should there be a difference in cost, you are responsible for the amount the insurance does not cover. If you have additional questions about your policy, please ask prior to treatment.
- How did you hear about our practice? \_\_\_\_\_

***I certify that I have read and understand the above policies and any questions have been answered. I will notify the office immediately if my insurance coverage changes or is terminated.***

Signature: \_\_\_\_\_ Date: \_\_\_\_\_