

WELCOME TO OUR OFFICE

Our goal is to provide you with the highest standard of care, emphasizing professionalism, superior quality and personal attention. We look forward to the opportunity to work with you in resolving your TMJ, Orthodontic or Sleep Apnea concerns. Please complete the following forms and return them to the front desk.

In order for our relationship to be mutually satisfying and beneficial, we ask for prompt and open communication. Any time you have a question or are concerned about any treatment (proposed or performed), or have any other concern relating to your experiences in our office, please feel free to discuss it with us. We are pleased that you have chosen our office and appreciate your referrals.

Please read the following information that will explain our office policies.

INSURANCE

Our office does not participate with any medical or dental insurance plans and we are **not a Medicare or Medicaid provider**. Therefore we do not accept assignment of insurance benefits as payment for treatment. All fees are to be paid to the office by the responsible party. We will send in dental insurance claims as a courtesy to our patients. For medical insurance claims we will provide you with a Statement of Services that includes the necessary insurance codes and office information need for you to submit a claim to your medical insurance carrier or your secondary carrier if you have Medicare.

Medicare patients: Being a dental office we cannot obtain a Medicare provider number and cannot submit claims to Medicare. We are not a DME provider for Medicare and cannot submit for dental sleep appliances that maybe covered by your Medicare policy.

FINANCIAL ARRANGEMENTS

It is expected that payment for services is made on the day they are performed unless other arrangements have been made. We will inform you before an appointment what the anticipated fee will be. There are several payment plan options available with our office.

- 1) Some fees can be divided up over several appointments.
- 2) Comprehensive treatment fees are broken down into an initial payment with the balance paid in monthly installments. There is no finance charge applied with this arrangement.
- 3) We accept cash, checks or MasterCard, Visa, Discover, American Express and CareCredit cards for payment. You can apply for CareCredit through our office or online.
- 4) Individual financial plans can be structured for your treatment.

MISSED and CANCELLED APPOINTMENTS

We will attempt to contact you or leave a message to remind you of your appointments.

*Ultimately, it is your responsibility to keep your appointments or to give us **24 hours notice** when canceling or rescheduling an appointment.* We reserve the right to charge for missed appointments.

Appointment time is reserved for you. Please be considerate of others who need treatment and let us know if you are going to be late or not keep an appointment. We will make every effort to be on time for your appointments.