

CASTLE HILLS



FAMILY DENTAL

# CASTLE HILLS FAMILY DENTAL PC

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## Written Financial and General Office Policy

Thank you for choosing Castle Hills Family Dental. Our primary mission is to deliver the best and most comprehensive dental care available. An important part of the mission is making the cost of optimal care as easy and manageable for our patients as possible by offering several payment options.

### Payment Options:

You can choose from:

- Cash, Check, Visa, MasterCard, American Express or Discover Card
- Convenient Monthly Payment Plans<sup>1</sup> from CareCredit
  - o Allow you to pay over time
  - o No annual fees or pre-payment penalties
- Convenient Monthly Payment Plans<sup>1</sup> from Lending Club
  - o No interest payment plans.

### Please note:

The patient portion for all services performed must be paid in full at the time of treatment, unless prior arrangements have been approved. For plans requiring more than 2 appointments, alternative payment arrangements may be provided. If you choose to discontinue care before treatment is complete, your refund will be determined upon review of your case. All charges are your responsibility, whether your insurance company pays or does not pay. If any payment is made directly to you for services billed by Castle Hills Family Dental, you recognize an obligation to promptly remit payment to Castle Hills Family Dental.

We understand that financial problems may affect timely payment, so we encourage you to communicate any such problems to us, so that we may assist you in keeping your account in good standing. However, patients who default on their account will be referred to a collection agency or attorney by Castle Hills Family Dental. You will be responsible for all costs of collecting monies owed, including court cost, collection agency fees, and attorney fees.

For patients with dental insurance we are happy to work with your carrier to maximize your benefit and directly bill them for reimbursement for your treatment as a courtesy. Your insurance policy is a contract between you, your employer, and the insurance company. We are not a party to that contract. Our relationship is with you, not your insurance company. All treatment plans presented to you are an estimate of coverage based on the information provided to us by your insurance company, based on potential misinformation, your out of pocket cost could be more than our estimate. Any and all amounts not paid by the insurance company for services are your responsibility. Our office verifies benefits as a courtesy to our patients. A disclaimer is read to us by the insurance company when we verify benefits stating that benefits verified are not a guarantee of payment, claims will be reviewed for medical necessity and payments will be made based off the individual's plan.

Patients who arrive more than fifteen (15) minutes late for their scheduled appointment will have to RESCHEDULE their appointment for another day.

A fee of \$50 per hour is charged for patients who miss or cancel without 2 business day notice, this is not covered by your insurance.

Castle Hills Family Dental charges \$30 for returned checks.

If you have any questions, please do not hesitate to ask. We are here to help you get the dentistry you want or need.

I have read the above financial policy in full and insurance policies and agree to the same.

\_\_\_\_\_  
Patient, Parent or Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient Name (Please Print)