

RONI DAWN DOUGLAS, DDS

PRACTICE POLICIES

Thank you for choosing our office for your dental needs. Our mission is to provide quality dentistry with compassion, in a comfortable and friendly atmosphere. We hope that you and your family will feel welcome here, and we encourage you to ask any questions you have about our practice policies.

OFFICE HOURS

Our office hours are Mondays from 9 am to 5 pm, Tuesdays through Thursdays from 8 am to 5 pm. Our office is closed on Fridays and weekends. Our answering service will take messages when our office is closed. If you have a dental emergency when our office is closed, our answering service can patch you through to Dr. Douglas.

PAYMENT OPTIONS

Payment is due at the time treatment is rendered, unless arrangements have been made in advance with our office manager. We accept checks and cash, and we offer secure payment options using personal credit cards (Visa, MasterCard, American Express, Discover), HSA and FSA health benefit cards.

All patients with an outstanding balance will receive a statement each month. There is a finance charge of 1.5 % (18% APR) on all accounts more than 60 days overdue. If your bank returns your check for non-sufficient funds, you will be charged a returned check fee of \$30.00 per check.

PAYMENT PLANS

Since we know it's not always possible to pay your dental bill in full, we can set up a short-term payment plan; please see our office manager for arrangements. We can also set up automatic payments billed to your credit card. If any payment is late, a monthly finance charge of 1.5% will be added to your balance until it is paid off.

DENTAL INSURANCE

We are contracted with Delta Dental as a Premier level provider. We are out of network with all other insurance companies. We do not accept HMO or Medicare plans.

As a service to you, we will complete your insurance claim form with all of the required information and submit it to your insurance company. When the insurance company makes payment, they will include an Explanation of Benefits (EOB) describing how the claim was evaluated and paid.

Our office does not guarantee that your insurance company will pay for the treatment you receive from our practice. If your claim is denied or the treatment is down-coded and/or alternative benefits given, you will be responsible for paying any remaining balance on your account. Our office will not enter into a dispute with your insurance company over any claim, although we will provide any documentation your insurance company requests in order to settle the claim. If your insurance company has not made a payment within 30 days of billing, the balance will become your responsibility. Insurance coverage is a contractual agreement between the insurance company and you or your employer, we have no control over this relationship.

MINOR PATIENTS

The adult accompanying the minor is responsible for payment on the account. For unaccompanied minors, non-emergency treatment will be denied unless charges have been pre-authorized to an approved credit plan, a credit card and or check, cash payment is paid on the account at the time of service.

MISSED APPOINTMENTS

We reserve the right to charge for missed and/or broken appointments with less than two (2) business days' notice. The minimum charge is \$100 for appointments cancelled with less than two business days' notice for any reason other than illness or extreme circumstance.