



## WOODLAND FAMILY DENTISTRY Insurance and Financial Policy

At **Woodland Family Dentistry**, we believe that you deserve the best care. That's why we always present you with the best dental solution possible to treat your particular needs. Some patients have dental insurance benefits and some do not. In either situation, here are some important things you should know:

- Your dental benefits are based upon a contract made between your employer and a dental insurance company. **If you have any questions regarding your dental benefits, please contact your employer or dental insurance company directly. Dental benefit plans will rarely pay a full 100% of your dental care. It is only meant to assist you.** We estimate your portion based on the most up-to-date information we have, but it is **ONLY AN ESTIMATE**. If you would like to know your insurance benefit, we will be happy to file a "pre-determination" with your insurance company prior to treatment. Waiting for your dental insurance company to reply to this pre-determination could delay treatment but will give you the estimated out of pocket figures for the treatment.
- **Please make sure we have complete and updated billing information for you and your family including any employment or coverage changes.** If your dental insurance carrier does not pay within 60 days, Woodland Family Dentistry reserves the right to request payment in full for services from you and let you collect the insurance funds that are due to you. This is rare, but it is important that you recognize that the insurance coverage you have is a contract between you and your employer. Our office is not a part of that contract. Ultimately, you are responsible for all charges incurred in our office.
- Woodland Family Dentistry requires payment in full for your estimated portion at the time of service. We accept MasterCard, Visa, Discover, cash, and checks (for existing patients with established payment history). A \$25.00 fee will be assessed for check or credit card transactions that are returned and/or declined.
- **BROKEN APPOINTMENTS:** Our doctors and hygienists reserve time especially for you and we strongly encourage all patients to keep their appointments. If you must change your appointment, we require at **least 24 hour** notice to avoid a **\$100 cancellation fee**.

If there is anything we can do to help answer your questions, please don't hesitate to ask one of our team members.

**Print:** \_\_\_\_\_

**Sign:** \_\_\_\_\_ **Date:** \_\_\_\_\_