

## Financial Policies

*Please take a few minutes to read and complete the information at the end of this page*

### Finance & Insurance Benefits

You are responsible for the entire treatment cost at the time of the service rendered. If you cannot meet this, please let us know, your Patient Care Coordinator will explain the best options available so that you can get the care you need.

It is great if you have some help with your family's dental care cost from insurance company; considering many do not have dental insurance. We will, as a service, file insurance claim with your insurance carrier. Based on the information that you provide us, we will estimate the amount that your insurance will be helping with each of your visits and **you will be responsible for the remaining estimate at the time service rendered.** Since insurance portion is only an estimate of what insurance carrier will pay for the service, there may be a balance or credit on your account after your claim has been paid. We will reimburse to you or bill you if there is a credit or balance on your account. From time to time, we may over estimate the amount that an insurance will pay; this will cause you to have a large balance after your claim has been paid less than expected. The reason is that there are many individual plans out there, even with the same employer and same insurance company. We don't want this surprise, and we will try our best to estimate your out-of-pocket cost upfront.

If after 60 days your carrier has not paid your claim, we must ask you to settle the account with us and follow up with your insurance.

### Appointments:

Office hours are by appointment and **we do value your time.** Appointment time is reserved for you alone, prepared for your appointment time. **It is critical for us to provide a high quality of service that you have expected and for the benefits of our other patients that you keep your appointment timely.** If you are very late, please call us, we may be able to work you in or reschedule for another time. When an appointment is not canceled 24 hours in advance or keep when made the same day, it is difficult for us to fill the time slot in such short notice. There will be a \$25 token charge added to your account if we cannot fill your appointment time. **When this happened a second time or with your first new patient appointment, the doctor may elect to release you from our care depending on the situation.**

Emergencies and unforeseen patient treatment problems may arise, causing schedule changes. Emergencies are unexpected and seem to come at the most inconvenient times. If you have a dental emergency that needs immediate attention, we will always offer to see at once. We expect that other patients who might be slightly inconvenienced by this will be understanding of the emergency situation. At some point, they may need the same courtesy.

- Yes, I have read and understand the above information and authorize payment of dental benefits to Dr. Levi Le who accepts assignment for services rendered.
- No, I do not wish to have any insurance carrier billed and agree to payment at the time of services.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Parent or Guardian Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

