



New Patient Policies Document

Welcome to our office:

We would like to take this opportunity to thank you for choosing our Practice for your dental needs. We will work very hard to ensure you and your family receives the best care possible with every effort being made to address all your cares and concerns.

At this time we would like to let you know how our business office works:

- As a courtesy, we will file your insurance claims; however, any balance not covered by the insurance is the patient's responsibility.
- All co-pays, deductibles and non-covered procedures are due on the day the services are rendered unless specific arrangements are made before leaving the office.
- Any *estimate* given to you by the office staff for treatment is exactly that, "**an estimate**". The insurance companies do not guarantee any payment until they receive the claim, review it, and process it according to the specific plan benefits, deductibles and co-pays.
- Our office sends out current and monthly statements so you will be kept informed of your balance at all times. Should you have any questions when you receive your statement, please call the office at 520-290-8787. Any account that still has a balance once it is 30 days old will receive a follow up call from our office.
 - We are able to process credit card payments over the phone to assist you in clearing up any balance you may have and can be reached at **520-290-8787**.
 - Once attempts have been made by phone and there is no response to the courtesy calls, the account manager will send out a "15 days to pay" letter.
 - If we do not receive a response to the "15 days to pay" letter, then the account will be sent to a third party collections agency. You will responsible for any fees.

I have read and understand the policy stated above and I accept the financial responsibility as explained to me.

Patient Name: _____

Bill Party Name: _____

Bill Party Name: _____ Date: _____