



At **AZ Dentist**, we believe that you deserve the best care. That's why we always present you with the best dental solution possible to treat your personal situation. Each year we provide outstanding dental care to hundreds of patients and we want to inform all of our patients of our office policies to ensure all questions are answered.

AZ Dentist requires payment in full due at the time of service. If you have dental insurances your "estimated" portion is due at the time of service. We accept MasterCard, Visa, American Express, Discover, cash, and debit. We also can offer payment plans through Healthcare finance on approval credit. Just ask one of the patient services staff for an application.

Ultimately, you are responsible for all charges incurred in our office. In the case of default on payment of this account, I agree to pay the 40% collection fee and reasonable attorney fees included in attempting to collect this amount of any future outstanding balances.

Broken Appointments: A specific amount of time is reserved especially for you and we strongly encourage all patients to keep their appointments. If you must change your appointment, we require a notice of **24 hours** to avoid a **\$52 cancellation fee** (emergencies are an exception).

If you have dental insurance please read:

Your dental benefits are based upon a contract made between your employer and an insurance company. **If you have any questions regarding your dental benefits please contact your employer or insurance company directly. Dental benefit plans will never pay for completion of your dental care. It is only meant to assist you.**

We currently accept all private care insurance plans (plans that do not require you to select a dentist from a list or require our office to accept a reduced fee for service). This means that we work with literally thousands of companies. Although we can maintain computerized histories of payment by a given company, they do not change: therefore it is impossible to give you a guaranteed quote at time of service. We estimate your portion based on the most up to-date information we have, but it is **ONLY AN ESTIMATE.**

Many people receive notification from their insurance company that dental fees are "above usual and customary." An insurance company determines their reimbursement level by surveying a geographical area, calculating the average fee, and then determines that 80% of the average fee is customary. Included in this survey are discounted dental clinics and managed care facilities, which have severely reduced fees that bring down the average. **Any doctor in private practice will have fees that insurance companies define as "higher than usual and customary."**

We bill your insurance as a courtesy. If insurance does not pay within 90 days, **AZ Dentist** reserves the right to request payment in full for services from you and let you collect the insurance funds that are due to you. It is important that you recognize that the insurance you have is a legal contract between YOU and your insurance company. Our office is not, and cannot be part of that legal contract.

We welcome you to our family and look forward to helping you get the healthy, beautiful smile you've always wanted. If there is anything we can do to make your visits here more pleasant, please don't hesitate to ask one of our staff members.

I have read the above information and agree to the policies of **AZ Dentist**.

Print: _____
Patient or responsible guardian if child.

Sign: _____
Patient or responsible guardian if child.