

## Insurance and Financial Policy

Welcome! At **Carolina 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 personal situation. Each year we provide outstanding dental care to hundreds of patients. Some have dental benefits and some don't. If you have dental benefits, congratulations! You are very fortunate. Here are some important things you should know:

- 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 change; therefore, **it is impossible to give you a guaranteed amount that insurance will cover** at the time of service. We estimate your portion based on the most up-to-date information that 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-treatment authorization" with your insurance company prior to treatment. Keep in mind that this is still not a guarantee of coverage. This does delay treatment but will give you the exact out of pocket figures you may require.
- We will bill your insurance as a courtesy. If insurance does not pay within 90 days, **Carolina 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 you have is a legal contract between YOU and your insurance company. Our office is not, and cannot, be a part of that legal contract. Ultimately, you are responsible for all charges incurred in our office.
- **Carolina Dentistry** does require payment in full for your portion at the time of service. We accept *cash, credit, and debit*. **We do not accept checks**. If you are in need of an extended finance option, we also work with CareCredit, who offers 6- and 12-month "same as cash" or longer terms with an interest-bearing revolving charge designed to meet your treatment plan needs on approved credit.
- 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 at **least 24-hour** notice to avoid a **\$59/hour cancellation fee** (emergencies are an exception).
- In the event of an emergency after regular hours, a **\$55 emergency fee** will be charged for established patients in addition to the necessary treatment fees. Patients who are not established in the practice will be charged **\$125 after-hours emergency fee**.
- Our fees are subject to change at any time, without notice. Existing treatment plans, estimates, and quotes will be honored for 30 days from date of consultation.
- I understand that refunds are not possible because dentures/partials are made *for me* and cannot be re-stocked and sold to another patient.

I agree with the above conditions.

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_

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# ACKNOWLEDGEMENT OF RECEIPT OF NOTICE OF PRIVACY PRACTICES

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\*You May Refuse To Sign This Acknowledgement

I, \_\_\_\_\_, have received a copy of this  
office's Notice of Privacy Practices.

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Signature

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Date

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**For Office Use Only**

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We attempted to obtain written acknowledgement of receipt of our Notice Of Privacy Practices, but  
acknowledgement could not be obtained because:

- Individual refused to sign
- Communication barriers prohibited obtaining the acknowledgement
- An emergency situation prevented us from obtaining acknowledgement
- Other (Please specify)

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