



YOUR INSURANCE PLAN, YOUR DENTIST AND YOU

• PAYMENT AGREEMENT

We are happy to assist you with your dental insurance processing. We offer the flexibility of either direct billing your insurance company and collecting your co-payment; or, if you prefer, accepting full payment at the time of service. Most claims can be filed electronically and are processed the same day by your insurance company so reimbursement is extremely prompt. We accept cash, visa, mastercard and debit.

*please note we do not accept personal cheques.

• TREATMENT PLANS

Treatment plans are based on your needs and the dentist's professional judgement, not whether you are covered by an insurance plan or the limitations of that plan. It is not in your best interest to compromise recommended treatment in order to accommodate an insurance plan's benefits. We would be happy to assist you in maximizing your benefits but many plans are less than optimal.

The dentist will be happy to discuss your treatment plan with you and involve you in the decision making process instead of your insurance company.

• WHAT WILL YOUR INSURANCE COVER?

The range in benefits depends entirely on what the employer wishes to offer its employees or members. Some plans exclude certain types of services, while others cover more. Most policies have a maximum annual benefit limitation.

If you have questions or concerns about your coverage, we strongly urge you to contact your insurer before your scheduled appointment.

• CANCELLATION

If a scheduled appointment needs to be cancelled or rescheduled, we require 24 hours notice so that we may fill the appointment time. If the requested notice is not given, you might be subject to a \$50 missed appointment fee. Our staff is happy to accommodate you with a courtesy call to remind you of your reserved appointment time.

• WE ARE HERE TO HELP

No question is too small to ask. The dental team's primary goal is to improve and maintain your oral health.

Client Name: _____ Date: _____