

# SOUTHLAND

## *Children's Dentistry*

### Financial Policy

We are pleased to welcome you to our practice. Our desire is to provide you with the highest quality dental care in a caring and enjoyable atmosphere. **It is our policy to make definite financial arrangement with you before any treatment starts.** If you have any questions, please do not hesitate to ask.

1. Payment for service is due at the time services are rendered. We accept cash, checks, credit cards, and Care Credit.
2. For new patient emergency visits we require payment in full at the time of the appointment
3. As a courtesy, we will file your primary insurance. Due to the additional expense, **we do not file secondary insurance.** Once your patient balance is cleared, we will be glad to provide you the information necessary for you to file with your secondary insurance.
4. Our office will file your insurance claim a maximum of two times per appointment.
5. **If the claim is not paid by your insurance carrier within sixty days, you will be responsible for the full balance and further insurance appeal becomes your responsibility.** We will be happy to provide you with a claim form so that you can follow up on your insurance claims personally.
6. You must provide the office with a dental insurance card with the proper mailing address of the insurance company, or provide a dental claim form, which is provided by the employer. If one of these documents is not available at the time of the appointment, you will be responsible for payment of all fees and will provide you with a claim form for you to submit for reimbursement.
7. If insurance benefits are assigned to the doctor, you will be responsible for paying your deductible and any co-payments at the time of service. **You are responsible for paying all charges not covered by your insurance company, including all fees considered above your insurance company's usual and customary fee schedule.** Your insurance benefits are a contact between you and your employer. The amount of coverage you will receive will depend on the quality of the plan you purchased by your employer, not the fees of the doctor.
8. **The office cannot carry balances longer than 90 days;** regardless if the insurance payment is still pending. **Any past due balances will need to be cleared before any appointments can be made.**
9. After 90 days, we will inform you of the delinquent account by letter and if no action is taken to clear the account, this office will be required to employ a collection service to collect payment. The responsible part agrees to pay all reasonable, related collection fees.
10. There will be a \$30.00 service charge for all returned checks.
11. **The parent or guardian who brings the child for their appointment, the day the service is performed, is reasonable for payment independent of what a divorce decree or custody arrangement may state. Reimbursement must be made between the divorced parents. We will not intervene.**