



Insurance and Financial Policy

At **Tran Family 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 but 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. NO INSURANCE PLAN WILL COVER 100% OF ALL TREATMENT COSTS. 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 A GUARANTEED QUOTE AT THE TIME OF SERVICE.** We estimate your portion based on the most up-to-date information we have, but it is **ONLY AN ESTIMATE.** If you would like to know your exact insurance benefit, we will be happy to file a "pre-treatment authorization" with your insurance company prior to treatment. This does delay treatment but will give you the exact out of pocket figures you may require.
- 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 dental 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. We, at no time, guarantee what your insurance will or will not do with each claim. We also can not be responsible for any errors in filing your insurance. If insurance does not pay within 90 days, **Tran Family 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. **YOUR PATIENT PORTION IS AN ESTIMATE ONLY. YOU ARE STILL RESPONSIBLE FOR ALL TREATMENT COSTS EVEN IF THEY RUN HIGHER THAN THE ESTIMATION.**
- **MOST IMPORTANTLY**, please keep us informed of any insurance changes such as policy name, insurance company address, or a change of employment.
- **Tran Family Dentistry** does require payment in full for your portion at the time of service. We accept MasterCard, Visa, American Express, Discover, cash, and cashier checks, money orders, and personal checks under \$500.00.. We **accept** personal checks over \$500.00 for existing patients with established payment history only . If you are in need of an extended finance option, we also work with **Care Credit**, who offers a 3-12 month "same as cash" or longer terms with an interest bearing revolving charge designed to meet your treatment plan needs on approved credit. Just ask one of the patient services staff for an application.

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 at **least 24 hour** notice to avoid a **\$35/hour cancellation fee** (emergencies are an exception).

After Hours/Weekend Emergencies: In the event of an emergency after regular business 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.**

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.

Print: _____

Sign: _____