



Dr. William Moore General Dentistry

Policies and Procedures

The following is an explanation of our office policies. We believe that a clear definition will allow us both to concentrate on the most important issue: treating and maintaining your dental health. We will be happy to answer any questions you may have regarding our policies, your account or insurance coverage.

Appointments

In order to better serve our patients, we ask that you cancel your appointment with a least 24 hour notice. Your appointment time is reserved for you. If you fail to notify our office, it leaves a time slot that could have been used to help someone else. William Moore Dentistry understands that extenuating circumstances do arise and will allow one missed appointment in a calendar year. Multiple missed appointments may result in a \$50 charge per missed appointment or dismissal from the office. This amount is not covered by any insurance plan and will be the patient's responsibility. Thank you for your consideration and helping us help others.

Patient Initial _____

Patient Payment Policy

In the event you do not have dental insurance coverage or are under-insured, we are here to serve everyone in the community. We offer affordable payment plans and are always willing to work out a treatment plan that is appropriate to your situation. Payment plans are set-up in our office prior to any procedures, please call our office and speak with Kelly if a plan is needed. Payment for all services, including copays, coinsurance and deductibles, are expected at the time of service unless you on a payment plan.

Patient Initial _____

Our Policy on Dental Insurance

This office is in the provider network for the Delta Dental insurance network. We will be happy to file your primary insurance claim for you and do everything we can to ensure you receive proper reimbursement. However, we cannot take responsibility for what your dental insurance will or will not cover. In the event that your account is not paid and necessitates a collection effort, you will be responsible for any and all fees associated with the collection of your account. In order to facilitate the correct and rapid processing of your insurance claim, we suggest that you contact your insurance company and determine what dental coverage you have on your policy.

Patient Initial _____

Procedure Estimates

We verify insurance benefits based on what is presented in our office. Our office will submit a pre-treatment estimate to your dental insurance carrier for out of pocket estimates. Our office will also attempt to inform patients of dental procedure fees to the best of our knowledge. Unfortunately, this estimate is not always a grantee of cost for dental procedures due to need to amend treatment plans to meet patient goals. It is important that you communicate any insurance changes to our office as soon as possible.

Patient Initial _____

I have read the Policies of William Moore General Dentistry and will honor them:

Patient Signature

Date _____