

NORTHWEST SMILE DESIGN

KELLY B. PETERSON, D. D. S.

Office and Financial Policies

Our office requires payment at the time of treatment. If you wish, you may use Visa, MasterCard, Discover, cash or check. Our office does offer monthly payments plans through an outside lender. Please inquire with our office staff for more information.

We do apply 1.5% interest or a \$4.00 per month charge (whichever the greater) on all accounts that are over 90 days.

Northwest Smile Design also reserves the right to collect any reasonable court costs, collection fees and/or attorney fees in the event a balance is not paid as well as a \$30 NSF returned check fee.

Insurance

If you have a dental insurance plan, we will submit your claim forms as a courtesy; however, your estimated co-payments are due **at the time of treatment**. Your insurance company will provide benefits according to the provision of your particular policy. It is in your best interest to understand your own insurance plan and any limitations it may have. In this regard we would like to offer you the following tips:

- Please provide our office with your insurance card or benefit booklet prior to any visits. If your plan pays by a fee schedule, you must provide us with that schedule.
- We will gladly submit a pre-treatment estimate for more extensive dental care upon request. Your insurer will notify you in advance the amount they will cover.
- Remember that most plans only pay a portion of your treatment costs. You, the patient, are responsible in full for any amount not paid by your insurance.
- We participate with Regence, Premera, United Concordia, Aetna PPO and most Delta Dental plans.
- Insurance claims not paid within 60 days may become the responsibility of you.

Missed/Cancelled Appointments

With the ever rising cost of health care, we commit ourselves to providing the highest quality of dentistry at the lowest possible cost. Frequent, "NO SHOW" appointments significantly add to the cost of everyone's dental treatment.

Our office will provide you with complimentary hygiene appointment reminder cards as well as a phone call two days prior to any appointment. In addition you can sign up for email and text reminders. However, your appointment is "confirmed" *the day it is scheduled*. Should you need to reschedule an appointment, we require a **36 hour notice** to waive the fee of \$75.00/hour for hygiene appointments and \$125.00/hour for restorative. Cancellations will not be accepted over the weekend (Fri-Sun). We understand extenuating circumstances arise, so please let us know ASAP if this happens.

Your signature below signifies you have read and understand our office policies. A copy will be kept in your records. Thank you!

Patient/Guardian Signature

Date