



MALLARD CREEK
DENTAL

Welcome to Our Office,

We are pleased to have you as a new patient and we look forward to working with you in restoring and maintaining your dental health. As a new patient, we would like to briefly review the policies of our office.

Payment is due at the time services are rendered. We accept cash, personal checks, MasterCard, Visa and Discover cards. We also offer CitiHealth Card as a payment option. As a courtesy to our patients, we will accept insurance assignment when all pertinent information is provided and verification of coverage has been established. Diagnosis and treatment recommendations are made according to the individual patient's needs, and not in accordance with what your insurance policy will or will not cover. While the filing of insurance claims is a courtesy that we provide for our patients, payment for services remains the sole responsibility of the patient.

If you desire our office to accept insurance assignment, we will require that your deductible and any co-payment be made at the time of your visit. We will do our best to estimate what charges will be covered by your insurance company, but understand that it is impossible for us to know the details of each individual policy. This office quotes current fees that are within the usual customary range of dental offices in our area. Many insurance companies pay from a set fee schedule that is often outdated.

Once final payment is received from your insurance, you will be billed for any balance on your account. It is important to recognize that your insurance policy is an agreement between you, your employer and your insurance company. We are not a party to that agreement and your benefit assignment does not take the place of your responsibility to pay for services rendered. Charges that should arise concerning coverage will be between the patient and their insurance company. Balances that remain unpaid will incur a \$10.00 per month service charge. Personal checks returned to our office unpaid will incur a \$50.00 returned check charge.

The treatment room will be reserved specifically for you during your appointment time. We will do our best to call and confirm appointments, but this is a courtesy and there will be times that we are unable to do so. It will be your responsibility to remember your appointment. In cases of divorced parents, the parent bringing the child to the initial visit will be deemed responsible for payment. Our office will not become involved in custody disputes over which parent is the responsible billing party.

If you should have questions concerning your bill or your treatment, please feel free to consult the office manager. Communication is important for us to keep you comfortable and happy with our services.

I have read the above and understand that I am responsible for all office charges. I also understand that once payment has been received from my insurance company, any balance remaining on my account will be due within 30 days.

Signature of Responsible Party

Date