



Springfield • Rolla • Osage Beach • Mtn. Grove
1-877-Dentist • accessdentalanddentures.com

Welcome to Access Dental & Dentures. We are committed to providing you with the best possible care and outstanding customer service. That goal can only be achieved with your help. Access Dental & Dentures has some important policies we want you to be aware of. Please take a moment to read the policies below and let one of our front desk staff know if you have any questions.

Financial Policy and Important Office Information

1. All patient payments are expected at the time services are provided. We accept cash, personal checks, Debit Cards, Master Card, Visa, American Express and Discover. We accept Care Credit and can help you apply if you are interested.
2. A copy of your current insurance ID card is necessary to obtain benefits and process claims. We also require a picture ID for anyone over 18 years old.
3. Insurance co-payments are due at the time services are provided. We are contractually obligated to charge you the deductible and co-pays required by your insurance.
4. We will submit insurance claims for you. Please be aware that professional services are provided and charged to the patient and not the insurance company. Allowing time for the insurance company to process claims before collecting our fee is a courtesy we extend to our patients, not an obligation.
5. We DO NOT provide services on the assumption that the fees will be paid by an insurance company. All fees are your responsibility from the date services are provided.
6. Not all services are covered benefits in all insurance contracts. Some insurance companies arbitrarily select certain services they will not cover. **The necessity of treatment is never determined by insurance coverage.**
7. Access Dental & Dentures will allow 60 days for your insurance company to process and pay claims. **If payment is not received from your insurance carrier within 60 days, you will be responsible for payment of your treatment fees and collection of your benefits directly from your insurance carrier.**
8. The parent/guardian that accompanies a child to the office is responsible for fees unless arrangements have been made prior to the date of service or you provide court documents indicating another party is responsible.
9. If any balance is overdue and legal and /or collection assistance become necessary, the responsible party will be liable for charges incurred.

Scheduled Appointments

At Access Dental & Dentures when you schedule a dental appointment, we reserve time and dedicate staff in anticipation of your attendance. When patients fail to show up or cancel an appointment with less than 24 hours notice, it prevents us from filling the reserved appointment slot and causes excess expenses to Access Dental & Dentures. For that reason:

- **We require 24 hours notice when canceling or rescheduling.**
- **Patients who miss or cancel less than 24 hours before their reserved appointment three (3) times, will no longer be allowed to reserve appointments** and care may be terminated.
- If you have purchased a treatment package at a discounted rate and miss (or cancel with less than 24 hours notice) an appointment included in your package, you will be charged full price for the remaining services.

I have read the above financial and scheduling policy and agree to the terms outlined therein.

Patient/ Parent/Guardian: _____ Date: _____

Witness: _____ Date: _____