

FINANCIAL POLICY

INSURANCE: We will process insurance claims and accept assignment of benefits. Any deductible and/or co-insurance are due at the time of treatment. We will make standard financial arrangements for more extensive treatment as outlined in the section for restorative and prosthetics, or CareCredit for patients who desire a financial plan.

HYGIENE: Payment for hygiene services is due at the time of treatment for both new patients and patients of record. If the patient is insured, the deductible and/or co-insurance is due at the time of treatment.

RESTORATIVE: Payment for non-insured treatment under \$300 is due at the time of treatment. If treatment is over \$300, the balance will be due within 30 days. If not possible, we will assist you with making financial arrangements with CareCredit.

EMERGENCY: Payment in full is due on the day of service for treatment up to \$300. For more extensive treatment, an initial payment of \$300 is due on the day of service with the balance to be paid in full within 30 days. For patients with insurance, the standard insurance policy will be used.

School related accidents will be treated per standard financial policy. We must caution parents not to sign any release until the doctor gives an OK. For workman's compensation claims, we will assist in filling out and filing claim forms. The bill is, as always, ultimately is the patient's responsibility.

PROSTHETICS: For fixed or removable appliances financial arrangements will be discussed in advance of the preparation appointment. The same guidelines as restorative work apply.

CHILDREN: The parent requesting the treatment will be responsible for all fees and services rendered.

MEDICAID: Dr. Boyd accepts Medicaid patients from Washington County. Proof of eligibility(current card) is required at time of service. Medicaid patients who fail an appointment with less than 24 hrs. notice WILL be dismissed from the practice

CREDIT CARDS: We accept all major credit cards and CareCredit

BROKEN APPOINTMENTS: Our stated policy is: there will be a charge of \$23.25 per quarter hour of failed appointment time (e.g. A one hour appointment would have a charge of \$93). Three failed appointments will be considered as adequate reasons for dismissal of a patient.

FINANCIAL PLAN: For patients receiving treatment over \$300 that are unable to pay the balance as outlined earlier, they will be given the option of signing up for CareCredit. Heartland Family Dentistry will no longer have an open-account option. The dollar amount and terms to be finances will be the discretion of the doctors.