

## Beckett Dental Care

We welcome you to our practice and look forward to a long-lasting partnership with you! Please read the information below which should help you with some of our most commonly asked questions.

### Office Hours

Monday through Thursday 8AM to 5PM and two Fridays a month 7AM to 3PM

### Emergencies

If you are experiencing a dental emergency such as toothache or broken tooth, please call immediately. We consider emergencies a true priority and will see you promptly. When closed emergency numbers will be available on our answering service with instructions on how to reach Dr. Grabarz.

### Broken Appointments and Cancellations

We strive to provide our patients with appointments that accommodate their schedule conveniently. Please know that appointment time is reserved specifically for you. Last minute cancellations and forgotten appointments limit our ability to serve all of our patients in a convenient and timely manner. Therefore, we ask that you provide us with at least 24 hours' notice prior to changing your reserved appointment, thus allowing us the opportunity to offer that time to other patients.

### Insurance

It is our pleasure to assist you in maximizing your insurance benefits. As a **courtesy**, in addition to filing the claim, we will only ask you for an **estimated** initial responsibility on the day of treatment. Since we do not have all the details of your policy available, please be aware that there may be a **balance due** after insurance has made payment. A **written** pre-determination may also be obtained prior to the procedure date upon your request. Please understand that this is **only an estimate** based upon the information made available to us. The amount required the day of your procedure is **not** a guarantee. Please be advised that you will be responsible for any balance remaining, Beckett Dental Care cannot accept responsibility for non-payment from insurance companies.

### Financial Arrangements

When full payment is made on the date of service, we offer a 5% discount for cash or check and a 2% for credit card. For your convenience, we accept Visa, MasterCard, American Express and Discover. Additionally we are a Care Credit provider and will gladly assist you in obtaining a Care Credit Account. There is a 1.5% finance charge per month (18% annually) on account balances aged over 60 days.

### Credit on your account

If treatment is paid in full by **Care Credit** and insurance benefits are utilized, giving your account a credit balance, the credit will be refunded directly back to Care Credit.

Gift card purchases that create a credit on any account will be kept on account to be used on current or future recommended treatments.

Referral rewards, welcome wagon, reach magazine rewards cannot be redeemed for cash.

Anytime an account balance has a credit for completed treatments, said credit can and will be returned to the patient in the same form the payment was made; i.e. cash, check, credit card or care credit.

I have read and understand the Policies and Procedures of Beckett Dental Care.

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Signature

\_November 14, 2014\_

Date

Updated: 9-30-2014