

MID-MICHIGAN DENTAL ASSOCIATES, PLC
Corey L. Allen D.D.S.

200 West Cedar
Gladwin MI 48624
phone (989) 426-6341
fax (989) 426-6411

OFFICE POLICY

All patient balances are due at the time of appointment, including your estimated portion, if you have dental insurance coverage. Please remember to consult your insurance company to confirm your benefits prior to pursuing treatment.

We accept insurance as a courtesy; however, you are responsible for any amount remaining unpaid by your insurance company. All co-pay and deductible amounts are an estimate based on insurance information available and are not a guarantee of payment. If your insurance has not paid within 90 days of billing, you will be responsible for the entire amount. If insurance pays more than we originally estimated we will contact you for all account credits \$20.00 or more and issue a refund check accordingly. Account balances less than \$20.00 will not receive a monthly statement.

We ask for a 24-hour notice if you need to reschedule or cancel an appointment. If you fail to show or cancel without 24 hours notice, a broken appointment fee may be charged. If you fail to show for your initial appointment or do not give a 24-hour cancellation notice we will be unable to reschedule you in our office.

If you are more than 10 minutes late for a scheduled appointment, we may be unable to treat you that day. We try to honor every appointment, but occasional emergencies occur that put our schedule behind. Please bear with us during those times as we try never to turn away a patient in severe pain. *As a courtesy we try our best to call and confirm appointments, however this is only a courtesy call and you are ultimately responsible for all scheduled appointments.*

Paperwork and/or health history forms may need to be updated once every 6 months.

Our *standard of care* requires an oral examination once a year by the Dentist. We cannot be held responsible for any damage done to teeth, restorations or prostheses, due to oral piercing.

Because of the high cost of extending credit, we have established some financial guidelines for our patients. Our experience shows that most misunderstandings occur concerning billing. We realize that finances can be a problem for some of our patients. If you need an extended period of time to make payments, we will gladly accept Visa, MasterCard, or Discover Card. We also offer a credit program that you can apply for. Ask for Care Credit details.

We do have a handicapped accessible entrance. Please inform the staff if you require use of this.

If you have any questions about our office policy, we will be pleased to discuss any concerns. We value you as our patient and will continue to provide you with our high standards of professional care.