

Financial policy

VA EPIC's mission is to provide all patients with the highest quality care in a comfortable and caring environment. We pride ourselves on patient-centered care. We pride ourselves on patient-centered care, delivering the highest standards of care and service in a clean, well-organized environment.

Any recommended treatment is in the patient's best interest. Your dental insurance does not allow you to dictate your treatment plan. Therefore, we will inform you before carrying out the recommended treatment.

Insurance

Any assistance provided by the above physicians and/or staff in this matter is provided strictly as a courtesy for the patient's convenience and does not imply responsibility on their part for submission, follow-up, or verification.

Remember, your dental insurance is a contract between you and the insurance company. It is not a contract between the dentist and the insurance company. All estimated copayments and deductibles are due at the time of service.

All insurance claims are submitted within 48 hours. However, it has been found that some insurance companies do not compensate within a reasonable period of time. As an extra courtesy after 30 days, re-submit your claim. If for any reason your bill is not paid after 60 days, you are responsible for the full amount. We recommend that you follow up with your insurance company to expedite claim processing. Any balance remaining after 90 days may accrue interest and may be sent to a collection agency. If it falls into the hands of a collection attorney, you understand and agree that you will be responsible for all fees and expenses incurred by attorney, court and collection agency. The terms and conditions here are reconfirmed each time the service is received. You also agree to apply a \$50 returned check fee per returned check.

In principle, payment ends when treatment ends, and payment plans of up to 6 months are provided. Please note that in case of change or cancellation due to the patient's change of mind after consent, the hospital's office fee will be received instead of the final discounted medical fee. You may have to pay interest if you want more than a few months after the end of your treatment.

VA EPIC does not accept secondary dental insurance. We recommend that you read your policy carefully to be fully aware of any restrictions that may apply to your dental benefits.

Claim

Unless otherwise stipulated under your contract, all payments are due in full at the time of service. If your dental insurance does not cover your treatment or is canceled/terminated or cannot be confirmed for any reason, the patient or responsible person will be responsible for the full amount including the insurance portion.

Emergency Patient

Please note that our policy requires insurance verification. If we cannot verify your insurance information, payment due date is at the time of service. We will help you with your submission. A bill will be made to your insurance company, which will reimburse you directly for your visit.

X-ray and record copy fees

If you need to request an x-ray copy, you must complete the HIPAA Disclosure Form. There is a fee of \$15-\$25 depending on the type of x-ray requested. Payment is due upon request for replication services. This process takes 5-10 business days.

Appointment

Your appointment is a time reserved specifically for you and your dental care needs. We strive to give each patient a courtesy call 1 week and 2 days before a scheduled dental visit. However, you must be on time for your appointment, with or without courtesy calls. Therefore, if you are unable to keep your appointment, please give us 48 hours notice (**at least one week for specialist appointments**) in order to avoid cancellation fees. To avoid cancellation fees if you cannot keep your appointment, please let us know 48 hours in advance for general appointments and at least one week in advance for specialist surgery appointments. **Please be aware that cancellation fees of \$100 per hour for regular appointment and \$200 per hour for surgery will be charged if you cancel your reservation after the cancellation notice period.**

A parent or guardian bringing a minor for treatment is the financially responsible party. No financial agreement between the individual parent parties will relieve parents of bringing minors from their financial obligations to our business.

All treatment plans are valid for 6 months, after which you should consult your doctor again.

By signing below, I acknowledge that I have read, understand and agree to the terms of the above policy.

PATIENT NAME _____

Guardian's Name _____

Signature _____ Date _____