

OFFICE POLICIES

Alex J. Mercado, DDS

EXPECTED PAYMENT

To keep our fees to you as low as possible, payment is expected the day the service is performed unless prior arrangements are made. For your convenience, an estimate for services will be prepared in advance of your appointment(s) to ensure you the opportunity to plan for your dental care. We believe whether you privately pay or have dental insurance to assist you, everyone deserves the care they need and want. It is necessary to provide accurate insurance information so estimates can be as accurate as possible.

DENTAL INSURANCE

We are happy to file your dental claims to assist you in receiving the full benefits of your coverage. We request that you be familiar with your insurance benefits, and provide us the correct information to assist you with the submittal of claims. We will collect the estimated insurance payment directly from your insurance company provided payment is received from them within 45 days. Please realize that your insurance is a contract between you, your employer, and the insurance company; therefore, we cannot guarantee coverage or eligibility and your assistance may be requested to expedite the processing of your claim. Not all services are covered benefits in all contracts; therefore, you are ultimately responsible for the total amount of your dental fees. The treatment recommended for you is indicated regardless of your dental insurance benefits, deductibles, limitations, or maximums.

CANCELLATIONS

We consider all appointments confirmed when they are reserved. Our schedule remains open yet fully staffed when patients cancel or fail the same day of their appointment. **We require a 2 business day notice so there is sufficient time to offer your appointment to another patient.** Repeated failed or late appointments may result in a \$50 fee.

PAYMENT OPTIONS

For your convenience, we provide a variety of payment options to help you received the quality care you need to enjoy a healthy and confident smile. Please note, a \$25.00 NSF check will be charged for all returned checks. Should you desire a monthly payment plan longer than three months, we offer outside financing through CareCredit.

PAST DUE BALANCES

If applicable balances owing from a prior visit where insurance is not pending, or an insurance payment has not been received within 90 days, or the account has been sent to collections, the balance is considered past due. Payment of any past due balance is required to be paid in full before incurring new charges. Balances over 90 days may be subject to a rebilling fee.

INFORMATION CHANGES

To ensure your records are current, please notify us of any changes relating to medical history, telephone number(s), address, or employer/insurance information as they occur.

My signature indicates that I understand the policies as outlined and any questions I have with regard to office policies have been answered.

Signature of Responsible Party or Patient

Date