New Patients Financial Policy

New Patients Financial Policy: Patient Payment for Services Information

Dear Patient:
Thank you for choosing Cunningham Dental, A Member of Open Door Dental to meet your oral health care needs. We strive to provide high-quality care at a reasonable cost. We need you to understand and agree to our Patient Payment for Services to achieve this goal. Open Door Dental does not provide free care. For most patients, payment is due at the time of service. Our service fees are reviewed annually and may be increased when necessary.

INTRODUCTION
Our mission is to improve access to dental care for the residents of eastern Tennessee. Our practice depends upon reimbursement from patients for the costs incurred in their care. Therefore, the financial responsibility on the part of each patient must be determined before treatment can be rendered. All dental services are charged directly to the patient, and the patient is personally responsible for payment of all dental services, even if the patient carries dental insurance. This office will, as a courtesy, help prepare the patient's insurance forms and may assist in making collections from dental insurance companies and will credit any collections from insurance to the patient's account.

EMERGENCY DENTAL CARE
Open Door Dental provides emergency services for patients seeking same-day treatment of urgent dental needs. Emergency treatment is limited to services to relieve pain and prevent infection. We understand you may or may/not have insurance. All emergency and any dental services performed without previous financial arrangements must be paid for in cash when services are rendered.

PATIENTS WITHOUT INSURANCE
Payment is due at the beginning of each appointment; however, in some cases we will be able to assist you in making payment arrangements for major or staged treatment based upon the type of services planned and the department in which you are seen. The office team will assist you in making these arrangements, but they must be made before treatment begins. For your convenience, we accept multiple forms of payment, including cash, personal check, flexible spending account debit cards, and major credit cards (i.e., MasterCard, Visa, Discover). We also offer payment plan options through a third-party vendor, Sofi Personal Finance Solutions.

****Financial Disclaimer****

Payment for services rendered will be due at the time of service.

☐ * I understand that I am responsible for all charges incurred during the course of my treatment. *

PATIENTS WITH INSURANCE
Open Door Dental accepts most commercial dental insurance plans and TennCare. Most dental insurance carriers set deductibles, co-insurance payments, exclusions, and other coverage limitations. As a courtesy, members of the business office team will process pre-estimates and pre-authorizations and assist you when possible, but it is your responsibility to know your benefits and coverage limits. You may be required to pay part or all your treatment costs if our providers are not contracted (or “out-of-network”) with your dental or medical insurance. The business office team members will help you with your questions about treatment fees and insurance.

You are expected to pay for any services that your carrier does not cover on the day you receive treatment; however, in some cases we will be able to assist you in making payment arrangements for major or staged treatment based upon the type of services planned.

****Financial Disclaimer****

As consistent with applicable laws and the terms of your dental insurance or other dental plan coverage:

- * Payment for services rendered will be due at the time of service.
- * The insurance portion of the treatment plan is an estimate and not a guarantee of coverage.
- * Your estimated portion will be due at the time of service.
- * If your insurance carrier pays less than the anticipated amount, you will be responsible for the unpaid balance.
- * I understand that I may be responsible for any unpaid balance for the procedures that are performed.

PATIENTS WITH TENNCARE

Patients must provide a valid ID, eligibility information, a current address, and a valid TennCare card at each appointment to verify coverage. If we cannot confirm that your coverage is active on a particular date, you must pay in full for the visit or reschedule your appointment. You may decide that you want to receive services that TennCare or Medicare does not cover. If so, you will be asked to sign a Medicare Advance Beneficiary Notice (ABN) or a waiver stating that you will be financially responsible for the specific services that are not covered.

PATIENT APPOINTMENT CHECK-IN REQUIREMENT

Patients must personally check in with our front desk team prior to every appointment to review the status of their account and pay any amount due before receiving treatment.

ACKNOWLEDGMENT

At the time of your initial appointment, you will be required to electronically sign a form stating the following:

Patients who do not sign the acknowledgment are ineligible for services at Open Door Dental.

☐ I understand and agree to accept my responsibility to pay for services I receive as a patient of Open Door Dental. I also understand that if I do not meet this responsibility, I may be referred to a collection agency and/or dismissed as a patient of Open Door Dental. *

Page 2

New Patient Missed Appointment Information

Dear Patient:

Iron Mountain Smile Studio, A Member of Open Door Dental is committed to providing our patients with exceptional care. When a patient cancels without giving enough notice, they prevent another patient from being seen. We dedicate our valuable time to caring for you, so please try your best to keep your appointment.

Once an appointment is made for you, our office will remind you and confirm your appointment days ahead by emailing, texting, or calling. You must confirm your appointment with our office when receiving notifications. Failure to confirm could result in appointment cancellation.

We know, however, that emergencies occur, and we try to be understanding when they do. In an effort to be fair to all patients, we find it necessary to reinforce our general three-strike policy for missed appointments.

A missed appointment is defined as:

- a) The patient did not show up for their appointment or call to cancel it, or
- b) The patient canceled the appointment too late to permit us to fill the time that he/she left vacant.

Our policy on missed appointments is as follows:

1. First missed appointment with less than 24-hour notice - We will try to assist you in rescheduling your appointment at a time that is least likely to be missed, forgotten, or interrupted.
2. Second missed appointment with less than 24 hours' notice – Your oral health is important to us, and we will try to reschedule you. However, your preferred appointment time of day may not be available, and/or it may be several weeks before we can get you back on the schedule. You will also be charged $200 for the no-show.
3. Third missed appointment with less than 24-hour notice - No further appointments will be scheduled for you, and you will be dismissed from the practice. In addition, we may require a non-refundable deposit for certain long procedures that will be forfeited if the appointment is missed.

Our office reserves the right to modify this policy on a case-by-case basis. We thank you for your cooperation with our policy. We look forward to continuing to assist you with your oral health needs.

Signature *

Date *

03/29/2023