



Moore Family Dental P.C.

350 ALBERTA DRIVE SUITE 101 BUFFALO NY 14226 (716) 835-1670

Office and Financial Policies – 2018-2019

Welcome and thank you for choosing Moore Family Dental as your dental care provider. Our primary mission is to deliver the best and most comprehensive dental care available. We are proud to be using the most modern technology as well as high quality materials to ensure the best dental treatment available.

Full payment for services rendered is due at the time of service or at the completion of your treatment for services requiring multiple appointments (unless prior payment arrangements have been made with the office manager).

Dental Insurance Information:

We are happy to work with your carrier to maximize your benefits and directly bill them for reimbursement of your treatment. A patient is in 'Contract' with their insurance company. All information is readily available to the patient in their benefit handbook or if they call their insurance carrier directly. *The patient is responsible for knowing whether their insurance carrier requires the use of an in-network provider or participating provider.*

Moore Family Dental PC is proud to be an in-network provider for Delta Dental, Cigna and United Concordia Insurance Companies. *Please check with your insurance company for detailed information about these plans.*

Be advised that co-payments and deductibles are your responsibility on the date of service. We are happy to submit requests to insurance companies for a pre-determination or pre-treatment estimate when requested by the patient. In the event that we do not receive your insurance payment within 90 days from the date services are rendered, you will be responsible for payment of your treatment fees and collection of your benefits directly from your insurance carrier. Our estimate of insurance payment is not a guarantee of payment by your insurance company.

It is the responsibility of the patient to ensure that our office is given the correct insurance information needed for proper processing of claims. The patient is responsible for payment of services, copayments, deductibles, co-insurance and non-covered or denied services. All co-payments are collected on the day of your appointment without exception.

Payment Options:

- Cash, check, VISA, MasterCard, American Express or Discover Card
- We offer a 5% courtesy adjustment to patients who prepay in full for their treatment of \$1000 or more with cash or check. A 3% courtesy adjustment is given when prepaid with credit card. No other discounts apply.
- Convenient monthly payment options (*subject to credit approval*) from CareCredit Healthcare Credit Card.
- Only one courtesy adjustment applied per account.
- Please note: No agreed upon discount will be applied if the patient/responsible party's account is not current and in good standing.

We charge 5% interest on all past due accounts over 60 days (without prior financial arrangements).

If you choose to discontinue care before treatment is complete, *NO REFUND* will be issued.

Per New York State Law, a fee can be charged for insufficient funds or a stopped payment by a patient/responsible party. Currently Moore Family Dental charges \$40.00.

Collection Accounts - In the event that your account goes delinquent, the patient/responsible party is responsible for any interest and any collection costs (currently 30%) as well as all attorney fees incurred to collect on this account.

Missed Appointment Fee: There is a \$50 charge for any missed appointment without 24 hour notice. This fee is the responsibility of the patient and not covered by insurance.

Patient Signature OR Responsible Adult: