

# Our Policies

Dr. Hipps and staff look forward to caring for all your dental needs. We have a continued commitment to provide the highest quality of dental care available. We will support you in understanding your dental health, so you can make the best dental choices.

## Scheduling Policy

- Your scheduled appointment is reserved for you.
- Booked hygiene appointments are confirmed by mail, 1 month before the appointment.
- All appointments are confirmed 2 days prior to the appointment.
- We understand, that unplanned events arise, but ask for 24 hours notice of cancellation.
- Repeat broken appointments, or short notice cancellations may result in a 50.00 missed appointment fee.
- If you have an emergency dental need, we will see you in a timely manner.
- There is weekend and holiday emergency call coverage for patients.

We recognize that excellent modern dental care is not an inexpensive item in your budget. In an effort to help you with get the best treatment, we provide the following:

## Financial Policy

- Payment is due at the time services are rendered.
- We accept cash, personal checks, Visa, Master Card, Discover, American Express, debit cards and Flex spending cards.
- We offer extended payment options through Care Credit.
- Balances over 60 days will be subject to additional interest charges (1.5% monthly- 18% annually).
- There will be a 25.00 charge for returned checks.

## Insurance

If you have dental insurance we will assist you by filing your dental claims.

- Insurance information must be provided prior to or at your appointment.
- Claims are submitted promptly after treatment is rendered and does not absolve the patient of responsibility for the treatment charges.
- All estimated co pays are due and will be a requested at the time of service.
- We will make every effort to maximize your benefits and accept assignment of those benefits. However, any estimate, provided by your insurance company, is not a guarantee of the final insurance payment. Any unpaid account balance is due 60 days from the filing of the claim. This is regardless of that claims status.
- Please keep in mind your insurance policy is a contract between you and your insurance company.