

Highland Dental Associates, P.C. 2024 FINANCIAL POLICIES

PAYMENT

- Full payment (including most insurance copayments) is expected **at the time of the visit**.
- We accept most major credit cards (including debit and HSA cards), checks and cash.
- We do not create payment plans. If you are having a procedure which requires multiple visits, we will divide your payment between those visits.

USING INSURANCE COVERAGE AS PAYMENT

Patients with **Delta Dental**: in most cases we can submit your claim in real time and will provide you with your exact copay amount. We would appreciate payment of this copay at the time of the visit.

Patients with insurance through other carriers (MetLife, BCBS, etc.): we will submit claims for all carriers and wait for a response. If you have a balance due after your plan has responded, we will mail you a statement. Payment of the balance is expected upon receipt.

Your insurance plan works for you (not us)! It is your responsibility to understand your dental plan's covered services, policies, and limitations. If your insurance does not pay your claim as expected, the balance is your responsibility. You should contact your insurance plan with questions.

FEES

- NO SHOW \$35

Please mark your calendar with your next appointment. If you are unable to keep this appointment, please kindly call our office at least 24 hours prior to the appointment. ALL No Show/no call events will be charged \$35. Same day cancellations may also be treated as No-show appointments.

- MULTIPLE REQUESTS FOR PAYMENT \$5 per statement

In the event of a balance due to our office we will mail one statement. Full payment is expected upon receipt. Payment may be made on our website: LeVasseurDental.com or via email with a check or credit card.

If we do not receive *full* payment from the initial statement, we will continue to mail statements each billing cycle. There is a \$5 charge for each additional statement.

- INTEREST CHARGES 3%

Account balances begin to accrue 3%/month interest if full payment is not received within 30 days of initial request for payment.