

## **Office Policy on Insurance**

Our office makes an attempt to call all insurance companies to help patients get a **BASIC BREAKDOWN** of their dental benefits. The insurance companies explain that benefits are covered only on "usual and customary" fees (as determined by them) and that they **DO NOT** guarantee payment for **ANY** of our services over the phone. No insurance company we have dealt with has been willing to disclose how they presume fees to be "usual and customary".

We will do our best with the information given to us from the insurance companies to determine what their coverage of our services for you will be. We will furnish your insurance company with all the information necessary to process any claim we submit to them for our services rendered to you. If an insurance company denies any claim submitted by this office for you, you are responsible for payment of that claim. If you have any questions as to why a claim was denied by your insurance company, **YOU** are responsible for contacting the company regarding that denial. If a claim on your policy for our services rendered to you is denied, you will be billed by our office for the full amount of that claim and payment will be expected from you **IN FULL**.

If any balance on your account remains unpaid by you after the insurance claims process has concluded, it will be necessary thereafter to insist that you pay us **IN FULL BEFORE** any of our services are completed for you. We will continue to submit claims for those services to your insurance company and the company will reimburse you directly.

I the patient and/or patient's guardian understand this policy and will be responsible for any unpaid balances.

X \_\_\_\_\_ Date \_\_\_\_\_  
**Patient and/or guardian signature**