

## William E. Lenkaitis, D. D. S.

We are committed to providing you with the best possible care. This is why we need your assistance and your understanding of our office policies.

### **General office policies:**

\*Payment is due as services are rendered. We accept cash, checks, MasterCard, Visa. For procedures costing over \$300, we offer financing through Wells Fargo Financial. If you wish to apply for a Wells Fargo account please speak with a member of our staff.

\*Returned checks and balances older than 45 days will be turned over to our outside collection agency and may subject to additional collection fees and interest charges of 1.5% per month.

\*Charges will be made for broken appointments and appointments cancelled without 24 hours advance notice.

\*Our office staff makes every effort to provide courtesy reminders of upcoming appointments to our patients. However, you should not depend on our postcard reminders or our confirmation calls. For these courtesies may not be possible if we are ever short-staffed.

\*It is imperative that you speak with a member of our staff **before** dropping off your dependent(s) for an appointment. Without proper authorization our doctors and hygienist are not able to provide the oral healthcare necessary for your dependent(s).

### **If you have dental insurance:**

We must emphasize that as dental care providers our relationship is with you, not your insurance company. As a courtesy to you we will gladly submit your insurance claims. This is done in an effort to help you receive the maximum allowable benefits under your particular plan. **However, your *estimated* co-pay is due at the time services are rendered.** It is important that you take into consideration the following regarding your dental insurance:

1. Your insurance is a contract between you, your employer and the insurance company.
2. Our fees and the fees of your insurance company may differ. Most insurance companies cover a percentage of **their fees NOT our fees**, possibly leaving an *out-of-pocket* expense for the patient. Insurance companies that pay on a "fee schedule" or "payment table" rather than at a percentage, generally do not release that information to us. In this case it is the patients' responsibility to obtain this information and forward it to us prior to treatment if they wish to avoid paying in full at the time services are rendered.
3. Not all services are a covered benefit in all contracts. Some insurance companies arbitrarily select certain services they will not cover.

### **If you do NOT have dental insurance:**

**Payment for services is due at the time services are rendered.** We accept cash, checks, MasterCard, or Visa. For procedures costing over \$300 you may *apply* for a payment plan through Wells Fargo Financial. Our business is run like any other. For example, when you get your car serviced, you are not billed, you must pay for the repairs before the car is picked up.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_