

Insurance, Fees and Payment Plans

Excellent dental care is a wonderful investment for your comfort, appearance, self-confidence, and health. We are sensitive to your needs and financial concerns. If you have any question or we can help in anyway, please feel free to contact us.

Estimate in Writing – Fast & Easy: We will always provide you with a written estimate of cost before we start any treatment. To make payment as fast and easy as possible, we accept Visa, MasterCard, American Express, Discover, debit cards, checks, and cash.

Payment Plans – Making Care Affordable: We offer financing through Wells Fargo and Care Credit to make the best care fit for almost any family budget. Some plans are interest-free! Please ask if you would like more information.

Fewer Appointments: Once you have reserved time, please do not change your appointment. For visits of 90 minutes or more, we ask for a 20% down-payment to reserve the doctor's time. That payment goes toward the cost of your treatment as long as you keep your appointment.

Insurance: We file insurance as a courtesy to our patients. We ask that you leave a debit/credit card on file. When we receive your insurance payment, we will automatically credit or debit your charge card to make your payment correct. No more dental bills to worry about!

Estimating your Benefits: We try hard to estimate your benefits and to answer any questions you may have. However, your contract is between you and your carrier and we have no control over their decisions. Occasionally, a carrier will be "difficult." If an insurance payment is not received after 60 days, we automatically bill your credit card for the outstanding balance.

Please do not ask us to change codes to obtain better benefits for you. This is felony insurance fraud. By law, we are also not allowed to waive deductibles, co-payments, or non-covered services for you. If you do not provide complete or correct information, or if eligibility cannot be verified, we cannot process your claim and must ask for payment-in-full.

If you have a complaint about your insurance company you can contact:

NC Department of Insurance

Consumer Service Division

1201 Mail Service Center

Raleigh, NC 27699-1201

www.ncdoi.com

1-800-546-5664 or 919-807-6750

Patient Signature _____ Date _____