

Financial Policy for the Office of Dr. Robert J. Matthews, D.M.D, P.L.L.C.

FINANCIAL AGREEMENT:

Payment is to be made in full for all charges at the time of service, unless prior arrangements have been made with our office.

PAYMENT PLANS:

We do not offer in office payment plans. If a payment plan is necessary for you, we do accept **CARECREDIT** and we will be glad to provide you with more information at your request. You can call **CARECREDIT** to apply at **1 800 677 0718**.

INSURANCE FILING:

You, the patient, are ultimately responsible for payment of any balances or non-covered portions on your account, not your insurance company. We do, however, file dental claims as a courtesy to our patients. We can only make ESTIMATES regarding your insurance coverage and benefits, based on the information provided to us by your insurance company. In the event your insurance company does not pay as much as estimated, the remaining balance is due and payable by you, the insured patient. We often are provided generalized information regarding your coverage and we will do our best to give you the most accurate estimate possible; please remember that it is up to you to know the specific details regarding coverage and/or exclusions of your dental insurance policy.

ASSIGNMENT OF INSURANCE BENEFITS:

I/We hereby assign directly to Dr. Robert J. Matthews, insurance benefits otherwise payable to me/us. I/We hereby authorize the release of any information relating to any claims. I/We understand that I/We are financially responsible for charges not paid by this assignment.

DELINQUENT ACCOUNTS:

All delinquent accounts (30 days or older) are subject to reasonable service charges, or legal interest rates, and/or outside collection proceedings. In the event your account is turned over to a collection agency, you will be responsible for any costs incurred, in addition to the balance owed. Any account turned over to a collection agency forfeits any special discounts or fees, such fees will be reversed to original charges and you will be responsible for the balance in full. If you have a past due amount, and arrive for treatment, that amount will be expected to be paid at the time of service.

Failed Appointments:

Failed appointments (less than 24 hours prior notice) are a significant contributor to rising health care costs. Individuals who fail to show for a confirmed appointment may be assessed a fee based on the length of the missed appointment. Please be sure to keep all phone numbers and addresses current so that we may confirm the appointment, in order to avoid cancellation fees. We ask that you please call to cancel your appointment at least 24 hours prior. Thank you.