

Welcome to Telegraph Dentists!!!

We at TELEGRAPH DENTISTS are dedicated to rendering the best dental care possible to our patients.

If that were where it ended, it would not be necessary for us to be writing or for you to be reading this notice. What is commonly referred to as “managed care” has changed the way we render dental care. Quite frankly, the insurance companies are making the rules for all of us. The insurance rules change daily and we do not have access to your contracts but we do know you are paying high premiums for your insurance coverage. You have the right to all the information concerning the rules and regulations of your insurance contract. Never hesitate to call your insurance company with any of your concerns or questions.

Insurance Information

If you have insurance, we will gladly file a claim but we must have accurate insurance information at the time of your visit. Claims that are denied because of incorrect insurance information will become the responsibility of the patient. Per your insurance company, your co-payment must be paid at the time of service. When we receive payment from your insurance and if your insurance indicates that your co-pay is different we will adjust your account accordingly. If you receive a statement from your insurance company and have questions, please call our office, we are always happy to answer any questions you may have. Should it be necessary to turn your account over to a collection agency you will be responsible for any and all legal fees.

Estimate for treatment

Our front office staff will try to provide you with the most accurate treatment *estimate*. Please keep in mind that it is just *estimated co-pay* that we collect at the time of service. Once your insurance company has paid its share of your bill if there is a balance we will send you a bill.

Appointments/Cancellations

Our phones are on 24 hours a day. When the office is not open we have an answering machine. We require 24 hour notice if you need to cancel or reschedule your appointment – There is a **\$50 fee per hour** for violating this policy. **If a patient continues to cancel or no-show after 3 times, the patient will be dismissed from the clinic within 15 days and will receive written notification of the dismissal. A notice will be mailed to the latest contact information submitted by the patient.** Please call before you come for an appointment when we are experiencing bad weather (ice and snow, etc.)

Late Fee and Finance Charges

After your insurance has paid your bill if there is any money owed by you we will send you a bill that says your insurance has paid in full and this portion is due directly by you. You have 30 days to pay the balance or a **finance charge of 1.5%** will be applied each month until the balance is paid in full. If you fail to make a payment after 30 days a **\$35.00 late fee** will be charged each month there is no monthly payment made.

X-Ray and Dental Records

We will gladly copy your dental records and x-rays for you but we must charge a minimum fee of **\$15** depending on the number of x-rays that need to be copied.

Forms of Payment

We accept cash and all major credit cards. We do offer an outside financing company that often has **0% interest for 12 months**. Please see a front office associate for details.

General Consent

I give Telegraph Dentists and/or his staff permission to perform a full dental head and neck examination and to take necessary intra oral and extra oral radiographs to help diagnose diseases of the oral cavity and underlying structures.

Patient's Signature _____

Date _____