

FINANCIAL AND INSURANCE POLICIES

Our Commitment

At Horizon Dental, we are committed to excellence. We feel that you deserve nothing less when it comes to your health. We use the best materials and techniques available in order to provide you with the quality you have come to expect from us.

We believe that our relationship with you, as with all relationships, needs open and clear communication. We will try to communicate all of your dental needs and estimate your financial information as soon as it becomes evident. We want you to be as informed as possible to help you in your decisions concerning your dental health.

We understand how valuable your time is, so we make every effort to remain on time. We feel that you deserve our complete and focused attention so that we may provide the best care possible.

Your Commitment

We want you to be comfortable with our team. If you ever have any questions about your dental treatment, financial or insurance questions, or any concerns at all, we ask that you notify us as soon as possible. We will be glad to clarify any uncertainties that may arise.

Your portion of your treatment is expected at the time of your services. For your convenience we do accept many forms of payment including: cash, check, Visa, Mastercard, American Express, and Discover Card. We offer 3rd party financing through Care Credit, which includes both interest free programs and extended financing. We also offer an in office discount plan for patients who do not have dental insurance. Please ask for more details.

INSURANCE

It is our pleasure to assist you in maximizing your insurance benefit by completing your claim forms. At the time of service we will ask you to pay your estimated co-payment. Please understand that this is only an estimate, and is based upon the information available to us.

Insurance benefit coverage depends solely on what your employer wishes to purchase. Some plans base the amount of benefit on a schedule of fees arbitrarily developed by insurance companies.

The financial obligation for dental treatment is between you and our office. The insurance company is responsible to you, and not to our office. We will assist you in any way we can. Any amount owing after your insurance company has paid will be due from you upon receipt of our statement. Should your account be referred to an attorney or collection agency, you will pay all cost of collection, including up to 40% collection fee, as well as court costs and a reasonable attorney fee.

We have a 24 hour cancellation policy. We understand that circumstances may arise that require an appointment to be rescheduled. We are happy to change your appointment time if a 24 hour notice is given. If sufficient notice is not given, your account will automatically be charged a \$50 missed appointment fee.