



Accomando Family Dentistry

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Office and Financial Policies

Please read the following and initial after each bullet.

- **What if I miss an appointment? _____**
 - We give a *courtesy* call the day before your scheduled appointment. You have 24 hours to cancel or reschedule without penalty. If we do not hear from you or you miss your appointment a fee of \$80.00 will be applied to your account.
- **Why do I need to attend my child's appointment? _____**
 - Any child under the age of 18 is *not legally allowed* to sign paperwork or make treatment decisions; therefore they must be accompanied by a parent or guardian.
- **Why do we need your Social Security number? _____**
 - Yes, many insurance companies no longer use the Social Security number as a primary identifier, but it is a form of identification. If there's a problem processing the claim, the lack of a Social Security number could slow down payments or even cause a claim to be denied, leaving you with a balance.
 - Those patients with double coverage: Social Security numbers are still used to figure out what part of the claim each carrier should pay. Your ID number means nothing to other insurance companies; they identify you through your Social Security number.
- **Do you verify my insurance and file my claims? _____**
 - As a *courtesy* we will verify your insurance benefits and file your insurance claims for you. All benefit breakdowns are given to us by your insurance company so we can try our best to *estimate* your patient responsibility. *No estimates are a guarantee.*
 - If your insurance company denies a claim, we will resubmit it for you. If it again gets denied the balance becomes the Patient Responsibility and it is up to you to pursue reimbursement from your insurance company.
- **What is a Patient Responsibility? _____**
 - Depending on your plan coverage not all services will be covered in full. The Patient Responsibility is the balance left *after* insurance claims are closed. We do our best to *estimate* this cost for you but *nothing is guaranteed.*
- **Why do I have a Co – Payment? _____**
 - Some insurance companies are issuing a copayment due at every appointment. This will be due *in full* at the time of service. This is different from your deductible and Patient Responsibilities.
- **What if I don't have insurance? _____**
 - Payment is due *in full* at the time of service.
- **Why would I be sent to collections? _____**
 - For those with insurance, once all payments are received we will start sending monthly statements. If a balance is left unpaid after 90 days we will give you a *courtesy* call to discuss the account. If we do not hear from you or the account remains inactive a fee will be added and it will be turned over to collections.
 - For those without insurance, payment is due in full at the time of service. If payment is not made in full and a balance is left unpaid after 90 days we will give you a *courtesy* call to discuss the account. If we do not hear from you or the account remains inactive a fee will be added and it will be turned over to collections.

Please sign and date