



Information for patients

It is not always possible for us to find all the information concerning your insurance plan, as insurance companies are not obligated to disclose any or all information to us under the privacy act. We recommend that patients verify their coverage with their insurance company

Insured patients are encouraged to provide us the following information about their insurance policy. If in doubt, always ask the insurance company. Information required:

- Name of insurance carrier
- Policy number, certificate number (ID) and division number (if any)

As a courtesy, we will gladly obtain your insurance coverage details and send your claim electronically for you, on your behalf, to your insurance company providing that your company does allow electronic submission.

Minors:

A parent or guardian must accompany all minors to their dental appointments. The parent or guardian accompanying the minor is responsible for full payment. In the case of divorced or separated parents, the parent accompanying the child is responsible for payment, without any exception. This office will not attempt to collect payment from a parent that is not present in the office at that visit. It is not our responsibility.

Missed Appointments:

Once an appointment has been made a room is reserved specifically for you. Please be considerate and allow at least two business days to cancel or reschedule an appointment in order to avoid a service fee of \$75 per person. We do understand some unforeseen circumstances do happen, we will appreciate respect for our cancellation policy.

Service Charges:

Service charges are applied on all overdue accounts. We understand temporary financial problems may affect timely payment of your balance in some cases. In those situations, we encourage you to communicate any such problems immediately to our Front Desk at 905-455-2023; they can be reached during regular business hours.