

## Office Policies

The entire staff at Tampa Bay Dental Associates is committed to providing you with not only the highest quality of dental care, but also unsurpassed patient service. In our effort to provide you with excellent patient service, we have established an office and financial policy that addresses patient concerns. With these guidelines, we hope to ensure that all of our patients will have timely access to convenient appointments. Please review the following outline and feel free to ask a member of our Business Office team any specific questions you may have.

### A. Types of Dental Appointments

- *Initial Comprehensive Examination* - When visiting our office for the first time you are initially scheduled for a comprehensive dental examination. This examination is professionally designed to enable our team to diagnose and complete any and all future dental treatments to the highest possible standards.
- *Treatment Plan Consultation* – The findings obtained during the initial comprehensive examination will allow the doctor to formulate treatment plan recommendations designed to meet your specific needs.
- *Hygiene Treatment* – Dental Cleaning appointments are scheduled according to your individual treatment plan as established by you and your doctor during the treatment plan consultation appointment.
- *Dental Treatment* – Dental treatment appointments are scheduled according to your individual treatment plan as established by you and your doctor during the treatment plan consultation appointment.
- *Emergency Dental Treatment* – If at any time you require treatment for a true dental emergency, please call the office to receive immediate attention. The doctor will be on call for after hour's emergencies.

### B. Appointment Rescheduling

- When the need arises to reschedule an appointment, please provide our office with at least **48 business hours** advance notice. This allows us to offer an open appointment time to other patients awaiting an earlier appointment date. We reserve the right to charge a Missed Appointment Fee for appointments that are missed, rescheduled or canceled without a 48 business hour notice.

### C. Payment Options

- Payment Options for services is due at time services are rendered unless prior payment arrangements have been approved by a member of the Business Office Staff.
- We accept payment with cash, personal checks, Visa, MasterCard, American Express, and Discover.
- Please note that a fee of \$25.00 will be charged for a returned check.

### D. Insurance Benefits and Assignments

If you have dental insurance coverage, we can offer you the following additional options for the payment of services rendered. It is important to remember that dental insurance plans are supplemental in nature and therefore they do not cover 100% of all treatment.

Option 1            Payment in full by the patient on the date of service. Our office will submit your insurance claim form for you and you will be reimbursed directly by your insurance company.

Option 2            Our office will accept insurance assignment under the following guidelines: Estimated partial payment by the patient on the date of service. You will be responsible for any remaining balance due after insurance payment is received. If your insurance company fails to pay a claim within 45 days of filing, you are then responsible for complete payment of the balance due.

### E. Payment Plans

We understand that personal finances play a role in the decision to proceed with necessary dental treatment. However, we regard complete dental health as invaluable and would like to see that all of our patients have the opportunity to achieve it. For this reason we offer multiple, convenient payment plan options to our patients. To obtain further details concerning your individual treatment plan fees and the payment plan options available to you, please contact our Business Office Team at (813)655-9944.