

Insurance, Financial, & Appointment Policies

At Sullivant Dentistry, we believe you deserve the best care possible. That is why we present you with the best dental solution to treat your personal situation. Here is some important information about our policies here at Sullivant Dentistry.

Please **INITIAL** each section after reading:

_____ A specific amount of time is reserved for you and we strongly encourage all patients to keep their appointment. *Our cleaning appointments can book out from weeks to months.* **If you must change an appointment, we require at least 24-hour notice** (Friday by 12:00 PM for cancelling an appointment on the following Monday) to avoid a \$35/hour cancellation fee.

Emergencies are an exception.

_____ In the event of a dental emergency **AFTER** regular business hours, a \$55 emergency fee will be charged to current patients in addition to the necessary treatment fees. New patients or patients that have **not been seen in 2 or more years**, will be charged a \$125 emergency fee plus any services rendered.

_____ Sullivant Dentistry does require **FULL PAYMENT AT THE TIME OF SERVICE**. **WE DO NOT HAVE AN IN-OFFICE PAYMENT PLAN.** We accept MasterCard, Visa, Discover and American Express – we don't charge extra to run a card. If you need an extended finance option, we also work with **CARECREDIT**, who offers 6 & 12 month "same as cash" or longer terms with an interest rate established on your credit rating and approval by **CARECREDIT**.

_____ **You are to pay the estimated out of pocket percentage that your insurance does not cover at each appointment.** We will bill your insurance as a courtesy -- However, if your insurance does not pay **within 90 days**, Sullivant Dentistry reserves the right to request payment in full for services from you and let you collect the insurance funds that are due to you. This is rare, but it is important that you are aware that the insurance you have is a legal contract between **YOU** and **YOUR** insurance company. Our office is **NOT** and **CANNOT** be a part of that contract. **Ultimately, YOU are responsible for ALL charges incurred in our office.**

_____ Your dental insurance benefits are based upon a contract made between you and/or your employer and the chosen insurance company. **If you have any questions regarding your benefits please contact your insurance company directly.** Dental benefit plans will never pay for completion of your dental care -- it is only meant to **assist** you.

_____ We accept all individual (self-purchased) insurance plans -- these are plans that do **NOT** require you to select a dentist from a list or require our office to accept a reduced fee for service. This means we work with literally **thousands** of companies. Although we maintain a computerized history of payments by a given insurance company, they often change; **it is impossible to give you a guaranteed quote on how much your insurance will pay at the time of service.** We estimate your portion based on the most up to date information we have, BUT it is **ONLY** an **ESTIMATE**. We can file a **"pre-treatment authorization"** with your insurance prior to treatment, which usually takes about 3 weeks to receive back. Please note this is not a guarantee of coverage, it just gives you the best estimated amount for your **out-of-pocket charges**.