

Ann Arbor Smiles Dental Group Patient Responsibility Agreement

Payments for Services

Payment is expected at the Time of Service

For all patients, payment of insurance co-pays, deductibles, and services not covered by insurance are to be paid for at the time services are rendered. You are responsible for any balances not covered by your insurance, including rejected claims. While every effort will be made to submit claims in accordance with insurers' requirement for payment, in the event of a dispute or rejection, you as the insured or guarantor are responsible for payment. Insurance coverage for dental services is a benefit provided to you and the eligible members of your family. The insurance contract is between you and your insurance provider, and not between the insurance company and your dental care provider. It is very unlikely for our dental office staff to predict exactly what your benefits are, since there are so many different insurers and policies. We will do our best to obtain correct information, but we are not responsible for misinformation given by your insurer. Also, be made aware that each insurance policy has a maximum allowed during the contract period. We cannot be held responsible for tracking this information for you. We do not accept Medicaid or MIDA as a form of payment. Also, there are other capitation and HMO insurers for which we are not an authorized provider. You are responsible for checking your plans list of providers ahead of time. If we are not a provider on that list, you will be responsible for payment yourself. We will be happy to provide you with whatever documentation is necessary to pursue your claim for reimbursement for your insurance company.

Payment Responsibility for Minor / Dependent Children

Payment is expected at the Time of Service

The person who brought the child in for services is responsible for payment. This office cannot be responsible for collecting from any other individual.

Missed or Cancelled Appointment Policy

Patients will be charged \$50.00 or more depending on length and type of appointment for failed or cancelled hygiene appointments with less than one business day's notice. Patients will be charged \$100.00 or more depending on length and type of appointment for failed or cancelled doctor appointments with less than one business day's notice. Failed or cancelled appointment fees are doubled for evening (5:00 pm or later) and weekend appointments due to high demand and limited availability. The failed or cancelled appointment fee must be paid before the patient can schedule another appointment. Insurance companies do not cover failed or cancelled appointment fees. The patient is responsible to pay the failed or cancelled appointment fees.