

OFFICE POLICIES OF C. ELAINE BROWN, DDS, MS, PA

Appointments

Our office hours are Tuesday-Friday from 8:00 am until 5:00 pm with lunch from 1:00 to 2:00 pm. Our office administrator is also available on Mondays to help you or our referring dentists. Hygiene appointments are available Tuesday-Thursday. Each individual appointment requires specialized time and preparation to offer you the best care available. This time is reserved especially for you and we make every effort to see you at your reserved time. Therefore, it is very important that you arrive on time and keep all of your appointments. In the event that you need to reschedule an appointment with our office, a 48 hours' notice is required. This is to allow our staff to accommodate other patients. Multiple cancellations may incur a \$50 broken appointment fee per hour. Our office will contact you 2 business days prior to your appointment for confirmation. If we have to leave a message, then we need you to call our office to verbally confirm your appointment.

Insurance

Payment in full is expected at the time of treatment for patients who do not have dental insurance coverage. If you do have dental insurance, we will file your insurance as a courtesy, but we do require that you pay your co-pay at the time of treatment. We will do our best to give you as accurate an estimate on treatment as we can, but please realize that our estimate is based on the information an insurance representative gives us over the telephone. We will be glad to submit a pre-authorization with your insurance carrier; just put in that request with our administrative staff. We do ask that you keep in mind that a pre-authorization can take 30 days to receive back from the insurance company, and it too, is not a guarantee of payment. Any amount unpaid by your insurance is your responsibility.

Forms of Payment

For your convenience we accept cash, checks, Visa, MasterCard, and Discover. Payment can be divided into 2 monthly installments if necessary. We also offer a 6-month no interest or an extended 24-month payment plan with CareCredit if you qualify. The 24-month payment plan is set up on low monthly payments but it does accrue interest. You may apply online by visiting www.carecredit.com or call 1(800)365-8295. Please note this office is not affiliated in any way with CareCredit. We provide you with information about this company only as a courtesy to you.

Returned Checks

A service fee of \$35 will be assessed for all returned checks. The returned check amount and the service fee must be paid within 10 days in the form of cash, money order or certified check. Future appointments will be delayed until this is corrected. A second returned check will result in suspension of checks as a form of payment in our office.

I understand the office policies of C. Elaine Brown, DDS, MS, PA as stated above.

Patient/Guardian

Date