



NOTICE OF APPOINTMENT POLICIES & FINANCIAL POLICIES

Appointment Policies

Your child's scheduled appointments are reserved specifically for your child. Any late arrivals or missed appointments affect many patients, including your own child. It may be several weeks before we are able to reschedule the appointment.

- If a cancellation is unavoidable, please call our office at least 24 hours in advance so that we may give your child's appointment time to another patient. If a cancellation is made with less than 24 hours notice this may be considered a missed/failed appointment and a fee may be assessed.
- If you fail to arrive for your child's scheduled appointment without notice, this may be considered a missed/failed appointment and a fee may be assessed.
- Please arrive at least 5 minutes early for your child's appointment. If you arrive late for your child's appointment, it may need to be canceled due to scheduling restrictions. This appointment may be considered a missed/failed appointment, and a fee may be assessed.
- All patients must be accompanied by a parent or legal guardian. If you are unable to accompany your child and do not provide written notification of another person's authorization to make medical decisions, we may need to cancel/reschedule your appointment. This may be considered a missed/failed appointment and a fee may be assessed.
- Three missed/failed appointments may result in the termination of our dentist-patient relationship.

Financial Policies

- **Treatment Decisions:** Please note, regardless of the insured/uninsured status of a patient, all treatment decisions are based on the medical necessity of the patient and not on insurance coverage or out-of-pocket cost.
- **Payment/Guardianship Status:** Regardless of guardianship status, the person who accompanies the child to his/her appointment is responsible for whatever payment is due at the time services are rendered. We will not bill separated/divorced parents separately for treatment.
- **Self-Pay/Uninsured Patients:** If you do not have dental insurance, we require payment in full at the time of services rendered.
- **Insured Patients:**
 - *Coverage Information in Advance of Visit:* If you do have dental insurance, we must have your current insurance coverage information, including subscriber name, id number, insurance company name, and insurance company phone number, 24 hours prior to your child's appointment time. If this information is not provided in advance of the appointment, we reserve the right to collect for services rendered in full until we are able to verify your insurance coverage information.
 - *Courtesy Insurance Filing:* Please remember that West Metro Pediatric Dentistry files claims to your insurance company as a courtesy to you. We reserve the right to ask for full payment at the time of visit and ask that you submit insurance claims individually if disputes arise.
 - *Copayments at Time of Visit:* Once we have verified your insurance coverage information, we will calculate the estimated amount you owe at the time of services rendered based on information provided by your insurance carrier. This will include any co-payments or deductibles in your plan. This copayment will be due in full at the time of services rendered.
 - *Estimated Payment/Balance Due:* Please remember, this copayment is only an estimate, and is subject to change at the discretion of your insurance company at the time of payment. You will be responsible for any remaining balance after insurance pays, no matter what original copayment estimates were discussed.
 - *Credit Due:* If a credit exists on your account due to an overpayment by you (not your insurance company), we will issue a check for the amount of the credit back to you after all insurance claims have been paid for 90 days. If a new insurance claim is opened within this time frame, the 90 day count will start over at the time that claim is paid.
 - *Timely Payment by Insurance:* According to Colorado state law, insurance companies are required to pay claims within 30 days of receipt of this claim. If, for any reason, your insurance carrier has not made payment 60 days after the claim was submitted, you will be responsible for the remaining balance immediately. West Metro Pediatric Dentistry will no longer file claims on your behalf after 60 days post-treatment.
- **Payment Methods:** We accept payment by Visa, MasterCard, Discover, check, cash, and CareCredit. You may make a payment in our office, over the phone, via mail, or on our website at www.westmetrokidsdental.com.
- **Payment Plans:** We do not offer payment plans or payment arrangements.
- **Collection Status:** If your account remains unpaid and is placed into collection status, you may not schedule future appointments for your child until the balance is paid in full. Once you have been placed into collection status, we will require that all payments be made in advance of treatment. If your account is sent to a collections agent, your child will no longer be an active patient in our system.

If you have any questions regarding these policies, please let us know and we would be happy to clarify.