

We are committed to providing you with the best possible care. If you have dental insurance, we will do our best to help you receive your maximum allowable benefits. In order to achieve these goals, we need your assistance and your understanding of our payment policy.

Payments for services are due at the time services are rendered, unless payment arrangements have been approved in advance by our business office staff. We accept cash, check, Master Card, Visa, American Express, and Discover. We will be happy to process your insurance claim form for reimbursement or as in most cases file with an assignment of insurance benefits. We cannot hold checks or accept post dated checks.

You must notify our office at least 1 Business day prior to your appointment time if you desire to cancel or reschedule your appointment. If your appointment is on Monday then we must hear from you by 12:00 p.m. the Friday prior to your appointment. No show appointments and appointments rescheduled or cancelled without the appropriate notice will be subject to a charge of \$35 per scheduled hour.

We will gladly discuss your proposed treatment and answer any questions related to your insurance. You must realize, however that:

1. Your insurance is a contract between you, your employer, and the insurance company. We are not a party to that contract.
2. Our fees are generally considered to fall within the acceptable range by most insurance companies; however we cannot control how any plan pays when the claim is submitted nor do we have any control over them. Every dental plan is different, and pays according with their particular guidelines and allowances.

We must emphasize that as dental care providers, our relationship is with you, and not your insurance company. While filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date the services are rendered.

We will be happy to send a pre-determination of benefits to your insurance company for any pending dental work. However, please keep in mind that a pre-determination of benefits is not a guarantee of payments and all claims are based on benefits availability on date of service and yearly/benefit maximum.

You will be responsible for your account, which is not covered by your insurance company. Any balance pending from your insurance company will be transferred to your personal account if insurance has not paid within 60 days.

I hereby direct insurance benefits payable to Kenneth E. Sykes, D.D.S.

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Signature

Date