

## OFFICE POLICIES

**Appointment Policies:** We make every effort to ensure you are seen in a timely manner. We request that you give us at least 48-hour notice if you are unable to keep a scheduled appointment. That way, we have some time to try and fill the opening left in our schedule. We reserve the right to charge your account if we are not notified at least 48 hours before your appointment. Thank you for assisting us in keeping our schedule full.

**Payments:** We accept Cash, Check, Visa, MasterCard, Discover, American Express and Care Credit. All co-payments and outstanding balances are your responsibility and required to be paid at the time of service.

**Insurance Accepted:** As a courtesy to you, our office will gladly submit to your dental insurance. We are able to bill to all traditional, indemnity dental insurance plans. We do not accept any DMO or DPO plans (Dental Maintenance or Dental Provider Organizations). We cannot file to your Medical Insurance. Any treatment plan that our office proposes to you is an estimate of what your insurance coverage will be, it is not a guarantee. If you need exact payment of benefits, then we can file a pre-determination of benefits with your insurance company. This generally takes approximately 4-6 weeks to receive back from most insurance companies. Our goal is to help you maximize your dental insurance benefits.

**Patient's with Dental Insurance:** Payment of your "estimated" portion is due at the time services are rendered, such as your annual deductible and/or percentage of the treatment not covered by your insurance. As a courtesy, we will gladly contact your insurance in order to provide an "estimate" of your patient portion. However, despite this, we cannot guarantee the payment of insurance benefits nor can we provide 100% accuracy of this "estimated" amount since many factors are involved that determine the actual payment of benefits once submitted and processed by your insurance. Keep in mind that many insurance companies base their quoted percentage of coverage (i.e. 100%, 80%, 50%, etc.) on their own fee schedule, and not our office's actual fees, which may result in a balance due that is higher than expected. Should an outstanding balance due result after your insurance company processes your claim, you will then be sent a statement. Payment will be due upon receipt.

**Unpaid Insurance Claims:** All dental services rendered, whether or not covered by insurance, are ultimately the financial responsibility of the account holder. We will give your insurance company 60 days to remit payment. If we have not received payment after this time, in order to keep your account current, you will be financially responsible for 100% of the outstanding balance on your account. It is the responsibility of the account/policy holder to follow up with his or her own insurance company regarding the non-payment of a claim. Should our office eventually receive a payment from your insurance after you have paid it, a prompt refund will be issued to you.

**Minors:** Children 17 years of age or younger must be accompanied by a parent or guardian on all visits. This is a state law.

**Medications:** Please bring a list of your medications with you to every office visit.

**Prior Dental X-Rays:** To better coordinate your care, we ask that you have your most recent dental x-rays forwarded to our office. Please have them E-mailed to: [info@arlperio.com](mailto:info@arlperio.com) PRIOR to your scheduled visit.

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