



The Dental Studio, LLC®
Modern Dentistry. Affordable Price

Patient Responsibilities

I. PAYMENT POLICY

Patients are expected to pay in full for treatment rendered at the time of service. We are participants of several insurance plans. Upon request we will provide you with a “super bill” which you can submit to your insurance company for reimbursement.

Acceptable Payment Methods:

- Cash, checks (with proper identification, money order and all major credit cards.
- Medicaid (with a valid Medicaid Card)

For patients covered by Medicaid, their continued eligibility for Medicaid coverage is necessary for continued treatment under this payment method. If you should lose your Medicaid eligibility, you will be responsible for paying for any remaining treatment as a self-pay patient.

- Medicaid patients are responsible for all co-pays at time of visit.
- Private insured patients are responsible for all co-pays at time of visit.

Treatment Services Requiring a Laboratory Fee:

For services which require metal and/or laboratory work (e.g. dentures, crowns, bridges, etc.) payment must be made as follows:

- Two-thirds (2/3) of the fee must be paid prior to submitting the case to the dental laboratory
- The final payment must be made before the case can be delivered to the patient.

Discounted Special Services/Sliding Fee Discount

A patient who is unable to meet the financial needs of their personal dental care or any family member's will be advised to meet with our Patient Financial Representative to go over potential monetary discount on services. Twenty-five percent down payment of the total estimated cost is required prior to beginning treatment on special services. All treatment must be paid in full or covered by insurance upon completion.

NOTE: As a condition for receiving dental treatment at the Dental Studio, patients must keep their account current at all times. Failure to do so will result in an interruption of care. Repeated lapses in payment may result in being dropped as a scheduled patient but able to be seen as a “walk-in” (care cannot be guaranteed day of; time permitted)

Refunds

Over payments on a patients account will be refunded by check from The Dental Studio. This will take approximately 6-8 weeks from time of request.

NOTE: NO refunds will be issued for amounts under \$5.00.

Delinquent Accounts

Those patients who have an outstanding balance will receive monthly bills with a request for immediate payment. After an account has been in arrears for four months, the patient is informed that they have been dropped from the clinic scheduled list.

NOTE: Being dropped as a scheduled patient does not mean we don't enjoy having you as a patient, but we need to make sure that all those in desperate need of dental care can receive it. Further explanation is available upon request.

II. PATIENT CODE OF CONDUCT

- Indiscriminate use of obscene language or gestures while at the Dental Studio may result in automatic dismissal as a patient.
- Patients who are under the influence of alcohol or any other substance will not be treated at that time.
- Patients are not permitted to transfer from one provider (within the Dental Studio) to another based on race, creed, color, gender, national origin, sexual preference or disability.

III. DISCOUNTING PATIENT TREATMENT

Patients may be dropped from active status under the following circumstances:

- The patient chooses to discontinue treatment (voluntary drop) for personal reasons
- The patients choose to seek care elsewhere.
- A change in the patient's medical or dental condition may place further treatment beyond the scope the of provider(s) at the Dental Studio or require that patient to seek care in a hospital setting.
- The patient present with behavioral issues that are not manageable or appropriate in the Dental Studio.
- Attempts by the Dental Studio to contact the patient have been unsuccessful.
- Attempt to collect unpaid balance have been unsuccessful.
- Repeated broken appointments, cancelled appointments, or lateness.

DEFINITION

Broken Appointment – Patient was not present for scheduled appointment and/or notification was not given 24 hours in advance or not given at all.

Cancellation – Patient notification is given to the Dental Studio 24 hours prior to the scheduled visit.

Lateness – Patient is arriving 15 minutes after the start of the scheduled appointment.