



## MISSED APPOINTMENTS POLICY

**Welcome to our practice!** We would like to take this opportunity to welcome you (and your family), and inform you of our office policies to help make your experience here as enjoyable as possible. We understand that life is full of surprises and sometimes things will come up that may prevent you from attending a booked appointment with us, however, we do require two business days to make any changes to your appointment whenever possible. There is a \$50 administrative fee applied to your account for any missed or cancelled appointments for which we do not receive at least two business days' notice. This will help us manage our schedule and keep our focus on providing you with the best dental care possible.

## INSURANCE

At Fairview Dentistry, we try our very best to gain as much information as possible from insurance carriers. However, it is becoming increasingly difficult to gain information about hidden clauses, frequencies, and limitations due to privacy policies and that we are considered a 3<sup>rd</sup> party when it comes to your individual insurance plan(s).

Fairview Dentistry does not bill services according to patient's supported benefits, we bill according to services required on an individual as-needed-basis. If in doubt of insurance support, we send a predetermination. However, even when we receive approval for a service, in-between the time we bill and receive payment the insurance carrier could change a policy without notice, rendering the approval invalid.

When changes in policies, carriers and termination of plans occur, insurance companies DO NOT INFORM DENTAL OFFICES. It is the patient's responsibility to know and advise us when these changes occur and again, ultimately responsible for any balances that are incurred from services rendered as a result of the above.

Even though we have extensive knowledge with insurance carriers it is to your benefit to READ your employee handbook and understand your covered services, after all it is a contract between you and your employer. We encourage you to talk to your insurance carrier regarding the coverage details of your plan. This will avoid any disappointment regarding changes and or the decline in payment of services.

In most cases, insurance carriers only correspond with their managers; in this case you need to inform us, so that we can assist you in understanding these correspondences.

As a patient of Fairview Dentistry, I have read and understand the above insurance policy. Any treatment that my insurance does not pay or exceeds the limit of my plan will be my responsibility and billed directly to me.

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Signature

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Date