

MARC P. MALLORY, DDS

OFFICE/FINANCIAL POLICY

We are committed to providing you with the best possible dental care. We also want to serve you in a manner which is as comfortable and pleasant as possible. In order to achieve these goals, we need your assistance and your understanding of our office and payment policies.

We will gladly discuss your proposed treatment, give you as detailed an estimate as possible in writing, or a predetermination if you have dental insurance, and answer any questions that we can about your insurance. We work with most traditional plans, and are a participating premiere provider with Delta Dental. All insurance claims are coded for the insurance company to reimburse our office directly unless your particular provider's policy states otherwise. In that case, we expect patient to make payment to us at the time of service.

We cannot emphasize too strongly that the extent of your insurance benefits is defined in a contract between you, your employer and an insurance company. We are *not* a party to that contract and have no input into any of the decision-making. As your dental care provider, our relationship is only with you, not your insurance company. While the filing of insurance claims is a courtesy that we extend to our patients, all charges are your responsibility from the date that the services are rendered. (*Payment can be made by cash, check, credit care, or through Care Credit.*) We will help you by processing your insurance claim and sending it promptly electronically. We accept no liability for failure of your insurance company to meet their predetermination.

We realize that a temporary financial crisis may affect timely payment of your account. If such a crisis does develop, we encourage you to contact our office immediately for assistance in redefining the payment terms of your account, if any were made. By keeping the lines of communication open, we can avoid any misunderstandings that would interfere with our positive relationship.

The office of Marc P. Mallory, DDS has a "no show" policy for missed appointments. We require a 24-hour notice if you are not able to keep your appointment. (** There are, of course, exceptions due to unplanned emergencies or illnesses, or last minute schedule changes and it is within our discretion to determine if your account will be charged.*) This enables our office to schedule other patients who may need to be seen. Please be aware that we reserve the right to charge for missed appointments. The current fee schedule is as follows:

1 st missed appointment	- No fee/warning
2 nd missed appointment	- \$50.00
3 rd missed appointment	- \$100.00
4 th missed appointment	- \$100.00 and patient may be dismissed from the practice.

It is extremely important you make every effort to keep your scheduled appointments as we cannot guarantee we will always conduct reminder calls. As noted above, recurrent missed appointments may force us to dismiss you as a patient. We hope you understand this policy is necessary for us to provide the best service and accessibility for all of our patients.



By signing this document:

You understand that you are financially responsible for any deductible, copay or co-insurance for services not covered by your insurance plan.

You also understand that as a representative, patient, legal guardian, or guarantor, that you are directly responsible and will pay for services rendered that are not paid by your insurance company to Marc P. Mallory, DDS.

You have read and understand the "no show" policy of Marc P. Mallory, DDS.

Signature: _____ Dated: _____ Relationship to Patient: _____