

University Dental Associates Patient Information

Welcome to University Dental Associates. Our office is dedicated to providing the highest quality dental care with our experienced doctors, staff and specially-equipped dental facility.

The following is a detailed explanation of our office policies; please become familiar with them. Our doctors and staff will be happy to answer any questions you may have. We look forward to getting to know you and thank you for selecting us to care for you and your dental needs.

APPOINTMENT CONFIRMATION

We utilize electronic appointment confirmation and reminders. Telephone confirmation of appointments is a courtesy we offer for those who choose not to use email. However, we cannot guarantee that we will reach every patient. We require 24 hours notice of appointment changes or cancellations to ensure we can offer your appointment time to other patients.

ARRIVAL

Check in time is 10 minutes prior to your scheduled appointment time. Upon arrival, please be prepared to present your insurance card, if applicable. If you were not issued a card, please be prepared with the following information - Insurance carrier name, claims mailing address and phone number, group/plan number, subscriber name and birth date and subscriber ID or Social Security number.

CANCELLATION, LATE, MISSED APPOINTMENTS

Appointment times have been arranged and reserved specifically for you. Out of respect and consideration to our staff and other patients, please plan accordingly and arrive on time.

*All cancellations with less than 24 hours notice will incur a \$65 fee "per hour reserved" for the missed appointment. (i.e. if your appointment was for 2 hours the charge will be \$130)

*If you arrive more than 15 minutes late for your appointment, it will likely be rescheduled and will incur a \$65 fee or if time permits a shortened appointment.

INSURANCE BILLING

As a service to you, our office is pleased to bill any private dental insurance company for which we receive complete billing information. If insurance benefits are delayed or your carrier fails to pay for services within 30 days, your personal payment is expected.

*If we are not participating providers for your insurance company, benefits may be denied or reimbursed at limited or "out of network" rates.

*Most insurance plans do not reimburse dental treatment at 100% coverage and benefits are typically limited due to annual maximums.

*While we may have knowledge about your specific policy, the number of insurance carriers and dental plans are too great for us to know the specifics of every plan.

* **No insurance? No problem!** We now offer our own in-house patient loyalty program. For a small monthly fee, you'll receive all your yearly preventative treatments plus more! Visit our website at udadental.com and click on the link for additional information or call us any time.

PAYMENT INFORMATION

*A finance charge of 1.5% per month will be charged on accounts with an unpaid balance exceeding 60 days.

*Select procedures require a partial or full payment in advance of treatment. We will inform you when this is the case.

*Note there is a \$25 fee for checks returned due to non-sufficient funds.

*Payments may be made by personal check, cash, Visa or MasterCard. We also offer financing terms through Care Credit® a division of GE Consumer Finance.

I have read and understand the above information

Signature of Patient or Responsible Party

Date