



Brier Creek Family Dentistry Office Policies and Procedures

When we welcome a new patient to the practice, we also welcome any questions you may have about office policies, insurance, and of course, fees. Let's answer any questions you have regarding our office policies.

Insurance: As a courtesy, we will assist you in filing your insurance. We are not a party to your insurance as is an agreement between you, your employer and your insurance company. We believe that your insurance company should not dictate treatment; however we will be happy to assist you in maximizing your benefits. You will be responsible to pay any co payment or deductibles. When we receive payment, we will reconcile the account. If there is any difference, you will be immediately reimbursed or will be responsible for the remaining balance.

Brier Creek Family Dentistry currently has a contract with the following insurance companies: MetLife, Ameritas, and Delta Dental. We bill for charges in accordance with the contract with the respective companies.

Payments: We accept MasterCard, VISA, American Express, cash, check and money order.

Payment Options: We offer several payment options to fit various cases. Please see the financial coordinator for details.

Financing: We offer financing options through CareCredit and Unicorn.

Returned Checks: There is a \$25 fee for all returned checks.

Cancellation Policy: If you are unable to keep your scheduled appointment, we ask that you kindly provide us with at least 24 hours notice. We reserve the right to charge for missed or broken appointments that were not cancelled within 24 hours of the appointment time. If you have an appointment scheduled on a Monday, the appointment must be cancelled by the Friday, the week before.

****Our office gives daily reminder calls to confirm scheduled appointments. We also call to remind of treatment that needs to be scheduled.****