

Copay and Out-of-Pocket Expense Policy

Insurance deductibles and any copayments are due at the time of service. This includes the full fee of the visit/service provided at your scheduled appointment if you do not have dental insurance.

Smile Innovations will bill your dental insurance as a patient courtesy. Once your deductible has been met for the year, your insurance should cover the claim at the percentage specified in your insurance contract. We provide an internal estimate of your copay, but you can also request a pre-determination from your insurance company for a more precise estimate. Your copayment is due at the time of service and any additional copayment will be billed after we receive your insurance Explanation of Benefits (EOB). If your insurance denies any of your claims, you will be billed according to your EOB.

Occasionally insurance companies reimburse Smile Innovations for a portion of the service that the patient has already paid. If your account has a credit balance, we will leave it on your ledger or a refund check can be issued upon the patient's request. Any remaining balance is billed to you after your dental insurance has paid their portion.

Invoices that are 90+ days overdue will be assessed a late fee of \$10 per month. To avoid late fees and possibly being turned over to a Collection Agency, we appreciate invoices being paid in a timely manner. It is at the discretion of Smile Innovations whether to continue clinical services if a patient has overdue outstanding charges.

No Show, Late & Cancellation Policy

Our goal is to respect the time you have scheduled with us for your preventative and restorative care. Due to high patient demand and the limited availability of appointments, Smile Innovations has instituted a *No Show, Late and Cancellation Policy* charge of \$50 per hour.

Arriving Late: When even one patient arrives late, it can disrupt the entire schedule for the day. If you are going to be more than 5 minutes late for your appointment, please call to let us know. Patients arriving more than 15 minutes late for their appointment time may be asked to reschedule and charged \$50 per hour.

A **No Show** appointment is an appointment that was scheduled by you and you do not show up. We provide appointment cards, send texts to your mobile phone and/or send reminder emails. A No Show appointment will result in a charge of \$50 per hour.

Please give **2 Business Days Notice** when rescheduling or canceling a dental appointment. We understand that life happens and occasionally you may need to reschedule your appointment for another date or time. Please give 2 business days' notice to avoid a Cancellation Fee of \$50 per hour. You can call us at (937) 879-1321 or email us at innovatesmiles@gmail.com. We typically staff our office Monday through Friday from 8am-5pm. To change a Monday appointment and avoid a cancellation fee, please call the week before by Wednesday so we can have Thursday and Friday (2 business days) to fill the time slot or adjust our staffing.

We make every effort to be understanding and responsive to our patients' needs and busy schedules. Typically we allow one no show or missed appointment in a 3 year time period, and will waive the \$50 fee one time as a courtesy.

Copay for Appointments Scheduled for 90 Minutes or Longer

Appointments over 90 minutes will require a deposit equal to at least ½ of the scheduled copayment for that appointment. If you need to reschedule or cancel your appointment, please provide us with at least **2 Business Days' notice to avoid the \$50 per hour cancellation fee.**

My signature below indicates I have read and understand these policies.

Signature: _____

Printed Name: _____

Date: _____

