

VALLEY ORAL SURGERY, P.C.
Billing Practices and Policy Guidelines

1. This office is a participating provider with Anthem, Anthem Dental plans, Anthem Dental Alternatives, Delta Dental, and Medicare. If you have coverage with one or more of these plans, we will collect 20% at the time of service for certain procedures. We do not participate in any Anthem HMO Healthkeepers plans or any HMO plans. Please note anything not covered by your insurance once a claim has been processed is still your responsibility.
2. Under certain circumstances we will collect ½ down of the total fee estimate at the time of the procedure.
3. As a courtesy to our valued patients, this office will file your insurance claims for you, whether we participate or not, as long as all necessary information is given to the receptionist at the time of service. Due to the large number of insurance plans and carriers, we must collect this information from you to be able to file your claim in a timely manner.
4. Please allow insurance companies 4-6 weeks to receive and process claims. In some instances it may take longer for a claim to be processed. You will receive a monthly statement from our office as long as a balance is due on your account. Please feel free to contact our office if you have any questions regarding your bill.
5. If you made a payment on your account at the time of service and we receive reimbursement directly from your insurance company, we will refund to you the amount you are due. Refunds are sent by this office in a timely manner. Please rest assured that if we have received payment from your insurance company on your account and you are due a refund you will receive it from this office. You may contact our office regarding your refund status.
6. Patients over the age of 18 are their own guarantors. Unless otherwise notified, this office will send any applicable refunds to the guarantor on record.

7. MISSED APPOINTMENTS/LATE CANCELLATIONS

Broken appointments represent a cost to us, to you and to other patients who could have been seen in the time set aside for you. Cancellations are requested 24 business hours prior to the appointment. We reserve the right to charge up to a \$75. fee for missed or late-cancelled appointments. Excessive abuse of scheduled appointments may result in discharge from the practice.

8. There will be a \$25. service charge to fill out the Family Medical Leave Act forms.
9. There will be a \$30. fee for returned checks.

Valley Oral Surgery, P.C. would like to thank you for allowing us to participate in your care. We hope the above billing practices and policy guidelines will help you better understand our office procedure.

Date

Patient or Guardian