

Office Policy

Dental Insurance:

- ❖ Please provide any changes to your dental insurance coverage or your contact information **prior** to the start of your appointment.
- The only information that we receive about your dental insurance is what you provide to us. We do not receive updates from providers.
- As a courtesy to our patients, we do take care of all insurance billing. We ask that you assign payment of your insurance benefits to our office which may require signatures at each visit. It is the policy of our office to have the patient pay their portion of the visit at the time of the appointment.
- We do require your assistance in ensuring all information is up to date, claim forms are signed when needed and the limitations of your coverage are known. Should a problem arise with your insurance payments, we will do our best to resolve the matter with your insurance company. If needed, we will request your assistance with the insurance company which may result in you having to contact them on our behalf.

Missed Appointments or Cancellations:

Our office requires 24 hours' notice for any changes to or cancellations of appointments. Less than the required 24 hours' notice or missed appointments may result in a fee of \$75 or more. We do our best to ensure all our patients are seen in a timely manner with appointments that fit their schedules. With proper notice, we have the chance to offer the opening to someone that may be waiting to be seen.

Emergencies:

If you have an emergency, please contact the office right away and we will do everything possible to have you seen at the earliest opportunity. If we are out of the office or it is after office hours a dentist can be reached at admin@morgancrossingdental.com

If you have any questions, please do not hesitate to ask
Thank you