

# KC SMILE DOC

7611 State Line Road, #145 • Kansas City • MO. 64114 816-822-0990 • FAX 816-817-6388

dr.j.richardburch@gmail.com

## OFFICE POLICY

***Monday 9 am-6 pm, Tuesday 8 am-5 pm, Wednesday 7 am-12 pm, Thursday 7 am-3 pm, EO Friday 7 am-12 pm***

It is our wish to help you in every way we can with the financial portion of your dental care. The following is a list of our payment options. ***\*Please keep in mind our office closes on Friday at noon, If an appointment needs to be rescheduled, please call during business hours (hours are listed above)! We are open every other Friday.***

### ***Payment Options and Insurance:***

- A. For patients with insurance, their ESTIMATED portion (co pay) is expected when services are rendered. Our office will call your insurance company to get verbal or faxed verification of your dental benefits. Please understand that this is only a short break down of your benefits. You need to refer to your benefits booklet for your exact terms of your policy. We provide a complimentary service to file your dental insurance and do everything possible to obtain benefits on your behalf. If for any reason, they do not pay or pay less than they originally quote, you will be personally responsible for your account. Please refer to our Assignment of Benefits. We do not allow your insurance company to dictate your dental treatment. Dr. Burch will give you his recommendations and diagnosis based on individual needs.
- B. For those patients who do not have insurance, full payment is expected at the time services are rendered. We also offer a discounted price for patients with no insurance. See our menu for price list.
- BANK CARDS - We accept: Visa, MasterCard, American Express, and Discover.
  - TWO PAYMENT PLAN – For established patients, we will make special arrangements for a two-part payment plan. The first payment of at least one half of the total charge is due at the first appointment. The rest is due at second visit. There are forms and employment verification that will need to be done prior to payment arrangements. We also require a credit card on file. Please ask us for the details.
  - PREPAYMENT COURTESY - This discount is available for patients paying on *total* expected treatment, at least 48 hours prior to the initial appointment.
  - LENDING CLUB / CARE CREDIT-Allows patients to choose from several special financing plans-6 months-no interest or extended low interest payment plans up to 72 months, allowing more time to pay. Works much like a revolving credit card.

**Broken Appointments:**

We believe in a very honest and open communication with our patients. We understand things come up and you will need to change or cancel your appointment. We give out enough reminders to help our patients not get charged a cancellation fee. All we ask is that you tell us as soon as you know you are unable to make your appointment. If it is a time issue, we can swith you with another patient time that day or if it is a money thing, we can try for Care Credit. We will always try to do what we can to help accommodate our patients. A charge will be made for appointments broken without a **48 hour notice**. The charge is as follows: \$55 per hour for a hygiene appointment and \$125 per hour for Doctor. We have a reminder system where your preferences can be changed, but we have voice, text, and email confirmations that are automated. You have to confirm through this system. If a cancellation is needed, you must call the office to make arrangements to reschedule the appointment. You cannot cancel through the automated system by text or email. It will be subject to a cancellation fee unless you talk to us directly. Please understand that even if you cancel your Monday appointment on Friday, the weekend does not count as 48 hours. We only ask for that time to be able to get ahold of the patients on the waiting list to take that appointment. We can fill it, we just need time. You are given 5 notifications. You are notified immediately, 3 weeks, 2 days, and 1 hour before your appointment. If you do not like this much, we can change your preferences at any time. Just tell us, we can always accommodate.

**Finance Charges:**

Finance charges are added to accounts after 30 days. The Finance Charge is a periodic percentage rate of 1.5%, which is a corresponding annual percentage of 18.0%.

I understand the financial arrangements above and agree to comply with them. I also understand that as treatment progresses fees may have to be adjusted, but that I will be informed of these adjustments and how they will affect my payment plan. In the event that my payments are not received within 30 days of their due date, I agree to pay all costs of collections, including, but not limited to, reasonable attorney's fees. I agree, consent and provide permission for J. Richard Burch D.D.S. and/or any company working in an effort to collect a debt on their behalf to contact me via email or cell phone (electronic communication) I have provided here in all regards to this matter. I also acknowledge and accept the risk of third party disclosure of my personal information and/or default should that be the case. Furthermore, I understand the risks involved with using electronic communications, automated dialer system, and/or sms text messaging.

*Responsible party signature* \_\_\_\_\_ ***ELECTRONIC SIGNATURE ON FILE*** \_\_\_\_\_