

Bucktown Dental Care
1569 Lake Avenue
Metairie, LA 70005
(504) 831-6900
Fax (504) 837-0003

APPOINTMENT SCHEDULE LATE CANCELLATIONS/FAILED APPOINTMENTS

Our patients are seen by appointment only. As a courtesy to you, we will call two days before your appointment, for a confirmation. We will certainly try to accommodate your schedule as much as possible. If your schedule changes and necessitates rescheduling the appointment, we ask that you please give us a least 48 hours notice. When you reserve an appointment, you reserve time, our facilities, and our attention. **Late cancellations (less than 24 hours notice) and failed appointments are disruptive to the schedule and other patients. Valuable time is wasted and we are prevented from seeing other patients who may have wanted that appointment time. It also prevents us from seeing our emergency patients efficiently.**

FEE PAYMENT

Payment is expected on the day services are rendered unless other financial arrangements are made prior to the dental visit. As forms of payment we accept cash, check, Mastercard, Visa, Discover and American Express. We also work with non-PPO and non-DMO insurance plans. If extensive or extended treatment is being rendered, we can arrange for a no interest/low interest monthly payment plan, pending a satisfactory credit report. This requires a small amount of processing and paperwork.

INSURANCE

We file your insurance as a courtesy to you. **We do not have a contract with your insurance company, only you do.** We are not responsible for how your insurance company handles its claims or for what benefits they pay on a claim. **All we can do is estimate.** You are responsible for monitoring your use of benefits and for checking the status of unpaid claims. We will do all that we can to make sure you receive your maximum benefits from your insurance plan.

We expect any deductibles, co-payments, and portions, that our office determines not payable by your insurance company to be paid on the day services are rendered. You will be responsible for all charges incurred on your account which remain unpaid by your insurance company (for any reason) after 45 days.

You may have noticed that sometimes your insurance company reimbursed you at a lower rate than the fee you were actually charged. Your insurance company will state that the dentist's fee was above the UCR ("usual and customary, or reasonable" fee). This statements implies that the fee was unreasonable or well above what other dentists in the area charge for a certain service. **This is very misleading and inaccurate.** Insurance companies **arbitrarily** set their own fee schedule in order to make a profit. These fee schedules differ greatly amongst insurance companies and **the majority of insurance companies will not provide our office with their UCR fee schedule.** Therefore, we can only estimate what your insurance company will pay for services.

We will be happy to answer any questions you may have as best as possible.

Thank you for your cooperation.