



**EMPIRE
ENDODONTICS**
Where Endo is Fun!

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PATIENT INFORMATION AND OFFICE POLICIES

(Please retain for your records)

My team and I would like to welcome you to our office and give you some information regarding your treatment, insurance, office policies, etc., that may answer any questions that you may have.

First, and foremost, we want to emphasize that our office is a limited specialty practice. It is in no way associated with the office of the doctor that referred you to our office. We wish to thank your doctor for his/her confidence in referring you to our office for your treatment. They have done this so that you could benefit from our advanced training for your special dental needs. If treatment was started by your doctor and you have any questions regarding fees incurred, or payments made, we ask that you contact his, or her, office.

Root canal therapy, for most teeth, can be completed in one visit. Some teeth may require more than one visit depending upon the tooth involved, its condition, or the specific treatment requested by your doctor. If your doctor has discussed a specific form of treatment with you, we may alter that treatment based upon our diagnosis. After consultation, your treatment may be started immediately, or scheduled to be done at the next appointment. Every effort will be made to complete your treatment as soon as possible.

Due to the nature of our practice we are required to see, and treat, unscheduled patients who are in pain. This may cause delays in our daily schedule so we kindly ask that you be understanding and patient if you are required to wait, and you will be treated with the same courtesy.

APPOINTMENTS: As a courtesy to other patients we ask that you give us at least 48 hours notice if you are unable to keep your scheduled appointment. This will give us time to schedule another patient who also needs treatment. If you fail to keep your scheduled appointment, you will be charged a separate fee of \$100.00 (fees for broken appointments are not a covered insurance benefit). Also, you may be required to make an additional co-payment of up to 1/2 of the total fee charged before a new appointment is scheduled and if that new appointment is missed, the additional co-payment is forfeited. If no additional appointments are missed, then the additional co-payment is refunded once all insurance payments are received. We cannot be responsible for any complications that may arise due to missing scheduled appointments or other delays in treatment that are the patient's responsibility.

INSURANCE AND PATIENT CO-PAYMENTS: Fees for professional services and insurance will be discussed as best as possible prior to beginning treatment. All co-payments are due on, or before, the day treatment is completed. Please discuss this with the front office team at the time of your appointment. For your convenience we accept MasterCard, Visa, American Express, and Discover credit cards, as well as, Sunbit and Care Credit Payment plans. If you have dental insurance, we will gladly process your claim on your behalf, however, our office does not participate in any "in house" payment plans.

If your visit to our office is for consultation only, you may be required to pay the consultation fee in-full depending upon insurance coverage. We will then submit the claim for payment to your insurance carrier and any amount received from them that is an overpayment will be refunded to you.

When your treatment is completed, we will submit your insurance claim for payment. When we receive payment from your insurance carrier, if there is an overpayment by you in your co-payment, we will issue a refund to you when the amount of overpayment is determined. If there is a balance due, this is payable in-full upon receipt of the statement from our office. Prompt payment of fees due enables our office to operate more efficiently and allows us to provide you with the high quality of care that you desire and that we strive to give.

Your dental insurance coverage is a contract between YOU and your insurance carrier. We will do our best to obtain benefits for you, but if your carrier does not pay what you expect them to pay, it is YOUR responsibility to pay any charges due, in-full, within 30 days of billing. When you are given the "Treatment Fee Estimate Sheet" please bear in mind that this is an ESTIMATE ONLY and your insurance carrier may alter the amount of benefits that they will pay on your behalf. Most insurance companies have established their own "UCR fees" for determining your benefits. These "UCR fees" generally have no relationship to what the actual UCR fees are for Endodontic specialty offices in this area although the insurance companies may claim that they do. We recommend that you contact your insurance carrier if you have any questions regarding your coverage under their specific plan.

RETURNED CHECKS AND MISCELLANEOUS: There will be a \$25.00 fee for any returned check or credit card payments that your bank deems insufficient and cancels your payment. Subsequent payment must be made by cash, cashier's check, money order, or a credit card (in person, not over the phone). If the returned check is due to an error by your bank, the fee must still be paid, then you must contact your bank for reimbursement. This is because our office incurs charges from your bank for your returned check. If your account has a balance due after treatment is completed and insurance payments, if any have been received, your account must be paid IN-FULL within 30 days of the statement date. If there is no response from you within the collections time frame, you will be sent a Final Demand for payment. If payment is not received within 15 days of that Demand, you will be sent to a collection company. A \$25.00 collection fee will also be added to your account.

If you are involved in any form of litigation, dispute, or are considering such, with any party, we will still provide you with your needed treatment. However, your treatment must be paid for IN-FULL before it is started. We do not accept "liens against judgments", anticipated debt payments or tax refunds as payment for your treatment. Also, our office DOES NOT accept MediCal. If you have MediCal assistance we will still provide your treatment for you, but it must be paid for IN-FULL at the time it is rendered. Again, our office does not arrange for any form of "in house" payment plans.

My team and I want to help you keep your teeth and we will do our best to work with you within the guidelines of these policies so that you may have the treatment that you need. We are here to help you in any way possible, if you have any questions regarding your treatment, or our policies, please feel free to speak with one of the team members, or myself.

Thank you for your cooperation.

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DEBRA A. MEADOWS, D.D.S., INC.