



Welcome and thank you for choosing Hentges Dental. We value our patients deeply and are grateful for your business. Our goal is to provide the best possible dental care for you, and we want you to always feel welcome and comfortable in our office. Part of this includes making sure that our policies are clear and understandable. We encourage you to ask questions and to be involved in treatment decisions. Please review our **Financial and Missed Visit Policies** below and let us know if you have any questions.

Financial Policy

Patients are expected to pay for services at the time they are rendered unless prior arrangements have been made and accepted. Those who have dental insurance are expected to pay their estimated portion and deductible at the time of service, when applicable.

Important note for those using insurance: All insurance and patient portion quotes given verbally or via treatment plan are estimates based on information available and are not guaranteed. When we receive a final EOB from an insurance company, if there are any differences from what was originally quoted, an invoice will be mailed to patients for the balance due, or we will notify them of a credit on their account. Any balance on accounts must be paid in full before further treatment is rendered.

Accepted Payment Methods:

1. Cash and Checks: For those who do not have insurance, a 10% discount will be reflected on treatment plans.
2. Visa, Mastercard, and/or Discover: A 3.5% transaction fee will be applied to any payment made with a credit card through our terminal. This includes debit cards and excludes HSA/FSA cards.

Missed Visit Policy

A \$25 no-show fee will be applied to any appointment that is missed or canceled within 24 hours of the set appointment time. We appreciate early notice of cancellations as this allows our office to offer those times to other patients who need dental care.

I, _____, acknowledge that I have read and do accept the Financial and Missed Visit Policies for Hentges Dental.

Signature

Date