



OFFICE POLICIES

Welcome to Seattle Special Care Dentistry! Our office is dedicated to providing the highest quality dental care with our experienced doctors, staff and specially-equipped dental facility. While we focus on the care of medically complex patients, we also enjoy treating healthy adults and children.

We are proud that our private practice partners with Swedish Medical Center to host its Hospital Dentistry residency program. Each year, five licensed dentists are selected to spend a year with us to expand their dental training. These doctors may be involved either directly or indirectly in your dental care.

The following is a detailed explanation of our office policies; please become familiar with them. Our doctors and staff will be happy to answer any questions you may have. We look forward to getting to know you and thank you for selecting us to care for you and your dental needs.

APPOINTMENTS

ARRIVAL

Check in time is **10 minutes** prior to your scheduled appointment time. Upon arrival, please be prepared to present your photo ID and insurance card, if applicable. If you require specialized transportation to our office, or come from a long distance, please allow enough time to get here before your scheduled appointment.

CANCELLATION, LATE, MISSED APPOINTMENTS

Appointment times have been arranged and reserved specifically for you. Out of respect and consideration to our staff and other patients, please plan accordingly and arrive on time.

- All cancellations with less than one full business days' notice will incur a **\$75 fee per hour reserved for the missed appointment.** (i.e., if your appt was for 2 hours the charge will be \$150.)
- Cancellation or no shows for Saturday appointments will incur a **\$100 fee** for the missed appointment.
- If you arrive more than 15 minutes late for your appointment, it will likely be rescheduled and will incur a **\$75 fee.**
- After two missed/failed appointment attempts, you will be dismissed from the practice.

IV SEDATION AND GENERAL ANESTHESIA APPOINTMENTS

When scheduling appointments that include IV SEDATION or GENERAL ANESTHESIA, **a deposit of \$300 will be required at the time the appointment is made.** This deposit will be applied to your account when the appointment is completed. **Your deposit will be forfeited for either of the reasons listed below:**

- Cancellation of the appointment **with less than a week's notice.**
- A "no-show" for your appointment will incur a **fee of \$300** and you may not be reappointed.
- Arriving unprepared for your procedure (i.e., not following pre-operative instructions such as no food or drink 6-8 hours prior to the appointment time, failing to take prescribed pre-medications, arriving without an escort.)

Due to the length of sedation/general anesthesia appointments, as well as consideration of other patients in the reception area, please make alternate arrangements for any childcare needs. We have limited seating availability and our front office staff cannot be responsible for unattended children.

FINANCIAL POLICIES / PAYMENT ARRANGEMENTS

GENERAL POLICIES

Your doctor and hygienist will customize a treatment plan tailored to meet your individual dental and medical needs. Our fees reflect the type and complexity of the treatment being rendered as well as the usual and customary rate for our geographical area.

- The ultimate responsibility for payment of all fees is the obligation of the patient regardless of any insurance payment.
- **All fees are due in full at the time the service is completed**, unless alternate financial arrangements have been made prior.
- Select procedures require a partial or full payment in advance of treatment. We will inform you when this is the case.
- A finance charge of 1% per month will be charged on accounts with an unpaid balance exceeding 90 days.
- All emergency dental services and any dental services performed without previous financial arrangements must be paid in full at the time services are rendered.
- We do not offer any financing options through a third party; however, we do accept VISA and MASTERCARD, in addition to cash or checks. **Please note there is a \$35 fee for checks returned due to non-sufficient funds.** Many financial institutions also have health care loans you can apply for.

Note: We strive to advise you of the estimated costs involved before any treatment is initiated. If you feel these costs have not been adequately explained to you, please inform us.

INSURANCE BILLING

As a service to you, our office is pleased to bill any private health insurance company for which we receive **complete** billing information. Any deductible, co-payment, or co-insurance will be collected at the time of service.

Please note the following:

- If we are not participating providers for your insurance company, benefits may be denied or reimbursed at limited or "out of network" rates.
- Most insurance plans do not reimburse dental treatment at 100% coverage and benefits are typically limited due to annual maximums.
- While we may have some knowledge about your specific policy, the number of insurance carriers and dental plans is too great for us to know the specifics for every plan.
- We are unable to bill MEDICARE or MEDICARE supplemental plans, or secure denials from MEDICARE.
- We are not participating providers with any medical plans, CRIME VICTIMS COMPENSATION, TRICARE (Federal/Military) or the Veteran's Administration (CHAMPVA) therefore we cannot bill and/or accept assignment from these plans for any treatment.
- We are unable to bill to any third party such as attorneys, businesses, care facilities, or non-dental insurance carriers. Please pay us directly and have them reimburse you.
- We are unable to bill tertiary insurance. Please self-submit for any additional reimbursement.

We want your financial arrangements to be clear. We encourage you to schedule a financial consult with our Billing Specialist prior to any treatment rendered.

ADDITIONAL INFORMATION

Please note that firearms are not permitted in the office.

If you have any questions regarding our office or financial policies, please let our front office staff know and they will be glad to direct your questions to the appropriate person.

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