



Thank you for choosing Ferrell Family Dentistry as your dental care provider. Our goal is to provide you and your family with the best and most appropriate dental care in a comfortable, caring environment. Please take a few moments to read over our office policies and procedures. Please feel free to ask any of our staff if you have any questions regarding any of our policies.

Insurance and Payment Policies

We file all insurance claims as a courtesy to our patients. These claims are submitted electronically with the hope that a shorter turn-around time is experienced. We do ask that if you have secondary insurance, you file this yourself.

Payment for services is due at the time services are rendered. This includes any charges or percentages of charges not covered by your insurance. We accept cash, debit and all major credit cards, including CareCredit. A monthly finance charge of 1.5% will be added to any balances over 30 days old.

Insurance estimations are not a guarantee of coverage and you, the client, are responsible for any charges that are not covered by your insurance company. We will authorize payment directly to you for any services other than preventative services if necessary.

Clients with some insurance providers may be asked to pay for services in full on the date of completion. Our office will then file with your insurance company so that you may be reimbursed directly.

We require that a parent or legal guardian be present with any patient less than 18 years of age. The parent or guardian accompanying the minor will be responsible for any payment due that day.

Cancellation and No Show Policies

Your time is important to us and we view your scheduled time with us as a commitment. Kindly give at least 48 hours notification if you will not be able to keep your appointment.

After a second no show/late cancellation occurrence, we reserve the right to request a deposit for your next visit. This deposit can be up to \$50 per scheduled hour. This deposit will be applied toward your treatment for that day but is non-refundable. At a third occurrence, we will review your relationship with our practice.

In an effort to keep our schedule running smoothly and for the benefit of all our patients, if you are more than 10 minutes late for your appointment, you may be asked to reschedule.

Although we strive to maintain a positive and healthy relationship with all of our patients, we do reserve the right to dismiss any of our clients from our practice if deemed necessary.

By signing below, I acknowledge and understand the office policies of Ferrell Family Dentistry.

(Patient/Guardian Signature)