



S. SRESHTA DONTINENI, DDS

WWW.ART-OF-SMILE.COM

Tel: 925-299-1504

ARTISTRY • INTEGRITY • PASSION

3466 MT. DIABLO BLVD.,

STE. C-207

LAFAYETTE, CA 94549

Financial and Office Policies

We are committed to providing you with the best care possible to achieve total oral health. In order to achieve these goals, we need your assistance and your understanding of our financial guidelines.

Insurance

We accept all major PPO dental insurance payments, however we may not be an in network provider for your plan. If we are not an in network provider, review your plan details, as in many cases insurance reimbursement is very similar.

- **We are in network with Aetna, Anthem Blue Cross, Cigna, Delta Dental, Guardian, Metlife, and United Concordia.**
- **No estimate is a guarantee of payment.** Please understand, you are responsible for all charges not paid by your insurance. Also, many insurance companies are excluding certain dental procedures or downgrading procedures to a lesser reimbursement level; in which case, you would be responsible for the difference.
- **Minors must be accompanied by a parent or legal guardian.** If the parents are separated or divorced, the person accompanying the minor will be responsible for copayment at the time of service.

*We provide the service of filling out the forms and sending them to the appropriate insurance company. We will estimate the client/patient's portion of the insurance at the time of service, but due to the changing nature of the Health Laws, the Employers' requirements regarding insurances and also the Insurance company regulations on these calculations, these estimates could vary. Any differences that the insurance company does not pay are the responsibility of the client/patient. Please understand that these calculations are done by the Insurance Company themselves, and is not within our control.

Payments

- **Patient portion or patient co-pay is due at the time services are rendered** - unless prior financial arrangements have been made.
- **Payment Information:**
 - o All major credit cards are accepted (Visa, MasterCard, Discover, American Express)
 - o 10% Discount for our uninsured cash/check paying patients
 - o We accept checks. We do however charge \$25 for bounced checks.
 - o Various financing options with CareCredit®
- **Balances left over 1 year will incur an 18% or \$10 minimum monthly finance charge.** We realize that temporary financial problems may affect timely payment of your account. If such problems do arise, we encourage you to contact us promptly for assistance in the management of your account.



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Short Cancelled/ Missed Appointments

- **Please give 48 hours notice** if you are unable to keep your reserved time. Unless an emergency occurs, we expect to run on time for your appointments, and we appreciate the same courtesy from you.
- **Short canceled or missed appointments** will be charged one dollar per minute of time allotted for your appointment.

We want to thank you for understanding our financial and office policies and hope we can provide a service that meets your expectations.