

# TIETAN DENTAL TEAM

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We are happy you have selected Tietan Dental for your oral health care. With professional experience and a compassionate staff, Tietan Dental offers quality care customized to treat your personal situation. We feel it is important for you to understand what we expect regarding your appointments, insurance, and payments.

**Appointments:** Patients are seen by appointment only. A specific amount of time is reserved especially for you and we strongly encourage all patients to keep their appointments. If you need to change your appointment, please call at **least 24 hours** in advance so that we may use this time to care for another patient. We make it a custom to let our patients know of openings, which occur periodically in our schedule.

**Confirmation:** You will receive an automated confirmation call two days prior to your appointment. Please press **1** to confirm your appointment. If you receive a message, please call our office to confirm your appointment.

**Emergency Care:** We try our best to accommodate emergency patients the same day. In the event of an emergency after hours, you may call the office and obtain your doctors home phone number.

**Fees and Payment Policy:** Payment is expected at time of service. You will receive a 5% discount for payments made in full. Our patient services staff will help you with any financial arrangements when extensive dental care is necessary. We have established the following financial options:

1. We accept Master Card, Visa, and Discover Card
2. We accept cash or personal check. There is a service charge of \$25 for returned checks.
3. Extended finance option through Citi Health Card. Ask for an application.

When providing treatment for a minor, we will expect payment at the time of service from whoever accompanies the child to the appointment.

Account balances extending beyond 30 days may be subject to an interest charge. Your account will be flagged for internal debt collection. If you are unable to make a payment, please contact our office.

**Insurance:** If you have insurance, we will estimate your portion based on the most current information. If you would like to know your exact insurance benefits, we will be happy to file a “pre-treatment authorization” with your insurance company. Your insurance may notify you that dental fees are “above usual and customary.” An insurance company determines their reimbursement by a survey average that includes discounted dental clinics and managed care facilities with reduced dental fees. Most doctors in private practice will have fees that insurance companies define as “higher than usual and customary.” We bill your insurance as a courtesy. It is important that you recognize that the insurance you have is a legal contract between you and your insurance company. Ultimately, you are responsible for all charges incurred in our office.

We welcome you to our dental family and look forward to providing you with a healthy, beautiful smile. If you have questions, please don't hesitate to ask our staff.