

## Insurance/Financial/Appointment Policies

### Insurance:

Our office is NOT CONTRACTED WITH ANY INSURANCE PLANS OR COMPANIES. We are considered an OUT OF NETWORK PROVIDER. All payments are due at the time of service even if you have an insurance plan. We will gladly bill your PPO dental plan as a courtesy and maximize the payments as much as possible. We will have insurance reimbursements be directly sent to you. If we do receive the insurance reimbursement, we will credit your account immediately. You may leave the credit on your account, or we can issue you a check. We do not accept any state, discount or HMO plans. Since we are a 3rd party to you and your insurance plan, this keeps us out of the middle. Thank you for your cooperation and understanding.

### Payment Options:

Cash-preferred  
Check-preferred  
Debit Cards  
All major credit cards  
Care Credit

### Courtesies/Fees:

10% senior courtesy  
10% family courtesy (all family members must be active patients)  
15% teacher courtesy  
15% law enforcement / firefighter/first responder/nurse  
15% military courtesy  
5% cash/check courtesy

**\*Courtesies cannot be stacked.**

**\*\*All payments are due before or at the time of service.**

**\*\*\*We do not offer in office financing.**

**\*\*\*\*No courtesies apply if using Care Credit.**

### Fees:

A 1.5% finance charge will be applied to your account if your balance is not paid within 90 days of receiving your first statement. The charge will continue to be applied monthly to your account until paid or the account goes to collections.

A \$50 hourly charge (depends on how many hours you were scheduled for) may be applied to your account if you NO SHOW for a scheduled appointment or cancel the appointment out of the 48-hour cancellation period. If you need to cancel or reschedule your appointment, please do so at least 48 hours prior to the scheduled appointment. We appreciate your understanding.

If your account goes to collections, there will be a fee applied to your account. 35% of your balance will be the fee applied.

### Cancellation Policy:

We require a 48-hour cancellation notice. This allows us to fill that reserved appointment with another patient that is on our short call list. We understand that there are TRUE emergencies that unfortunately do happen as well. If you do not provide adequate cancellation notice, there may be a \$50 fee applied to your account. Repeated cancellations may result in being dismissed from our practice.

### No Show Policy:

If you no show for an appointment, there will be a \$50 fee applied to your account. We have various avenues of communication which makes it quite simple to let us know you cannot make your reserved appointment. You may call or text us at 928-763-8111, email us at markkellywhitedds@gmail.com or message us on Facebook, Instagram or Google. If you no show more than two times you will be dismissed from our practice.

### Late Appointment Policy:

If you are more than 10 minutes late to your reserved appointment, you will be asked to reschedule the appointment. Our office is very busy, and we strive to run on time for our patients. We will not tolerate repeated tardiness. Repeated tardiness may result in being dismissed from our practice.