

FINANCIAL POLICY AND AGREEMENT

Welcome to our Practice and thank you for choosing us for your dental needs! Our financial arrangements are based on recommended treatment options, respective of fees and patients' financial capabilities. To confirm your understanding and agreement with our policies, please read the following.

Dental Fees. Our fees are based on the current year fee guide set by the Ontario Dental Association.

Payment.

Patients are required to pay the remaining balance if the insurance company does not pay in full. We cannot waive co-payments and deductibles. A bill will be mailed to you upon receiving the payment from your insurance provider.

We handle all billing details with the insurance company. If the insurance company denies payment to our dental office directly, the patient will be notified and the patient will be responsible for payment to our dental office and collecting the money from their insurance company.

Walk-in and emergency patients pay our dental office and claim the money from their insurance company. However, we will file the claim for you electronically.

Non-insured patients

Payment in full is due at the time services are rendered unless prior financial arrangements have been made. We accept Visa, MasterCard, AMEX, Debit, and Personal Cheques. Patients are provided with their bill and encouraged to review and understand what treatments were carried out.

Electronic submission policy

Enfield Place Dental Centre submits your insurance claims electronically. Unfortunately, not all insurance companies accept electronic submission. If this is the case, we may need you to sign the manual claim form for processing.

Insurance. We recommend that patients verify their coverage with their insurance company. It is not always possible for us to find all the information concerning your insurance plan, as insurance companies are not obligated to disclose any or all information to us under the privacy act.

Missed Appointments. Once an appointment has been made a room is reserved specifically for you. Please allow at least two business days to change or cancel an appointment in order to avoid a service fee.

Service Charges: Service charges are applied on all overdue accounts. We understand temporary financial problems may affect timely payment of your balance in some cases. In those situations, we encourage you to communicate any such problems immediately to our Front Desk team at 905-848-2252.