

IMPORTANT INFORMATION

CONCERNING OUR MOST FREQUENTLY ASKED QUESTIONS

We believe through mutual understanding and communication we can better serve you. In order to answer some of our most frequently asked questions, we would like to provide you with the following information to help familiarize you with our office policies.

APPOINTMENTS

When scheduling for your dental treatment, the appointment time is reserved just for you. Every effort is made on our part to be on time for your appointment. Occasionally an emergency can occur which may cause a slight delay, however, because we value our patients, we do not double book your appointment with another patient. **If you must change your scheduled appointment, kindly give us two business days notice. Our answering machine is on 24 hours when we are out of the office, to make it convenient for our patients to contact us. Any messages will be returned the following business day. If we are not notified before 2:00 p.m. two business days prior to your scheduled appointment time, then we will regrettably charge your account \$60.00 per hour of time scheduled.**

TREATMENT PLANS

Upon request, we will provide a written treatment plan for you based on dental treatment diagnosed by Dr. Jones. Due to the nature of dental disease, the extent of which often cannot be detected in x-rays or visual examination, additional or altered treatment may occasionally be required after regular dental treatment has begun. Treatment plans may be updated as changes occur.

FEES

Our fees are based on the actual treatment provided. In an ongoing effort to keep the high cost of billing statements to a minimum, payment should be made at each visit when treatment is rendered. For your convenience, we do accept cash, checks, Visa, Mastercard and Discover as a method of payment. A fee of \$25.00 will apply to any returned checks.

DENTAL INSURANCE

To avoid any misunderstandings regarding your dental insurance, we will estimate and collect the patient portion of your dental treatment due at the time of your dental visit. As a courtesy, we will continue to file your insurance claims at no additional charge to you. Please note, due to varying insurance policies (i.e. maximums, deductibles, fee schedules, exclusions, limitations, etc.), the entire insurance benefit may differ from our original estimate. A Predetermination of Benefits does not guarantee payment. It is an estimate of the amount your insurance will pay if you are eligible and meet all the requirements of the group policy at the time the treatment is completed. **Insurance can help you pay for treatment that you need; however, it was never designed to pay for everything. Most plans typically pay a minimum, regardless of what you may need as an individual. It is a mistake to let insurance benefits be your sole consideration when you make dental decisions. We do advise that you become familiar with your insurance benefits since you are ultimately responsible for any balance not paid by your insurance company.** Certainly, any overpayment made by you will be credited or refunded promptly.

We truly appreciate the privilege of serving you and look forward to providing you with quality dental care in the future.

Adam L. Haney, D.D.S.

2520 Douglas Blvd., Suite 140 * Roseville CA 95661 * (916) 773-8200
Office Hours * Mon 8-2 * Tues 8-5 * Wed 8-2 * Thurs 8-5 *