

FINANCIAL AGREEMENT:

Patients are expected to pay Heartland OMS LLC for services at the time they are rendered unless prior arrangements have been made. There is a fee for consultations, x-rays, and surgical services provided. There may be times where a deposit is required prior to the day of the surgical procedure. This amount will be determined prior to an appointment being made.

Heartland OMS LLC is not a contracted provider with Medicaid or Medicare. Services may be provided to patients with the understanding that Medicaid or Medicare will not be billed for services rendered.

Payments may be made using cash, check, Visa, MasterCard, American Express, Discover, Care Credit and HSA/FSA accounts. All returned checks will be subject to a \$25 fee. There will be a monthly statement sent to all patients with an outstanding balance. After an attempt for collection is made, and a grace period of 90 days from the day of service, the patient, the parent, or other legal guardian for the account may be sent directly to the credit bureau to settle the financial obligation.

INSURANCE INFORMATION:

Heartland OMS LLC will submit claims to the patient's insurance company. To maximize insurance benefits, the most recent insurance card and/or insurance policy must be provided. Any deductibles and/or estimated copayments must be paid as services are rendered. Although dental insurance claims are submitted as a courtesy to patients, all account balances are ultimately the responsibility of the patient, the parent, or other legal guardian.

If the insurance denies the claim, the patient, the parent, or other legal guardian will become fully responsible for services rendered.

CANCELLATION OF AN APPOINTMENT

Heartland OMS LLC understands that emergencies happen, and patients are not always able to keep the originally scheduled appointment. To be respectful of other patient's needs, contact must be made promptly with the office if an appointment needs to be cancelled or rescheduled. This allows an offer of the reserved appointment time to a patient in urgent need of treatment.

DENTAL X-RAYS

The initial visit may require radiographs to complete the examination, diagnosis, and treatment plan. There are some cases where a dental insurance plan may not cover the fee for the x-ray(s). If this is the case, the patient, the parent, or other legal guardian will be financially responsible for the x-ray fee.

If dental x-rays were taken at another office, Heartland OMS LLC will attempt to obtain these. If the attempt is unsuccessful to retrieve the x-rays needed to diagnose and treat the patient, or if the x-rays are outdated, a new x-ray may need to be taken, possibly resulting in an additional fee.

RIGHT TO REFUSE TREATMENT

Heartland OMS LLC has the right to refuse treatment to any person for any reason that is non-discriminatory. If treatment is refused, the patient has the right to question the reason. When a patient is dismissed from the practice, a written notice will be sent. At that time, the patient can be seen on an emergency only basis for 30 days to allow time to find another provider.

Patients also have the right to refuse accepting treatment. In this case there will be a discussion about the possible risks and complications due to refusing the recommended treatment.

PATIENT COMMUNICATION

There are many reasons Heartland OMS LLC may need to contact patients and most of the communication will happen in person and over the phone. However, there may be use of a HIPAA compliant communication software that allows secure electronic communication between patients and staff. Private health information may be sent, such as appointment confirmations, procedure instructions and test results to a patient's email, and/or cell phone. Patients are able opt out of electronic communications by marking this on the new patient paperwork, or by letting administrative staff know.