



We are committed to providing you with the best possible dental care. To achieve this goal, we appreciate your assistance.

Huntington Dental Excellence Office Hours: The effects of COVID-19 have put a significant strain on our staffing and supply chain. As such, we have modified our hours to:

Monday and Friday :	6am - 6pm
Tues –Thurs :	6am - 7pm
Saturday once per month	8am - 2pm : A down payment is required to book a Saturday appointment

Please be advised that we will do our best to respond to your e-mail as quickly as we can during our regular business hours. If you need to schedule an appointment or have an urgent question, please call our office at 626-441-4339. Thank you for your kindness and understanding in these unprecedented times.

Payment for services is due at the time that services are rendered unless other arrangements have been made. We gladly accept Visa, MasterCard, American Express, Discover, personal checks, cash, cashier's checks, or money order. Ask one of our Financial Coordinators for other available financial arrangements.

**RETURNED CHECKS:** There is a \$25.00 bank fee for returned checks.

**Dental Insurance Policies:** Your dental insurance is a contract between you, your employer and the insurance company. We offer a complimentary insurance concierge service for our patients. This includes checking your eligibility and benefits for you, submitting any claims and accepting insurance payment on assignment. We will collect a down payment at the time of service. Once your insurance has paid, we will bill you for the difference. Please be aware that you are responsible for the cost of the total treatment rendered. If you prefer to bill your own insurance, payment is due in full at the time of service and we will provide you with a 'Superbill'. All you need to do is mail it to your insurance and they will send payment directly to you.

**Broken Appointments:** Appointments cancelled without a 48-hour notice are subject to charges unless other arrangements are made with the office. For the first cancelled appointment with less than a 48-hour notice, we will reschedule without a fee. For the second cancelled appointment with less than 48-hour notice, we will require a deposit to schedule another appointment. Appointments that are missed and neglected to give notice (NO CALL/ NO SHOW) will result in the need for pre-payment for subsequent visits regardless of insurance coverage. Patients who excessively reschedule appointments prior to or after the 48-hour cutoff, will be subject to pre-payment of subsequent visits.

Our answering service cannot accept cancellations therefore we ask that you call our office during normal hours so that we can assist you in rescheduling your appointment.

**Past Due Accounts:** All account past due for 90 days will be handled by our collection agency. In the event your account must be turned over collection, you will be responsible for all legal fees incurred in the collection of your account.

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Print Name, Sign and Date