



Pocono Pines Dental, LLC

John Mann, DMD
395 Route 940
PO Box 1005
Blakeslee, PA 18610

Financial and Cancellation Policies

There are multiple arrangements that we offer to finance your dental care. Our office gladly accepts cash, money order, check, debit card, Visa, MasterCard, American Express and the Discover Card. We treat people with and without dental insurance and offer payment plans through Care Credit. You can apply and get an answer within minutes in our office once your treatment plan has been determined. Treatment plans are made after an initial exam, x-rays and cleaning which in most cases can be done in one visit. Our office participates with many dental insurance companies. Our participation with these companies is subject to change. These companies have many different plans based on what your employer and the insurance company agreed to. Those patients with dental insurance should be familiar with their plans. We will help in billing insurance claims and answering any questions, but ultimately it is the responsibility of the patient to know their individual policy requirements and limitations.

Patients with Insurance:

All patients with insurance are required to pay their copay and deductible at the time services are rendered. As a courtesy we will process your insurance claim. Please update us if you have had a change in your insurance coverage. Any balances unpaid by your insurance company are ultimately your responsibility. If a particular service is not covered, not discounted or if you have exceeded your benefits for the year, you may choose from the payment options below under "Patients without insurance".

Patients with Dual Insurance:

As a courtesy we will process your insurance claims. When we receive payment from the primary carrier, we will submit the claim to your secondary carrier. The coordination of benefits makes it difficult to determine the total amount that will be paid by the secondary insurance company. Occasionally after both insurances are processed coverage may not be complete for the procedure and an out of pocket expense may be incurred. If such an expense is incurred you will receive a statement by mail or at your next visit.

Patients without Insurance:

1. Payment in full is expected at the time services are rendered. Cash, check, money order, debit and major credit cards are accepted. Patients who wish to be billed for treatment must use a third party payment plan (ex Care Credit or Lending Club).
2. Third Party Payment Plans - No interest, monthly payment plan. Please ask for details.
3. Senior Citizens- Patients over 65, without insurance, receive a 5% discount.
4. New Patient emergency appointments- Payment must be made by cash or credit card only at the time services are rendered.

Cancellation Policy:

The appointment you make is reserved especially for you and it must be confirmed 24 hours prior the appointment to be held. We do not double book our patients. For this reason, we require a MINIMUM OF 24 HOURS NOTICE for cancellations. We may charge a \$50 charge for a broken or a cancelled appointment without 24 hours notice. We will call, email or text you to confirm your appointment. **You must reply to our attempts to confirm or we will not guarantee your appointment will be held.** You can easily confirm your appointment by replying to our messages, 24 hours a day by phone, text, or email.

Policy on Returned Checks:

Our bank charges us for any checks returned from your bank due to insufficient funds so we will assess your account \$30 if a check is bounced. You are also responsible to pay the office with cash, money order or credit card once you are aware your check did not clear. This notice may be either by a message from our office or your bank statement. Also any future transactions with us must be paid by means other than a check.

I HAVE READ AND UNDERSTAND ALL OF THE ABOVE FINANCIAL AND CANCELLATION POLICIES.

Signature: _____ Date: _____