



Enchantment Family Dentistry — Financial & Appointment Reservation Policy

Thank you for choosing Enchantment Family Dentistry. We are committed to providing excellent care and clear communication. Please review the financial and appointment reservation policies below. After reading, please sign where indicated.

Payment is due at the time services are rendered. We accept cash, check, debit and major credit cards. Treatment Plan prices are valid for six months after diagnosis. For treatment plans spanning multiple visits, estimated balances may be collected at the time of each visit. Enchantment Family Dentistry is partnered with third party financial institutions to offer payment plans. Please inquire for more information.

Insurance

- We will file claims for primary and secondary plans only.
- Insured patients are required to pay estimated copayments, deductibles, coinsurance, and any known non-covered amounts at the time of service.
- If an insurance claim remains unpaid after 60 days, the patient is responsible for the remaining balance.
- Any estimated patient responsibility is an **estimate** and final patient balance may change after insurer adjudication.
- Insurance policy holders are ultimately responsible for understanding their policies and paying for the cost of dental treatment.

Membership Program

For patients without dental insurance, Enchantment Family Dentistry offers the Enchanted Smiles Membership Program. Our membership program provides preventive care and discounts on additional dental treatment with no deductibles, no waiting periods, no annual maximums, and no claim forms.

Membership fees are due at the time of enrollment and are non-refundable. Membership benefits cannot be combined with dental insurance or other discount programs. Please ask a member of our team for complete membership details and current pricing.

Financing and Payment Plan Options

Enchantment Family Dentistry offers financing options for qualified patients. Payment plans may be available through third-party financing partners like Cherry or Sunbit. Financing approval, terms, and monthly payments are determined by the financing company. Our team is happy to discuss available financing options and assist you with the application process before treatment begins.

Returned Checks

- Returned checks must be reimbursed immediately in cash.
- A \$50 returned-check fee will be charged.
- Accounts with returned checks will be placed on cash-only status.

Broken / Late Appointments (General)

- Our office provides multiple forms of appointment reminders such as appointment cards and text messages. We also confirm appointments to ensure our schedule is full and that we are able to treat patients with emergencies.
- Please provide at least 24 hours business day notice to cancel basic appointments.
- Missed appointments or cancellations without adequate notice may result in a minimum \$75 broken-appointment fee.
- Patients who miss more than three appointments may be limited to same-day scheduling or other restrictions.

Reservation Policy

We reserve specific clinical time and staff for each patient. Last-minute cancellations and missed appointments limit access for others and increase practice costs. The following reservation requirements help maintain care availability and quality.

Same-Day Crown Appointments

- Same-Day Crowns require dedicated doctor/staff time and use of reserved materials/equipment.
- Deposit to reserve appointment:
 - Patients with dental insurance: deposit equal to the estimated out-of-pocket portion (deductible, copay, coinsurance, and any non-covered services).
 - Patients without insurance: deposit equal to 50% of the estimated treatment fee.
- The deposit is applied to the final treatment fee.
- Rescheduling: If you provide at least two (2) business days notice, the deposit transfers to the new appointment with no penalty.

- Late cancellation / no-show / arrival >15 minutes late (so treatment cannot be completed): deposit is forfeited. **A new deposit is required to be rescheduled.**

Extended Treatment Appointments

- Procedures that may require a reservation deposit include (but are not limited to): implant surgeries, dentures/partials, multiple crowns, bridges, veneers, full-mouth rehabilitation, root canals, and any appointment exceeding 90 minutes.
- Deposit amount is set at scheduling and applied to treatment.
- Cancellation and forfeiture rules are the same as for Same-Day Crowns.

Hygiene Appointments

Hygiene time is reserved for preventive and periodontal care.

- Cancellation with less than 24 business hours notice or no-shows may incur a \$75 fee—see Broken/Late Appointment Policy.
- Repeated missed or late-canceled hygiene visits: Two (2) or more missed appointments, or two (2) or more late cancellations within 12 months, may require a non-refundable reservation deposit of \$50 for future hygiene appointments. That deposit will apply to services at that visit; if the appointment is missed or cancelled without sufficient notice, the deposit is forfeited.
- Scheduling restrictions for multiple missed appointments may include same-week scheduling only, placement on a short-notice call list, prepayment requirements, or dismissal from the practice.
- Family Scheduling together will require a \$50 deposit for each family member.

Emergency Visit Deposit

- To reserve an emergency appointment, new patients may be required to pay a \$100 deposit at the time of scheduling. This deposit will be applied toward the cost of treatment provided at the visit.
- If the appointment is cancelled without at least 24 hours notice or is a no-show, the deposit may be forfeited.
- For same-day appointments involving multiple new family members, a \$100 deposit is required for the first patient and \$50 for each additional family member. The deposit is not an additional fee and is applied towards treatment.
- The doctor may waive or modify the deposit requirement for true dental emergencies at her discretion.

Exceptions

- Exceptions to the above policies may be considered on a case-by-case basis for events such as medical emergencies, hospitalization, severe weather, death in the immediate family, or other circumstances approved by the doctor.
- Requests for exceptions should be communicated promptly and will be reviewed.

Collections & Unpaid Balances

- Balances unpaid after repeated attempts to resolve may be assigned to a collection agency and/or reported to credit bureaus. Patients will be responsible for collection costs and reasonable attorney fees if applicable.

Acknowledgment

By scheduling appointments or receiving treatment at Enchantment Family Dentistry, you acknowledge that appointment times are reserved for you and agree to comply with this Financial & Reservation Policy.

Patient name (print): _____

Patient/Responsible party signature: _____

Date: _____

If you have questions about estimates, deposits, financing, or insurance coverage, please contact our front office before your appointment so your doctor can use the appointment time to focus on your care. Call or text us at (575) 258-3388