



UNDERSTANDING OUR BUSINESS POLICIES

SERVICE PAYMENTS

We want to help you completely understand the fees for your treatment before we begin, and we want to help you afford your care with convenient payment options through third-party payment plans. **For all treatment, payment or financial arrangements are expected at the time of service.** For larger cases, payment in full is expected 2 business days in advance to reserve these large blocks of Dr. Choi's time.

INSURANCE

We are an out-of-network private practice, and our fees are not determined by insurance companies. We want to help you maximize your insurance benefits, and we will file your insurance claim as a courtesy. It is important for you to understand that our relationship is with you, not with your insurance company. Oftentimes, insurance companies delay, deny or reduce benefits, so we cannot estimate your coverage. Even "preauthorization" does not guarantee your benefits and only delays treatment, so we feel it is not in your best interest to "preauthorize."

We ask you to pay us your balance in full before we begin treatment and we ask your insurance company to send any benefits directly to you. Whether you have insurance or not, you are financially responsible for the care you receive. We want you to know that it is okay to have dental care that is not covered by insurance. This is often the best option available. If you have any questions, we are here to help you.

SCHEDULING

To provide the best possible care, we see one patient at a time and give them our undivided attention. To avoid openings in our schedule, we expect 2 working days' notice if you need to change your appointment. **There is a charge for missed appointments and late cancellations regardless of the reason.** We respect your valuable time, so our goal is to be on time, and we schedule realistically for this. **If you are late, we may have to reschedule your appointment so we can stay on time. If you are repeatedly late or if you repeatedly miss appointments, we will no longer schedule appointments for you.**

CELL PHONES DURING APPOINTMENTS

We understand that everyone today is very busy and that cell phones are an integral part of our lives. During your time in our office we ask that you step outside for any cell phone conversations. Additionally, if you're on a call or texting when it's time for you to be seen and it interferes with your scheduled time, we may need to reschedule your appointment if it's causing a delay in your treatment.

We strive to provide each patient with the finest professional care and outstanding personal service. Thank you for helping us to be of service to you.

Sincerely, Dr. Choi and staff

Acknowledged by: