

Long Dental Office Policies

Self-Pay- 5% Discount if paid in full at the time of procedure or pre-paid treatment **\$500 or more.** (***Payment must be made by cash or check***)

Self-Pay Active Military, Veterans, Law Enforcement, & First Responders- 5% discount on services. (*must show valid ID & cannot be combined with other discounts or offers.*)

Insurance Discounts- If we are contracted in-network with your insurance, you will receive a discounted fee for your services per the contract with your insurance company. No other discounts or offers can be combined with in-network insured patients. If you are receiving service on something your insurance **does not cover**, you will be responsible for the full fee as we are not contracted with your insurance on **Non-covered services.**

No insurance? Become a Member. Ask a team member for details!

Patient and/or guardian present at the time of service is responsible for the entire payment portion the day of service.

All Copays and Patient Portions are due at the time of service. ***Please be prepared on the day of service to pay your estimated portion for self pay & insured individuals.*** Please note that this is estimated and sometimes insurance does not pay the amount we anticipate. In these instances, a balance may remain on your account for which you will be notified. Payment is expected promptly. There is a \$25 fee for any returned checks. This amount will be added to account balances if a returned check occurs.

Statements are sent out weekly for billing purposes. Payment is due immediately upon receipt. Please respect our providers as they treat you with the best standard of care. Compensation is expected in a timely manner.

We require at least 48 hours notice if you need to reschedule your visit. Our providers reserve their time for you. Please respect this benefit by letting us know as soon as possible in an emergency.

After two canceled or failed appointments in a 1 year period patients will only be appointed on a "day of" basis. After 3 missed/failed appointments without notice, unfortunately we will not be able to continue treating you.

