



Welcome to Haven Family Dental! We look forward to seeing you for your upcoming reservation. We would like to thank you for completing your information forms prior to your first visit with our office. Your clear understanding of our office policies is important to our professional relationship.

Please bring your Insurance Card and Drivers License with you so that we may attach a copy to your dental records.

All Co-Payments and Self Payments are due at the time of service. We accept Checks, Cash, American Express, Discover, Mastercard, and Visa.

UCR (Usual and Customary Rates): Our practice is committed to providing the very best treatment possible for our patient's and we charge fees that are within UCR for our area. **You are responsible for payment in full for all out of pocket expenses**, regardless of any insurance company's determination of UCR (usual and customary rates).

Insurance: We must emphasize that as a health care provider, our relationship is with you, not your insurance company. Insurance is a contract between you and your insurance company. We are not contracted (in Network) with any insurance company, therefore payment is expected at the time of service. While our staff may assist you in filing insurance forms, we can not guarantee any insurance coverage.

Minor Patients: For unaccompanied minor patients, non-emergency treatment may be denied because of the necessity for parental/guardian consent. Please make every effort to accompany your children. Good communication concerning dental problems is difficult to achieve with a telephone call. Please make us aware of any medical changes prior to an unaccompanied minor patient's appointment, as well as treatment (i.e.: Check-up x-rays and Fluoride) authorization.

Missed Appointments: We understand appointments may be scheduled as far as six months in advance. If you need to change your reserved appointment our office requires a **2-business day** notice to avoid a broken reservation fee. This allows our office to offer this reserved appointment to a waiting patient.

Thank you and we look forward to being a part of your dental team!