

## Welcome New Patients using Medicaid Insurance,

We are pleased you have chosen this office to provide your comprehensive dental care. We look forward to providing you the best dental care possible. If your care should require the additional services with a specializing dentist, we will gladly provide the necessary referrals to facilitate your needed treatment. Please be aware of our following office policies and acknowledge that you have read and understand each one. Please see the office staff if you have any questions.

## Financial and Billing Policy

As a courtesy to our patients, our office assists you in obtaining the maximum benefits from your insurance provider. In order to do this, certain requirements are mandatory from all patients or parents/guardians of patient(s).

1. A CURRENT MEDICAID CARD MUST BE PRESENTED AT THE BEGINNING OF EACH VISIT FOR ALL PATIENTS UNDER 21 YEARS OF AGE
2. A CURRENT MEDICAID CARD MUST BE PRESENTED WITH \$3.00 COPAY AT THE BEGINNING OF EACH VISIT FOR ALL PATIENTS 21 YEARS OF AGE OR OLDER
3. PATIENTS PRESENTING WITHOUT A CURRENT CARD AND/OR CO-PAY may not be seen for that visit and may forfeit any future participation in the medicaid clinic due to non-compliance.
4. PARTICIPATION IN THE MEDICAID CLINIC PROVIDED BY THIS OFFICE IS A PRIVILEGE. NOT A RIGHT. Therefore, strict compliance with all rules for participation are mandatory.
5. For your convenience, we accept cash, money orders, cashier's checks, Visa, MasterCard, American Express, debit cards. Personal checks are accepted, however, returned checks are subject to fees, including, but not limited to returned check fees and collections efforts fees.

## Appointments

Due to the high demand on providers who do accept Medicaid Insurance, it is mandatory for patients to adhere to the following Appointment policy:

1. Patients must arrive on time (or before appointment time) to insure being seen. Patients arriving 15 minutes late for an appointment may forfeit that appointment time. If forfeited, this is considered as a Broken Appointment.
2. A Broken Appointment may automatically forfeit that patient from future participation in the Medicaid Clinic (sufficient notice of 48 business hours is needed to allow someone else to be scheduled in that clinic spot). Duplicate records may be forwarded to another Medicaid provider at the provider's request only after signing the release of records form by patient or patient guardian which may incur duplication &/or other fees.
3. After 2 consecutively rescheduled appointments, patients may be scheduled on a "work in" basis ONLY on a clinic day if someone else forfeits an appointment slot. Rescheduling appointments require at least 48 business hours notice to allow for someone else to be scheduled in that appointment slot. Patients who allow the appropriate notice for rescheduling or cancelling an appointment may be rescheduled to a future clinic appointment.
4. Once Medicaid Clinic position is forfeited, payment of the Broken Appointment fee in the amount of \$75.00 is mandatory to be considered to re-enter the Medicaid Clinic. All appointments must be attended ON TIME or patient may be dismissed from practice and records inactivated.

Appointments are scheduled to respect your time. Unreported changes in address and/or phone number can impede attempts to contact you. Specific appointment time is reserved for your care and every reasonable effort possible is made to see you at the appointed time. Attempts to help remind you of appointment times are made by phone and/or e-mail, however, it is your responsibility to observe appointment times regardless of courtesy reminders. Your promptness and consideration in observing your scheduled appointment is greatly appreciated.

Any patient who does not abide by the requirements for participation in the Medicaid Clinic will forfeit their clinic spot. Any preauthorizations for treatment may be forwarded along with record duplicates upon request to other Medicaid providers after signing of release of records form and payment of any associated duplication &/or other fees. Patients may have to wait for re-approval with the new providers if treatment has to be sought elsewhere due to non-compliance.

After hour calls require at least two staff members to be present in order to perform treatment for both patient and staff safety. This may not always be a viable option when calling the after hours number. Therefore, when experiencing dental discomfort, the most efficient response will be to contact the office during treatment hours. For acute emergencies, proceed to the nearest emergency facility and contact our office during the next scheduled business day. After hours calls may be recorded and all reasonable attempts to return appropriate calls to address the dental needs of our patients can be expected.

I have read and understand the policies of this office understanding that I have the opportunity to ask any questions regarding said policies prior to signing. I hereby authorize the office of REDD Family Dentistry to provide my dental care.

Signed:

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Patient/Parent, Guardian or Responsible Party for Minor Patient

Date

[www.drtdredd.com](http://www.drtdredd.com)