

**University Hills Dental Excellence
2820 N. O'Connor Rd.
Irving, TX 75062
972-594-4888**

Office Policies

Payment and Insurance Policy

Payment is due at the time of service and we collect all co-payments, co-insurance and deductibles, as applicable. Payment options include cash, check, MasterCard, Visa, American Express, and Discover. We have a returned check fee of \$35.00.

As a courtesy to our patients, we file all insurance claims to the insurance company. We ask that you present your insurance card at each visit to our office. We require a copy of your insurance card on file in order to file claims. Because our patients are covered under many different insurance plans, it is your responsibility to know the benefits of your plan.

Your dental insurance benefits are verified by our office according to the information you provide us. The benefits quoted by your insurance company are just an estimate and are NOT A GUARANTEE OF COVERAGE.

You remain responsible for fees not covered by insurance. If the insurance company does not pay a claim, we will bill you for the unpaid charges. You will have 30 days to take care of the outstanding balance or a late fee and interest may be charged to your account.

Missed Appointment Policy:

Your appointment time is reserved just for you. If you cannot keep your appointment, please give us a two- day notice so that another patient may have your appointment time. There will be a \$50.00 no-show charge if you do not notify us of your missed or cancelled appointment. If you are more than 15 minutes late, we consider this a missed appointment and a no-show fee may be charged.

I HAVE READ AND ACCEPT THE OFFICE POLICIES. I ALSO UNDERSTAND THAT I AM ULTIMATELY RESPONSIBLE FOR ALL CHARGES INCURRED FOR DENTISTRY SERVICES PROVIDED TO ME.

Patient Signature

Date