



Financial Policy

Our fees are based on geographic averages, the quality of the products and materials we use, and our experience in performing your scheduled treatment.

Our goal is to partner with you to prevent costs from limiting you from receiving the quality dental care you desire and need. We realize that every patient's financial situation is different. Our financial policy is intended to facilitate excellent service to you while minimizing our administrative costs.

- We ask for payment at the time of service.
- We offer payment plans. If you elect this payment method, you will be required to leave a credit card on file. Our credit card software does not allow us to see your credit card number and information is stored in an encrypted and safe manner.
- 24-hour business day notice is required for any cancellation or rescheduled appointment. For excessive missed appointments, we reserve the right to require a deposit for any future appointments.
- For patients who have dental insurance:
 - The entire estimated portion is due at the time of service unless a payment plan is on file.
 - We ask that you read and be aware of your insurance benefits, exclusions, and frequency limitations. Every plan is different, and changes occur frequently. Your Human Resources (HR) Department can often help you with this as your employer dictates the terms of your dental plan, coverage amounts, how much you pay, and in general how good (or bad) the plan is.
 - We will do our best to provide an estimate of your co-pay prior to your appointment.
 - As a courtesy, we will gladly process your insurance claims and estimate the amount not covered by your insurance. All incurred charges are ultimately the responsibility of the patient regardless of insurance coverage and are due within 60 days of service.
 - Patients with secondary insurance will be responsible for the co-pay required by their primary insurance. When the secondary insurance makes a payment, any credit left on the account will be credited back to the patient.
- Returned checks for insufficient funds or closed accounts are subject to any fees or penalties that Red Sun Dental occurs.
 - If a check is returned, the only future forms of payment accepted will be cash or credit card.
- Any balance over 30 days will be subject to a 1.5% monthly finance charge.
- Any balance over 90 days may be sent to collections. If a collection agency becomes involved in the settlement of your account, all collection costs and legal fees for both parties are the responsibility of the account holder.

