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**Broken Appointment Policy**

Our office does not charge for broken appointments however if you break or cancel three appointments without giving at least 48 hours' notice we will have to dismiss you from the practice. We ask you not to leave a cancellation message with the answering service unless it is an emergency. Please call the office during regular business hours to reschedule an appointment. The appointment we have reserved for you is valuable and can be used for patients who are concerned about their oral health and are waiting to be seen. Without adequate notice this valuable time is simply lost.

**Dental Insurance Disclaimer and Agreement**

We do not let dental insurance companies dictate the treatment you need. As a courtesy we file your dental claims to your insurance company for you. You are responsible for the full payment of your portion and any deductible that may apply at the time of service. If your insurance company does not pay its estimated portion you are responsible for the balance.

**Reasonable and Customary Fees**

We have found that *most* insurance companies cover a *percentage* of their fee. They call their fees the "reasonable and customary fee". We *do not* base our fees on the insurance companies' reasonable and customary fee, therefore, they may not pay the full percentage of our fees. How much your insurance company pays depends on which policy you have. Your employer usually chooses your policy. We cannot assist you in choosing a policy other than letting you know if we are an in network or out of network provider.

**Amalgam Fillings**

We are an amalgam free office. Most insurance companies only pay for 80% of amalgam (silver) fillings. We only use composite (tooth colored) filling material because we believe it is a superior material, better for your overall health, as well as less hazardous for the environment. You are responsible for the cost difference between the amalgam filling and tooth colored filling. This also applies for materials used for crowns you may receive. The material for your crown is based on your specific needs not what type your insurance plan covers. The price difference is based on the type of insurance plan you have. In order to help you determine your cost for any treatment you receive we can provide you with an estimate of your copay.

**Agreement**

I give permission to Hingham Dental Associates to bill my dental insurance provider for the treatment I have received. I authorize and request my insurance company to pay directly to Hingham Dental Associates insurance benefits otherwise payable to me. I understand my dental insurance carrier may pay less than the actual bill for services and I am financially responsible for all copays, deductibles, denied claims or any other uncovered balance for services rendered on my or my dependent's behalf.

**Treatment Cancellation Policy**

I understand some procedures require multiple visits. Often a deposit is required at the beginning of treatment to cover the expense of lab fees and initial visits. If I decide to stop or cancel treatment midway through a procedure I am responsible for all charges associated with any completed portions of the dental care I have received. This includes but is not limited to: x-rays, exams, diagnostic casts, temporary crowns, bridges and restorations, prophylaxis or periodontal treatment. Once any outstanding insurance claims have been received and the completed portions of the treatment are paid for any remaining amount of the deposit will be refunded.

\_\_\_\_\_  
Patient Name

\_\_\_\_\_  
Patient or Parent/Legal Guardian Signature

\_\_\_\_\_  
Date