

Financial Policies

Thank you for choosing our office as your healthcare providers. At NuLife Dental and Med Center we are committed to giving you exceptional customer service, highest quality care so you may attain optimum health. We also accept a variety of payment options and will work with your insurance. We are committed to keeping our prices as low as possible for quality care.

1. Written Estimate on the Cost of Treatment

We will provide you with a comprehensive treatment plan after assessing your overall health. We will provide an estimate on the cost of your treatment plan in writing so you know what to expect, including your **estimated insurance benefits**

2. Payment Policy

- For comprehensive dental treatment plans requiring multiple office visits, a minimum deposit of 60% of the Patient Financial Responsibility amount is required.
- Payment in full of the Patient Financial Responsibility amount, is due no later than when services are rendered. Acceptable forms of payment include Cash, American Express[®], VISA[®], MasterCard[®], Discover[®] and CareCredit[®]. and selected third-party financing.
- **Med Center** Patient are required to pay in Full prior to any services rendered.
- You will be responsible for any collection and/or legal charges up to 35% of the unpaid balance

3. Refund Policy

You may discontinue treatment and request a refund at any time for any amount that you paid for treatment that you did not receive. Crown and bridges patients are responsible for the full cost of their treatment plan once preparation of your teeth

has begun. Denture patients are responsible for the laboratory costs of fabricating the denture.

Your refund request will be handled as follows:

- Original form of payment. Refunds will be processed to the original form of payment, except cash payments which will be refunded by check.

Timing of Refunds

- Cash: After receiving your refund request, we will confirm that your payment has cleared the bank. Once cleared, you will be issued a refund check within 10 business days.
- Credit Card/ Third Party Financing: Refunds will be issued to the form of payment within 3 business days after receipt of your refund request. If you paid by credit card, it may take up to 7 business days for the credit card company to post the payment to your account.

4. Dental Insurance

- As a courtesy to you we will help you process all your insurance claims. We will provide an insurance estimate to you; however, it is not a guaranteed that your insurance will pay exactly as estimated. Your company and your plan benefit ultimately determine the amount paid.
- All charges you incur are your responsibility regardless of your insurance coverage. We will of course, do all we can to make sure your estimate is as accurate as possible.
- Insurance payments are ordinarily received within 30-60 days from the time of filing. If your insurance has not made payment within 60 days, we will ask that you contact your insurance company to make sure payment was mailed. If payment is not received or your claim is denied, you will be responsible for paying the full amount at that time.

