

# INNOVATIVE ORTHODONTICS

DONIHUE WATERS, DDS, MDS

In order to provide the best Orthodontic care possible for our patients and their families, we have some important policies and procedures about our practice that you need to know about.

## APPOINTMENTS

There are several keys to having a successful orthodontic outcome. Being seen on a consistent and timely manner, good oral hygiene, and **minimized breakage of brackets**. Please be aware that we have a structured approach to our scheduled day. All appointments are confirmed prior to the actual appointment. If you are not receiving a confirmation text or email, please let the receptionist know! We will need to update your information at the front desk.

Upon arriving for your visit to our office we ask that you sign in at the computerized check in station. If a message alerts you to see the front desk, please immediately see one of our scheduling coordinators. After checking in, please feel free to proceed to the tooth brushing station located down the hallway. It is available for your use at every appointment. Lastly, it is important that you have your "colors" picked out before being called back for your appointment. We have color wheels in the lobby for you to preview the color selection while you are waiting to be seen.

## REPAIRS

Office policy is that patients that do not notify us of broken brackets or that are more than **15 minutes** late for their appointment will have to reschedule to the **next available appointment time**. If you have anything loose or broken please call our office to schedule a repair appointment.

We understand that emergencies arise; however, walk-ins will not be accepted.  
Thank you in advance for your cooperation in this matter.

*As always, please do not hesitate to contact our office with any questions, concerns or if you need additional assistance. We want to welcome you in to our Orthodontic Family and make your treatment a pleasant and stress-free experience!*

Laurie Wilkes	Financial Coordinator / Office Manager <a href="mailto:billing@drwatersbraces.com">billing@drwatersbraces.com</a>	(912) 354-0252
Casey Jones & Angela Goff	Scheduling Coordinators <a href="mailto:frontdesk@drwatersbraces.com">frontdesk@drwatersbraces.com</a>	(912) 354-3474
Carie Hicks	Insurance Coordinator <a href="mailto:ins@drwatersbraces.com">ins@drwatersbraces.com</a>	
After Hours Emergency Line		(912) 308-1018

## ORAL HYGIENE

All necessary dental work must be completed prior to starting orthodontic treatment. Once treatment begins regular visits to the general dentist for cleanings and to detect cavities or gum problems are an essential part of orthodontic treatment. These visits may be necessary every 3-6 months as recommended by Dr. Donihue Waters, the dentist or hygienist. These visits and services are not provided by Dr. Waters or any member of Innovative Orthodontics.

A consistent home care plan is another essential part of your treatment plan. Braces have countless tiny spaces to trap food, and this trapped food causes plaque, which can lead to dental problems. Because of this, it's very important to brush your teeth after every meal.

## BILLING

Our office extends an **In House Payment Option** to our families as a courtesy so that a reasonable approach to orthodontics can be met. This payment plan is Interest Free and carries no penalties for early pay off. However, please note that the plan is structured with certain guidelines:

- **Monthly payments are due on the 1<sup>st</sup> of each month.** A monthly payment is simply a convenient way to spread out the cost of the orthodontic treatment and is not related to the treatment process or appointments. Payment is still due even if there is no appointment that month. All patient accounts will be assessed an overdue late fee of \$15.00 per month if payments are not posted by the 15<sup>th</sup>.
- **All patient accounts are required to be set up on our Automated Payment Program.** Payments are drafted on the 1<sup>st</sup> of each month by ACH (checking & routing #). We will also accept FLEX / HAS Cards. This process will ultimately relieve you of the hassle of having to remember to make your payment on a timely basis.
- Please understand that payment plans do not correlate with treatment length. Account balances must be paid in full regardless of the date of treatment completion.

**Payments are consistently due on the 1<sup>st</sup> of each month.**

- Should your account fall behind, we will make every effort available to reach you by sending a letter to the home address on file. As a courtesy for notification, monthly statements will only be mailed on accounts that are delinquent. Please understand that it is your responsibility to keep all contact information updated.
- Treatment may be discontinued and appliances removed if accounts become more than 90 days past due. You are urged to communicate monthly and create a plan for payment on past due balances to avoid this process.

## **INSURANCE**

Our office files INSURANCE as a courtesy. Our **Insurance Coordinator, CARIE HICKS**, has checked your INSURANCE to verify your coverage. However, this is not a guarantee of payment. It should be understood that you are signing and are responsible for the full orthodontic fee. Insurance representatives state that by giving estimates that they are not held responsible if payments are not issued when actual claims are sent.

One Initial Claim is sent at the start of treatment to your insurance company. After this initial filing, "Estimate of Benefits" will be sent from the Insurance Company to the Policy Holder's home address. Please review this paperwork to determine if there are any changes in coverage that we should be aware of.

**Please note that Insurance Policies do not pay one lump sum. It is standard for insurance companies to make monthly or quarterly installments throughout the course of treatment on estimated insurance balances.**

In addition, Companies frequently become past due and STOP PAYING on the amount that they are estimated to pay. This could be due to additional information needed from you, a termination of employment, or a change in policy. Please help us by keeping all of your information current!

In summary, please know that we are here as a liaison to help you! Our goal is to assure that your account receives the funds from your policy that is rightfully yours. However, we have no control over your contractual agreement with your insurance company. If your insurance company does not fulfill their obligation for any reason, the responsible party is responsible and must resolve the issue. All conflicts must be resolved by you.

## **EARLY TERMINATION OF TREATMENT**

If you transfer or move during the course of your treatment or treatment is terminated FOR ANY REASON AT ANY TIME, your account will be pro-rated. The anticipated number of months for your treatment will be assessed by us when you begin. We will take this number of months and calculate how long you have been in treatment as a patient of record.

The practice invests a considerable amount of time at the start and over the course of your treatment. To recoup this expense, when the treatment is terminated FOR ANY REASON AT ANY TIME prior to the anticipated completion date, the following formula will apply.

Initial Starting Visit Value	\$1,000	(\$500 per arch)
Monthly Patient of Record Fee	As quoted on your initial paperwork	
Early Termination Fee / Removal fee	\$400	

### **EARLY TERMINATION / REMOVAL FEE**

If your treatment is terminated EARLY for any reason at any time, you will be charged a fee of \$400. You may either choose to leave your braces on and have your orthodontic records transferred, or we will remove your braces. We offer this appointment at any stage of treatment, even if there is a greater outstanding payment balance due on your account. (Please note that all outstanding balances are ultimately your responsibility and will be sent to an outside collection agency should payment arrangements not be made.) This fee is due on the appointment is scheduled. We require this payment prior to the scheduled appointment date as we set this time aside on our calendar specifically to serve you for this purpose. This fee does not include retainers or follow up visits to our office. A separate fee will be charged for upper and lower retainers.