

ERIC A. JOHNSON, DDS, PC

Family and Cosmetic Dentistry

We want to make all office guidelines as clear as possible so please do not hesitate to ask any questions. We are here to serve our patients!

_____ Insurance companies are sometimes very difficult to deal with. As a matter of fact, many offices do not deal with them at all. In Georgia, insurance companies are required by law to provide payment within 15 days of receiving the claim. Your insurance claim will be sent the day that service is rendered. *If your insurance company has not provided payment within 30 days, any unpaid balance becomes the patient's responsibility.* It is your responsibility to follow-up on outstanding insurance claims to avoid any past-due charges.

_____ *Insurance claims are always an "estimate".* Although our computer system is very accurate at predicting what insurance companies will pay towards a claim, insurance companies themselves are a bit less predictable. Your insurance coverage is an agreement between you and your insurance company. *We ask that the estimated portion of your visit be paid at time of service with the understanding that if the insurance company does not pay part, or any of the claims, the balance becomes the patient's responsibility.* Filing insurance claims is a service we provide to you without charge.

_____ One of the main complaints we have heard from the patients in the past is that their previous dentist kept them waiting for hours in the waiting room or the dentist rushed in and out and did not give them personalized care. This type of environment does exist where it is more about patient volume than getting to know the patients. In our office we do not overbook the schedule. We believe in spending time to do the best job we can for our patients. All we ask is that you give us a 24-hour cancellation notice. This will avoid any charges for broken appointments. We intend to keep a more personalized approach to providing the highest quality of dentistry.

_____ Due to various reasons, we do not use silver amalgam (mercury containing) fillings in our office. Extensive research has been done regarding the effectiveness and use of this material. If you are interested in the removal of these silver amalgam (mercury containing) fillings, please ask Dr. Johnson about the options available.

_____ Some insurance companies will "downgrade" any filling performed as an amalgam because it is a "cheaper alternative". As with every other procedure, any unpaid balance not paid by insurance is the patient's responsibility.

The most important goal in our practice is the care of our patients with the utmost care. Office and patient relationships usually sour due to a miscommunication of the administrative aspects of their care. Please, if you have any questions at all, do not hesitate to ask! We look forward to providing your dental needs.

Patient/Guardian

Date

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