

# Financial Policy

We are committed to providing you with the best possible care. To help in achieving these results we ask for your assistance and understanding of our financial policies.

All new accounts are due and payable at the time of service unless other arrangements have been made prior to treatment.

In our continued commitment to have our services comfortably affordable, we are pleased to offer you these options for payment: Cash, Check, Visa, MasterCard and Discover. For additional flexibility we also offer and accept third party financing provided by Care Credit and Chase Advance. Please ask any member of our team for details and applications.

If insurance is involved, the patient portion is due at the time of service. We will allow 60 days for your provider to pay their portion at which time the entire account balance is due.

We are committed to support you in understanding your dental health, your insurance benefits and your payment options so that you will always be able to make the best choices. If you have any questions or uncertainty about our policies, please do not hesitate to ask.



## Patient Information



Hours

Monday-Friday

8:00am - Noon, 1pm - 5pm



9221 Sandifur Parkway, Suite B

Pasco, WA 99301

**509-547-0730**

[www.jilekdds.com](http://www.jilekdds.com)



# Insurance

## Important tips for a successful trip to the Dental Office

**Insurance is a contract between the patient and the insurance company.**

We will, as a courtesy, process your insurance benefits in our office. While we do everything we can to maximize your benefits, the patient is ultimately responsible for payment of all the services provided by this office.

### **Help Us Help You**

Please notify us immediately of any changes in your insurance. Without current and correct information we are not able to forward your claims. It is important to understand that you are responsible if your insurance does not pay.

If you have any questions about your Dental Insurance please feel free to ask.

### **Your Appointment**

Appointment times are reserved especially for you and we make every effort to minimize waiting on your part. We need all the time allotted to you to insure we deliver the very best care so please be on time. If an emergency occurs which would delay your arrival, please call our office to verify that we can still take care of you. Please help us serve you better by keeping your scheduled appointments. Our patients appreciate the efforts we make to stay on time and your consideration is helpful to everyone.

We are here to assist you in any way possible. Please make your questions and concerns known to our team. Our goal is to ensure that you have an outstanding experience.

### **Cell Phones**

For your convenience we provide a patient phone in the reception room. Please turn your cell phone off before entering the office.

### **Medical Updates**

Our complete understanding of your medical history is crucial to your well-being and our ability to provide optimum care. Please inform us if you have any changes in your health and the medications you are taking. **Always list changes in your health history or personal information.**



Dr. Joe Sullivan

Dr. Spencer Jilek