

**Thomas Grimes, DDS
James Walker, DDS**

601 Tama St.
Marion, IA 52302
(319) 366-2451

Welcome to Dr. Grimes and Dr. Walker's office. We appreciate that you have chosen us for your dental needs. We are committed to providing the highest quality of care and best service possible. We are excited to have you as part of our practice and would like for you to take a few minutes to read through our office policies.

Payments

For patients with no dental benefit, full payment is due at the time of service. For your convenience, we accept Visa, Master Card, American Express, checks and cash for payment of dental services.

For patients with dental benefits, it is your responsibility to provide us with the correct information to bill your insurance company. As a courtesy, we will submit your claim to your insurance on your behalf as long as we have the correct information. Before services are rendered, we will estimate what your insurance company will pay toward your treatment. The estimated portion that is not covered by insurance is your out of pocket portion and is due at the time services are rendered. Since we cannot guarantee payment by your insurance company, any remaining portion not covered by insurance, will also be your responsibility. If you want to know a more accurate estimate of what your insurance company will pay, we would be happy to submit a pre-authorization for you before any treatment is done. A pre-authorization usually takes approximately 4-6 weeks to be processed, and is the best way to estimate your benefit for treatment. Remember, your insurance policy is a contract between you and your insurance company. It is your responsibility to know and understand your contractual obligations as an insured person under your specific contract. Returned checks and balances older than 30 days will be subject to additional rebilling fees and collection fees. Ask us about financial arrangements if full payment cannot be made.

Cancellations and Broken Appointments

We require 24 hours notice if you are unable to keep your appointment. We try to give reminder calls for upcoming appointments; however, we are not always able to reach our patients. Therefore, you are ultimately responsible for remembering your dental appointments. We understand that emergencies do arise, but please let us know as soon as you are aware that you are unable to keep your scheduled appointment time. When an appointment is not cancelled in advance another

patient who needed to be seen may have been unable to make an appointment because the time slot was already taken.