

Billing Policies and Protocols for Suburban Oral Surgery and Implant Center

1. As a courtesy, we will call and verify patients' insurance benefits before their scheduled appointment. Benefits that are quoted over the phone by all insurance companies are NOT a guarantee of payment. Therefore, the out of pocket quote that we provide to patients before services are rendered, are only an estimate and may not reflect the patients' final out of pocket.
2. The estimated out of pocket that is quoted to the patient is based off of our usual and customary fees and is due on the day of the appointment.
3. If your estimated deposit exceeds \$1000.00 or your procedure requires surgical supplies, you will be required to make a down payment two weeks prior to the scheduled appointment.
4. A pre-estimate will be submitted if your insurance requires one.
5. We will file claims to the insurance company(s) on file and provide all information needed, for a minimal fee. All insurance write-offs will be deducted after the claim has finished processing. The patient will then be billed for any balance remaining on the account. If there is a refund due, it will be processed with the same tender of the initial payment.
6. Any claims that warrant an appeal by the office, will be done on behalf of the patient. Patients will be notified by mail if an appeal for payment was made.
7. If your insurance carrier fails to make a payment within 60 days of the filing date for whatever reason, the patient will be responsible for the balance on the account. The payment will be made using the credit card on file. Once we receive the insurance payment, a refund will be issued.
8. We are a non-solicited provider with Blue Cross Blue Shield (medical). Patients with Blue Cross Blue Shield will receive in-network benefits, but the office is not contracted to accept the allowable fee determined by BCBS. The patient pays the difference between our usual and customary fees and the BCBS allowable fee.