



FINANCIAL POLICY

Rev 3/18/2024

To reduce confusion and misunderstanding between our patients and practice, we have adopted the following financial policies. This policy is available at <https://www.rivercityoms.com/form-library/>. If you have questions regarding these policies, please discuss them with our office manager. Our fees and details about what is included with each fee are listed at <https://www.rivercityoms.com/our-services/>.

Full payment is due by the time of service. Larger cases and hospital surgeries are due 2 weeks in advance. We accept cash, credit cards, Care Credit, and Lending Club. If a payment fails to clear, patients are still responsible for the balance. Patients may make payments ahead of time for a service, but the service will not be rendered until payments are complete.

Appointment Confirmation

We will make 2 attempts to confirm patients in advance of their appointment. If a patient does not confirm, their appointment will be cancelled. If an unconfirmed patient does come to their appointment, they will be treated as a walk-in, may or may not be seen that day, and MUST pay up-front to be rescheduled.

Insurance

River City Oral & Maxillofacial Surgery (RCOMS) is out-of-network with all insurance, including Medicare and Medicaid. Patients may file a claim with their dental and/or medical insurance and try to get money back from the insurance(s). Some plans, including Medicare & Medicaid, do not pay for out-of-network claims.

Price Quotes

Written, signed price quotes are valid for 3 months. After 3 months, the prices are subject to change.

Consult & Re-Evaluation Fees

If a patient has a consultation with the doctor, they will be charged a consultation fee, even if they do not have surgery. Most consultations are \$200 and cover the consultation & in-office x-rays. The consultation fees are applied to surgery IF surgery is completed in a timely manner, usually within 3 months. Therefore, if a patient has surgery on their first visit, the patient only pays for the surgery. If a patient only has a consultation on their first visit, the patient is charged for the consultation & the consultation fee is credited towards surgery.

Example: a patient needs 1 erupted tooth extraction which costs \$375. The patient pays \$200 at the consultation visit and \$175 at the surgery visit IF surgery is completed within 3 months of the consultation.

We will not extend the consultation credit deadline due to our schedule being full. Patients are encouraged to schedule early.

Most consultations are valid for one visit only. If a patient has a consultation and wants to talk more, the patient may call or email at no charge. If the patient wants to talk more face-to-face, there is a \$150 re-evaluation fee which is NOT applied to surgery. Patients who come back to see us outside of their post-operative care window and within 13 months of their last visit are subject to the \$150 re-evaluation fee. In these cases, the \$150 is applied to surgery completed in a timely manner.

Specifics are available at <https://www.rivercityoms.com/exam-diagnostic/>.

Booking a Large or Hospital Surgery

Any surgery of \$2,500 or more and any hospital surgery requires a \$1,000 deposit to schedule and full payment 2 weeks in advance. A full refund, minus any finance fees, is available up to 7 calendar days prior to surgery. **If one of these large surgeries is cancelled within 7 days or a patient is a no-show to the surgery, RCOMS will keep 15% or \$1,000, whichever is larger, and refund the difference minus finance fees. A large surgery may be rescheduled once by 12pm (noon) the business day before with no penalty. After 12pm the business day before, there will be a 15% or \$1,000 penalty, whichever is larger. If a previously rescheduled large surgery is rescheduled again for any reason at any time, there will be a 15% or \$1,000 penalty, whichever is larger.**

Post-Operative Visits and Fees

ALL surgeries include routine post-operative care for a specified time. Most surgeries include 3 months of routine post-operative care. Covered time periods are specified on each service page of our website. Patients may request a post-op visit during the covered time after their surgery for any reason. If patients request an excessive number of visits they may be required to pay for the visits.

Routine post-operative care means treatment for routine problems such as pain, bleeding, infection, and minor wound care needs. Major, unpredictable, and/or unusual complications are not included. Failure of bone or gums grafts is not included. If a graft fails, patients must pay the full fee to try again.

RCOMS provides a 5-year dental implant warranty to qualified patients. Details are available in the [RCOMS Dental Implant Warranty](#) in the [form library](#) on our website.

Patients should take the post-op care and warranty expiration dates into consideration and not wait until the last day to call for an appointment. We do not extend the expiration date due to us having a full schedule.

If a patient begins follow-up treatment before their included time period expires and that treatment continues past the expiration, they do not have to pay. For example, if a wisdom tooth patient has an infection that we identify and begin treating just before the 3-month date and we keep seeing them after the 3-month date, they do not have to pay for those visits after the 3-month date.

No-Show, Cancellation, and Late Arrival

See our [full policy](#) in the form library on our website. Patients who cancel and reschedule more than once or no-show will have to pre-pay for their next appointment. Patients who arrive more than 15 minutes late will be considered a no-show and worked-in if possible or have to pre-pay to be rescheduled another day.

Patient Name & Signature

Date

If completed by a patient’s personal representative or guardian, please indicate your relationship to the patient and print and sign your name in the space below.

Relationship to the patient (print)

Date

Name (print)

Signature