

Management of supplementary insurance documents

It is unfortunate that there are no common rules or documents for the various insurances, which makes their management extremely time-consuming. Nevertheless, we are determined to offer you the best service.

In practice, how to proceed:

1. Report your coverage from the start, and keep us informed of any changes.
2. If possible, the secretariat will issue the documents without delay.
3. If the workload at the time of your visit is likely to generate a general wait, the administrative processing will be slightly delayed and the documents will be sent to you.

Management of unpaid bills

In order to best meet the needs or wishes for financial comfort of our patients we have been offering for a very long time clear, precise formulas for the dilution of your financial burden, and above all without bank interest charges.

In exchange, and in order to continue to offer you such a service, we find it very legitimate to count on the strictest respect of your deadlines as detailed in the financial planning that you have signed.

We would therefore like to remind you of the rules in force:

1. Proposals for staggered payments are based on a down payment that you have chosen, if the schedule allows it, followed by the monthly payments that correspond to it, in order to clear the balance of the staggered payment.
2. In case of an unpaid down payment, the processing will unfortunately not be able to start.
3. If the patient presents with unpaid fees, he/she must regularize the situation without delay, in cash or by credit card, before proceeding to treatment.
4. In case of unpaid debts at the next appointment, the treatment progress will unfortunately have to be suspended until the situation is regularized.
5. Failure to pay within 60 days will result in transfer to debt collection.
6. In case of prolonged debt, the practice is obliged to send a warning letter to the general dentist.

Attention: A treatment suspended for financial reasons does not give the right to the mutual insurance codes during this time.

For the mutual insurance company, the rules are simple, intangible and in the absence of a regular code, **the patient is likely to lose all rights to future repayments.**