

## Management of supplementary insurance documents

The choice of insurance is made by the patient.

**We cannot and will not provide any information or advice on this matter.**

It is not our role, and especially because insurance premiums and coverage vary greatly depending on the insurer, the quality and age of the insured... and changes in insurers' policies!

We therefore recommend that you inquire with your insurance provider, even before your orthodontic assessment !

In practice, how to proceed :

1. Inform us of your coverage right from the start, and keep us updated on any changes.
2. If there is no urgency (adults only), consider the anniversary date of your contract for starting your treatment to optimize your coverage.  
**IT IS NOT POSSIBLE TO ALTER THE DATES. DO NOT ASK US TO DO SO.**
3. Whenever possible, the administrative office will provide you with the necessary documents progressively.
4. If the workload at the time of your visit is likely to cause general delays, the administrative processing will be slightly deferred, 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, followed by the monthly payments, 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 reimbursements.**

