



Our Financial Policies

Thank you for trusting Riviera Orthodontics with your treatment. We want to make sure that you understand the treatment you (or your child) need, as well as the cost of the treatment. We will also do our best to make sure that you are comfortable in our office. Your needs are of the utmost importance to us. Should you have any questions after treatment is explained, please feel free to ask Dr. Bakhtari and his staff anything that you are unsure of. We will always be available to address your concerns.

Here at Riviera Orthodontics, we understand that sometimes the financial aspect of healthcare may seem like an obstacle to receiving the treatment that you need or want. Because of this, we have partnered with several third-party healthcare financial companies for your convenience (including CareCredit). Our office is proud to offer *all of our patients* **24 months interest free financing** through our partnered plans.

All monthly payments made for treatment when using a third-party company must be paid to them directly. We have no involvement with your balance, or payment structure, with either company. That contract is between you and whichever third-party financing you choose. **Payment in full is due on the start date of your treatment.** For your convenience, we also accept Visa, MasterCard, Discover, and American Express. You may pay in full by credit card, pay in full via personal check, or pay a portion upfront and finance the remaining balance with a third-party company.

As a courtesy to our patients, we will be happy to file your insurance claim for you, and we will do our best to make sure your insurance company reimburses you directly, should you have any coverage toward your orthodontic treatment. If your insurance company mistakenly reimburses Riviera Orthodontics instead, we will immediately send you a refund check for the amount paid by your insurance company.

Important: Please understand that any issues related to estimated coverage of orthodontic treatment, insurance payments, non-payments, and any matters in general pertaining to dental insurance must be negotiated between you and your insurance company. Should there be any discrepancies with your coverage, please contact your dental insurance provider directly to resolve any disputes. Riviera Orthodontics is not contracted with your insurance company, so we do not have any influence on any insurance matters other than filing your dental insurance claim for you. We will do everything else that we can to assist you.

On our end, we have structured our practice to give you the most value for your hard-earned money. Unlike most offices, Riviera Orthodontics does not charge extra for clear ceramic braces or state of the art self-ligating braces. We charge the same flat fee for all

the different types of braces that we offer. Also, one set of retainers are included in your treatment fee (replacements for lost or broken retainers will be charged a fee of \$250 per retainer). Should you or your child need an adjunct appliance during treatment, such as an upper jaw expander or space maintainer, there will be no additional charge for that, either. Lastly, we use premium products such as 3M braces and Invisalign.

If we underestimate the length of time needed to finish your treatment and you or your child do everything that we have asked of you, there will be no extra charges. However, if your treatment takes longer than anticipated due to excessive breakage of brackets or Invisalign trays, poor oral hygiene, frequent missed appointments, inadequate or incorrect use of rubber bands, or any other issues caused by a lack of patient compliance, we must charge a fee of \$100 per additional month.

Excessive breakage of brackets is a major obstacle to successful orthodontic treatment. If each appointment is spent repairing broken braces, your treatment will take longer than expected and the end result will be compromised. After two (2) broken brackets, we must charge a breakage fee of \$25 per bracket.

For patients who have gone through their treatment at Riviera Orthodontics, retainer checks and adjustments (activation or "tightening" of the retainers) are complimentary. For patients who have already completed treatment at another office and need retainers only, a delivery appointment and two (2) retainer adjustments are included in your total fee. After the 3rd appointment, an office fee of \$75 will be charged for each subsequent retainer adjustment.

I have read all of the above, and understand my payment options with Riviera Orthodontics. I understand that a \$40 consultation fee will be charged at my first appointment. If I decide to begin treatment, a \$250 records fee (photographs, x-rays, and impressions of the teeth) will be charged. I also understand that the full \$290 will be credited towards my total fee if I decide to begin treatment. (If patient is a minor, the parent or guardian shall sign on their behalf). I understand that the consultation fee of \$40 and the records fee of \$250 are both **non-refundable**, even if I decide not to proceed with treatment at Riviera Orthodontics.

Patient Name _____

Signature _____

Date _____