

Vista Ridge Dental Arts Studio, LLC
Amy Moody, DDS, Rebecca Nunley, DDS
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Vista Ridge Dental is committed to supporting you and your dental health. It is our goal to assess your needs, and to offer treatment options that are best for you. To meet this goal it is important that all of your questions and concerns are addressed. Please do not hesitate to ask for a clearer explanation at any time. As your dental health needs are met, it is our goal to assist you in preventing any future dental disease.

Initial Appointment

Each intake appointment will begin with a conversation to discuss your medical history, dental history, and your dental goals and priorities. Please use this time to ask any questions you might have about our practice.

Children

It is our policy that children will be seen for exams/treatment without a parent present except in special needs situations, or for very young patients. Dr. Moody and Dr. Nunley look forward to meeting you, if you desire introductions prior to your child's dental care, please let us know.

For Appointments

Each appointment is time reserved for you. If you are unable to keep your commitment, we ask that you contact the office **at least 24 hours** in advance. Missing more than 2 appointments due to No Call/No Show or last minute cancellations will result in dismissal from the practice. Additionally, No call/No show or last minute cancellations are subject to a broken appointment fee of \$25 for missed hygiene appointments or \$40 for missed dental treatment appointments.

Financial Policies

As it is necessary to consider payments for needed treatment, we are happy to assist with the following options for financing:

Insurance

1. Patients enrolled in insurance as a courtesy we are happy to file all dental claims, however your co-payment, estimated portion, or any deductible is due at the time of treatment. We are happy to file detailed accounts of treatment with your insurance company so reimbursement can be pursued. Please realize we can only estimate your portions and cannot guarantee what insurance will cover. If preferred, we will gladly file a pre-authorization to your insurance for pre-treatment estimates upon request. You will be responsible for any portion unpaid by insurance and any balance that remains after yearly maximums are met.
2. TennCare and Cover Kids coverage for children enrolled with Denta Quest Services will be accepted and filed, any co-payment is due at time of treatment. Patients, parents/guardians of children with Cover Kids will be responsible for any balance due over the yearly allowed amount.
3. In an effort to keep costs low and operate efficiently, we require that you be responsible for payment of all services. We accept major credit and debit cards, checks, cash, and money orders. A \$25.00 fee will be charged for any returned check. Further treatment will continue when that is resolved.
4. Should you ever have questions concerning your account and insurance payments, please do not hesitate to contact us immediately. Accounts over 30 days are subject to a 1.5% monthly finance charge and \$1 billing charge. Accounts over 60 days are subject to collections. You will be charged the collection and attorney fees.

Pay it Forward

Should you prefer, monthly payments will be accepted and treatment will begin when your credit balance reaches 50% of the treatment costs. We will set up a Balance Due Agreement with you. Monthly payments will continue until the balance is paid off. The amount of a monthly payment will depend on the balance. Once any balance is paid off, we will schedule appointments for further treatment. If you have insurance, we will then file with your insurance company for your reimbursement.

Care Credit

Care Credit is a financial line of credit that can be used for any medical/dental procedure. Applying is quick and easy. Let us know if you'd like to know more or we can help with that process.