

Dr. Charles E. Flowers, LLC.
7007-A Brookfield Road
Columbia, SC 29223
(803) 787-6646

Office Policies

Appointments

Appointments are scheduled Monday through Thursday from 9:00 am to 5:00pm. Every effort is made to keep your waiting time to a minimum. Patients arriving more than 15 minutes after their scheduled appointment may be asked to reschedule. New patients should arrive 15 minutes prior to your first appointment in order to complete the initial new patient paperwork.

Cancelling Appointments

Since appointed times are reserved exclusively for each patient we ask that you please notify our office at least 24 hours in advance of your appointment. Another patient, who needs our care, could be scheduled if we have sufficient time to notify them. We realize that unexpected things can happen, but we ask for your assistance in this regard. Patients, who do not show for a scheduled appointment or cancel within 24 hours of the appointment time, may be charged a \$25.00 cancellation fee.

Insurance Claims/Billing

If we have received all of your insurance information on the day of the appointment, we will be happy to file your claim for you. You must be familiar with your insurance benefits, as we will collect from you the estimated amount insurance is not expected to pay. By law your insurance company is required to pay each claim within 30 days of receipt. You are responsible for any balance on your account after 60 days, whether insurance has paid or not. We will be glad to send a refund to you if your insurance pays us.

If you have not paid your balance within 90 days your account will be turned over to a collection agency. In the event your account is turned over for collections, you will be responsible for any collection agency, legal and or attorney fees incurred during the collection process.

Please understand that we file dental insurance as a courtesy to our patients. We do not have a contract with your insurance company, only you do. We are not responsible for how your insurance company handles its claims or for what benefits they pay on a claim. We can only assist you in estimating your portion of your treatment costs. We at no

time guarantee what your insurance will or will not cover for each claim. We are also not responsible for any errors in filing your insurance. Once again, we file claims as a courtesy to you.

Financial Responsibility and Fees

Payment for services is due at the time dental treatment is provided. Every effort will be made to provide a treatment plan which fits your timetable and budget, and gives you the best possible care. For your convenience, we accept cash, check, MasterCard, Visa or Discover.