

Dr. Ness, DDS, MSD
823 West 7th Avenue
Spokane, Washington 99204
Spokane 509.744.0916
Silverdale 360.698.3519
Fax 509.744.0961



We would like to welcome you to the office of Dr. Earl Ness and thank you for selecting us as your dental health care provider. Our primary goal is for you to receive the optimal treatment needed to restore and maintain your dental health.

We would like to start off by introducing you to our dental team:

Dr. Ness has two chair-side assistants in both his Spokane and Silverdale offices. Delilah and Lana work in the Spokane office. Shanna and Ashley work in the Silverdale office. They have all been trained to assist Dr. Ness with various aspects of treatment and will be working with you throughout your treatment. Jennifer is our office manager working out of the Spokane office. She can answer your financial questions, help assist you with uncovering your dental benefits, as well as, coordinate your treatment plan and help you schedule your next appointment. Amy, our Dental Hygienist in Spokane, is specially trained to meet the needs of all of our patients. Amy is in the office on Mondays and Wednesdays. All of our team members can assist you with any concerns and we encourage you to communicate with them if you feel at any time your needs are not being met.

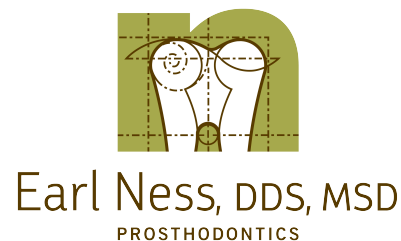
Too often communication can break down with regards to the financial arrangements. The following describes our Financial Policy:

Payment for services is due at the time services are rendered or initiated. We accept cash, personal checks, and Visa, MasterCard, or American Express. For your convenience we have a partnership with Care Credit to extend payments up to six months with no interest. They offer online instant application processing and the convenience of applying in the privacy of your own home. Please feel free to contact us if you have any further questions regarding Care Credit.

We will help you process your insurance claim for your reimbursement, provided we have your complete insurance information. Please bring your insurance card as well as your insurance coverage information with you to your appointment. If you do not have this information, it must be made available to you through your employer's Human Resource Department.

1. Your insurance policy is a contract between you, your employer, and the insurance company. We ARE NOT a party to that contract. They do not have to release any information to us about your policy.
2. The design of your plan may limit your benefits. Not all services are covered benefits in all contracts. Based on the plan your employer designed, there may be certain services not covered by your insurance company.
3. Fees for these services, along with unpaid deductibles are due at the time of service or initiation of services.
4. If the insurance company does not pay your balance in full within 30 days, we ask that you contact the carrier to help speed things up.

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5. If the insurance company does not pay within 45 days, we will require you to pay the balance due with one of our flexible payment options.
6. Balances older than 90 days may be subject to additional collection fees and interest charges. Returned checks will have an additional fee of \$35.00 added to the amount of the returned check.
7. We understand that temporary financial problems happen from time to time. We encourage you to communicate any problems to us so that we can assist you in the management of your account.

We will attempt to reach you two business days before your scheduled appointment; however, if we are unable to reach you, we assume your appointment card date is correct. For hygiene appointments, we do require 24 hour notice to reschedule. If you are unable to give 24 hour notice, we will charge a minimal fee of \$35.00 to cover basic costs.

Thank you again, for choosing our office as your dental team. We appreciate the opportunity to assist you with your concerns. We would also like to provide you with our office email. frontoffice@earlness.net. Please feel free to contact us for questions or concerns.

Best Regards,

Earl Ness, DDS, MSD