



Description of Services and Disclosure Form

The following is a description of the discount dental plan available to you and your family members through Miles Dental, LLC. If you have any questions about this description please call Miles Dental at 817-502-1800,

1. Contact information. The name of this plan is Miles Dental Plan. The office address is 8301 Whitley Road, Watauga, TX 76148.
2. Type of plan. This is a discount fee plan. This is not insurance. By prepaying for your dental services one business day in advance, you will be entitled to receive dental services at reduced rate.
3. Definitions. Eligibility means you or your family will receive dental services at reduced rates. Our dental office had agreed to provide services for these reduced rates. Services from specialists are not covered, as are fees incurred at other dental offices.
4. Choice of dentists. Our office is the only office participating in this plan at this time.
5. Scope of Eligibility. You can select eligibility for you alone, or for you and all of your eligible family members.
6. Dental Plan and Traditional Fees. We do offer traditional fees and traditional fee for service dentistry in which plan participation is not necessary. If you wish to participate in our dental plan, then prepayment for your dental services one day before your appointment is necessary to receive discounted fees and willingness to abide by our policy of giving us notice of cancellation and rescheduling your appointment by 12:00 noon, one business-day in advance of your visit or you will incur a broken appointment fee of \$50.
7. Term and Termination. Since there is no obligation to join and no annual fee charged, you can elect to discontinue using our dental plan at any time. You must however pay off any balance owed at our office.
8. Our plan allows you to pay off your cleaning visit over a 6 month period. The fee is \$15 per month for an adult and \$10 per month for a child or teenager under the age of 18. This will be billed to your credit or debit card on either the 1st or the 15th of the month (your choice). You must provide us with a credit card and a debit card. This will automatically renew at the end of 6 months unless you tell us to cancel your membership.
9. If you have paid for your last cleaning in full, you may cancel at any time. Any extra amount you have paid on your membership will not be refunded, but may be applied towards treatment.
10. You will receive a 20% courtesy on our dental fees as an incentive to remain on our dental plan. All treatment fees need to be paid before noon a day in advance of your visit to receive the reduced fees.
11. Broken appointments: An appointment will be considered broken if you cancel or change your visit after 12 O'clock noon, one business day before your visit. This means that a Monday appointment scheduled must be cancelled before 12 O'clock noon on the preceding Friday. We are operating at a reduced profit level with this plan, so broken appointment are unacceptable.
12. Broken appointment remedies: We need one half day to fill your time slot if you need to change your appointment time. We lose money when customers do not give us this courtesy and have to compensate for this with higher fees. You will be charged a \$50 fee for a broken appointment, or you may choose to pay full price, if

you prefer to be on our traditional fee plan. You may send a family member in your place, if you suddenly become ill or if some emergency comes up, to avoid the broken appointment fee.

13. Other Charges. There are no copayments, deductibles, or other charges of any kind under this plan.
14. Use with Dental Insurance: You may use this plan and prepay for your dental work, if you would like to file your own insurance claims and wait for payment from your insurance carrier to be sent to your home. We will assist you with filing your claims, but the responsibility to complete the paperwork will be yours.
15. Limitations and Exclusions.
 - Discounts for TMJ treatment and Implants and Sleep Apnea are not included in this plan.
 - Discounts for prescription drugs and over-the-counter medications are not provided.
 - Services performed by a non-participating dentist are not covered.
 - Work in progress that has commenced prior to enrollment must be completed by the dentist who started the work and will not be covered by the discount fees in this plan.
 - Occasionally referral to a specialist is necessary for your dental treatment. This is not covered under this plan.
16. Responsibility for Payment of Fees. You are responsible for payment of all treatment fees for this office. We offer Care Credit that you can use to finance your dental work, but there is no discount on your treatment, even if it is paid for in advance. Please ask us for a Care Credit application. You can also apply online.

The parent bringing in a child to our office is responsible for the dental treatment fees. We will not get involved in a dispute with a divorced spouse about who is responsible for payment of dental treatment. We will provide you with a statement that you can present to your ex-marriage partner to get reimbursement from them.

All dental work must be paid for at time of service. We do not have a billing department. Use your credit card or Care credit if you need extra time to pay your bill. We can also set up a lay-away style plan, in which you make payments and then have your treatment done after the costs for your treatment are paid in full.

17. Disputes. We would like to have the opportunity to make up for any treatment that you had done in our office that you were not satisfied with. You are encouraged to contact the doctor directly and our front desk staff will gladly furnish you with the doctor's personal email and cell phone number. Dental treatment is not an exact science and sometimes restorations do not turn out as planned. We have many good reviews and the doctor always tries to take good care of his customers.

If you are not satisfied with the treatment you have received, you may contact the Better Business Bureau and they will mediate the conflict, so that both parties are satisfied. We have an A+ rating with the BBB.

You may also file a complaint with the State Board of Dental Examiners, if you have still not received satisfactory resolution of your situation with the Better Business Bureau. The address is State Board of Dental Examiners, 333 Guadalupe, Tower 3, Suite 800, Austin, Texas 78701-3942. The phone number is 512-463-6400.

18. Office Hours and Emergency Service: Our hours are posted on our website. Our after hours cell phone number is 817-805-2045. If you are unable to contact us after hours for a dental emergency, then please seek care from an emergency care facility or from a dental office that offers after-hours emergency care. We will not reimburse you for after-hours emergency care. This is your responsibility. John Petersmith Hospital has an oral surgeon on call if you cannot afford to visit an emergency room.
19. Confidentiality. Our dental office is required by law to keep your personal healthcare information confidential. No such information can be released except with your consent or as expressly authorized by law.
20. Your credit card information is not stored online or in our computer system, for your security. It is kept in a locked, secure site at our office.

Responsible Party - I agree to all terms described in this document. Agreement expires one year from the date signed above.

Responsible Party: _____ DOB: _____

Signed: _____ Date: _____

Dental Office Manager: _____ Date _____

Office Manager – Please Be Sure to Complete & Sign the Customer’s Copy.

- Plan fees are approximately 80% of our UCR (usual, customary, & reasonable) fees.
- Please call before noon a day ahead of time to cancel or change an appointment.
- By you being punctual and keeping your dental appointments, is the only way we can offer a 20% courtesy on our fees.