



BARBEE DENTAL LLC

CHELSEY BARBEE DDS



gg62190195 www.gograph.com

BROKEN/CANCELLED/MISSED APPOINTMENTS

The Centers for Medicare and Medicaid Services (CMS) prohibit billing Medicaid Beneficiaries for broken, missed, or cancelled appointments. DentaQuest collects data on appointments reported as broken through the provider web portal. Effective January 1, 2012, providers are asked to record the incident(s) along with additional information cited with the cancellation or no show. Broken appointments can lead to a loss of billing privileges with Medicaid.

Signature: _____



Barbee Dental LLC

2757 Laurel Street

Ste 1

Columbia, SC 29204

Dear Patient,

We understand that things do happen, and you are not able to make it to your appointments. We would love to reappoint you without too much inconvenience.

Barbee Dental schedules many patients every day. We reserve time, personnel, and available Equipment for each patient. It is vital for us to keep scheduled appointments or have them canceled with proper notice so that another patient can be scheduled in that appointment time.

At Barbee Dental, we have found it necessary to implement a “no-show Policy”. A “no-show” is when an appointment has been scheduled, and a patient fails to cancel the appointment with proper notice or is not in attendance for the appointment. A 24-hour cancellation notice is required prior to a scheduled appointment.

The following will be applied in instances when a “no-show” appointment occurs:

- **After the second and subsequent “no-show” appointment, with in a 12-month period, the patient will be assessed a \$45 “no-show” appointment fee for this missed/broken appointment.**
- **Extenuating circumstances including, but not limited to, an unexpected personal tragedy or severe weather will be taken into consideration, prior to assessing a fee.**
- **We value our patients and hate to see them go, but 3 or more “no-show” appointments in a 12 month period can result in being discharges from Barbee Dental LLC.**

We value you as a patient, and hope that we can continue to partner with you to provide you with excellent care. If you have any questions regarding this policy, please feel free to give us a call.

Thank you

Dr. Chelsey Barbee DDS

EFFECTIVE SEPTEMBER 1, 2016

(PATIENT COPY)

NEW APPOINTMENT CANCELLATION POLICY IS AS FOLLOWS:

ANY CONFIRMED APPOINTMENT THAT IS CANCELLED WITHOUT 24 HOUR NOTICE WILL BE CHARGED A \$45 CANCELLATION FEE.

THIS RULE ALSO APPLIES TO NO SHOW'S.

THIS AMOUNT HAS TO BE PAID BEFORE RESCHEDULING OR BEING SEEN ON YOUR NEXT VISIT.

ANY CHANGES MADE TO APPOINTMENTS SHOULD BE DONE VIA PHONE.

VOICEMAILS ARE NOT ACCEPTED.

THANK YOU AGAIN FOR YOUR CONTINUED PATRONAGE.



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