

FINANCIAL POLICY & INFORMATION REGARDING PAYMENT OF ACCOUNTS

- All medical aids have only a limited amount available per annum for orthodontic treatment.
- Before you decide to go ahead with orthodontic treatment you need to confirm with your medical aid what the available funds for orthodontic treatment are.
- After the clinical records (x-rays, photos & study casts) are taken we usually send the information needed by your medical aid to obtain prior authorisation to them on your behalf. (excluding funds administrated by Discovery)
- It is, however, your responsibility to contact your medical aid to ensure that you receive **written authorisation** before orthodontic treatment can commence.
- Please supply us with a copy of the written authorisation for our records.
- The cost of orthodontic treatment consists of the following: **1) Cost of records** (before active treatment begins), **2) Cost of treatment** (active treatment) and **3) Cost of retention appliances and final records** (after removal of braces).
- The amount payable for the consultation and records must be paid in full before active orthodontic treatment can commence.
- The cost of treatment is divided into an initial fee, followed by equal **monthly payments**. The monthly payments can vary between 6-24 months, depending on the type of treatment.
- Your portion of the initial fee is payable on or before the day treatment is started.
- The monthly payments are not a reflection of the number of visits, but only a way to facilitate the payment of orthodontic treatment.
- This practice **does not send accounts to your medical aid**, only to you.
- **It is your responsibility to send the account to your medical aid as soon as you have received it. This will prevent delays in the payment of your account.**
- Payment of the account remains your responsibility and if your medical aid does not pay for whatever reason, you have to pay the outstanding amount to us directly.
- **Payment of accounts is strictly 30 days.**
- **Accounts outstanding for 90 days will automatically be handed over for bad debt collection.**
- A fixed amount is quoted for the active orthodontic treatment. Should the treatment take longer than the quotation period, no additional monthly payments are charged.
- It may also happen that the treatment is completed in a shorter time than the quotation period, in which case the remaining monthly payments are still charged for the full quotation period. The full cost of treatment must still be paid.