

Daniel J. Gasperini, D.D.S.  
29 Fox Street  
Suite 301  
Poughkeepsie, NY 12601  
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(845) 471-2311

Patient guide/office policy:

**Hours:**

Our hours of operation are Tuesday 5:30 PM-8:30 PM and Thursday 5:30 PM-8:30 PM. We are also open 2 Saturdays per month from 8:00 AM-4:00 PM.

Upon special request or emergency, patients may be seen Monday/Wednesday/Friday after 5:30.

**Calling to make appointments:**

Appointments may be made by calling during hours of operation. If you call during posted hours and no one answers please leave a message on the machine, your call will be returned in a prompt manner.

**Missed appointments:**

Please give 24 hours notice if you cannot keep your appointment. From time to time things come up that require a short notice cancellation of an appointment and we understand this. However, if this becomes a frequent issue a \$25.00 missed appointment fee will be assessed.

**Reminder of appointments:**

Appointment confirmation calls are made one to two days prior to your appointment. If no one answers, a message will be left on your answering machine/voicemail. A return call is not necessary.

**Recall Reminders (cleaning/exam):**

We do not send out cleaning reminder post cards. Instead you will receive a call one month prior to your recall due date. We will only call once and leave one message. You can then call back at your convenience to arrange your cleaning/exam appointment.

**Dental emergency:**

If you are experiencing a dental emergency (a painful tooth, swelling, a dislodged crown and a big event coming up etc.) please call the office number first at (845) 471-2311. An emergency number is given in the message on the answering machine. Please listen carefully as this number changes from time to time. This

number goes right to Dr. Gasperini's personal cell phone. Your call will not be picked up right away when calling the emergency number. Please leave a detailed message and Dr. Gasperini will get back to you within one hour.

**Insurance:**

A current list of our participating insurances can be found on the website. Please keep in mind we do not participate with any HMO or Medicaid programs. It is your responsibility to know what insurance you have, make sure it is active and to be aware of its maximums, deductibles and co-pay percentages. This information can be found out by calling your insurance company.

**Pre-determinations:**

When utilizing insurance for larger procedures such as a crown or a denture, a pre-determination must be sent. This assures us that the future claim will not be denied and that sufficient insurance funds remain to cover the claim. The procedure will not begin prior to receiving this predetermination. This may take anywhere from 3-6 weeks. Please be patient.

**Billing of co-insurance/co-pays:**

If we are a participating provider with your insurance company we will always bill the insurance first. After we receive payment from your insurance we will bill you the co-pay/co-insurance due, if any. This billed amount will be the same as on the explanation of benefits (EOB) form you will get from your insurance company. The EOB explains what procedures took place during your appointment, what the insurance covered and what your responsibility is. Keep in mind the EOB is not a bill; you will receive your bill from us directly.

If you have insurance but we do not participate with it, payment will be expected the day services are provided. We will then, as a courtesy, submit to your insurance a claim form so you can get reimbursed from your insurance company directly. Please keep in mind that some insurance companies will not reimburse you for seeing an out of network provider. It is your responsibility to make sure that out of network visits are allowed.

**Payment Plans:**

If you have a payment plan set up with Dr. Gasperini, you will not receive a monthly bill in the mail. It is your responsibility to pay your monthly payment in a timely manner as outlined in your signed agreement.

**Patient Balance/Billing:**

Once per month billing statements will be sent. Payments may be made by debit or credit card over the phone, by mail via check or money order, or in person during posted hours. Please remit payment within 30 days of the date posted on the billing statement.

If you cannot render payment due to financial difficulty or other circumstances please do not ignore the statement! Dr. Gasperini is very reasonable and will gladly work out a payment plan with you, please call to discuss your issues.

**Delinquent payment:**

A finance fee of \$5.00 will be added each 30 days that payment is delinquent. After 90 days of non-payment your past due balance will be sent to a collection agency and any further matters regarding your bill will be dealt with through them.

**A note about cleanings and exams:**

Most insurance companies will only cover 2 exams and 2 cleanings per year. Some require a full 6 months to the day before an exam/cleaning can be done again.

If you are a patient of record this is not a problem since we have a record of your last cleaning and exam.

*If you are a new patient*, please make sure that you have not exceeded your insurance company's allowance for cleaning/exams for the year before making an appointment with us. Otherwise you may be responsible for paying for your cleaning/exam in full.

**Copies of radiographs and other records:**

Digital copies of radiographs and progress notes may be requested free of charge. The request must be made in writing and must include the recipient's email address. The request will also take one week to process. If paper copies are preferred a fee of \$1.50 will be assessed per page printed.