



## Member Terms & Conditions

- Smile Advantage is **NOT INSURANCE**, rather a savings plan offered by your dental office. This savings plan cannot be used in conjunction with dental insurance or other discounts. A member is NOT eligible to sign up if they have an ACTIVE insurance plan.
- This plan is only valid at the office with which you registered. Dental care from other providers or specialists is not included. Plan fees are subject to change.
- If you're a current patient enrolling in the Smile Advantage, your account MUST have a ZERO balance.
- The plan is not retroactive and will become effective on the date of enrollment.
- It is the member's responsibility to utilize the services included in this agreement within their plan year limit. Any unused benefits will not be carried over or refunded. The plan is non-transferrable.
- It is the patient's responsibility to inform the office in which you registered of changes in billing information due to expired credit/debit cards, etc. Expired cards are not a valid reason for non-payment. If we are unable to process a member's monthly credit card, the Smile Advantage Plan is VOID until payment is made. Any unused benefits during this time are relinquished. Scheduled future appointments will be cancelled and cannot be rescheduled until account is in good standing.
- The Smile Advantage Plan cannot be combined with any other payment plan options. In exchange for the care provided under this plan, the covered member agrees to pay all balances in full at the time of treatment. If treatment is not paid in FULL at the time of service, any discount is void.
- The member has the right to opt out of the plan for a full refund within 30 days of enrollment as long as treatment has not started. If ANY treatment has been performed or if 30 days from enrollment have lapsed, NO refund will be given. The member will be responsible for paying the remaining balance regardless of services rendered.
- Services are based upon a plan year. The full membership dues or first payment plus processing fees are due on the date of enrollment and eligibility will begin at that time remaining active for one year. All future payments will be processed on the first of each month thereafter. There are no waiting periods. Your membership will be renewed at the end of each plan year with the card on file unless 30 days notice is given. Not applicable if patients are paying yearly for membership and paying in the office by cash or check.
- Cancellation fees will be applied for broken or missed appointment according to the office's cancellation policy.
- Basic plans are designed for patients who do not have infection present in the mouth. If periodontal infection is present, or there is a history of periodontal disease, a supplemental periodontal plan may be required, as additional visits and treatment are required. This supplemental plan includes the additional periodontal maintenance cleanings within the plan year.
- Any variations or additional conditions applicable to the office in which you registered will be made available to you.
- Please speak with you Smile Advantage participating offices if you have any additional questions.