

# Willamette Dental Group Plan Questions & Answers

## Can I sign up for the Willamette Dental Group plan and still go to my own dentist?

To receive the excellent benefits of your Willamette Dental Group plan, you must receive care from a Willamette Dental Group dentist or specialist. Your coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental Group dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.

## Can I choose one primary care dentist to coordinate my care?

We encourage you to establish a long-term relationship with a primary Willamette Dental Group dentist. As a patient, you will work with a consistent team of dental providers, including your dentist, hygienist and dental assistant, to achieve your best oral health. You are free to select your Willamette Dental Group dentist and whichever location is best for you.

## How do I schedule an appointment?

To schedule an appointment that meets your scheduling needs, please call our Appointment Center toll free at:

**1.855.4DENTAL (1-855-433-6825)**

### Appointment Center Hours:

Monday – Friday . . . . . 7 a.m. to 6 p.m. PST

Saturday . . . . . 7 a.m. to 4 p.m. PST

The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment. Our goal is to get you in within days or weeks to fit your lifestyle.

All of Willamette Dental Group's 50+ office locations offer every appointment type every day so you can be seen when it fits your schedule and needs.

## What if I need services from a specialist? How is that covered?

Willamette Dental Group employs our own specialists and, in some cases, refers to outside specialists. Your copayments would remain the same for both.

## What can I expect at my first visit?

During your first visit to our office, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Your dentist will develop a Proactive Dental Care Plan based upon your immediate needs, current dental health and long-term oral health goals. This individual plan will include recommendations for cleanings, restorations and preventive treatments. Most patients will receive a cleaning at their first visit, based on the assessment and recommendation from your dentist.

## Do office visit charges apply each time that I have an appointment?

The office visit copayment, found in your Summary of Benefits, applies to all visits including orthodontia. The office visit copayment is in addition to other copayments that you may accrue. At the end of your office visit, you will receive a Statement of Services that will clearly show you the cost savings that you receive by being a member of your Willamette Dental Group insurance plan in comparison with standard dental fees. Payments may be made in cash, personal check or credit card. All payments should be made at the time of service.

## Why would I only get one cleaning per year?

Short answer: because you have great oral health! The truth is that the benefit of a cleaning only lasts about 24 hours. (Hint: it's the brushing and flossing in between cleaning that makes a huge difference.) But everyone is unique. If you're at high risk for gum disease, your dentist may recommend a cleaning as often as once every three months. If you have great oral health, scientific studies show that one cleaning per year is optimal for you. It comes down to an assessment of your specific needs.



**Does Willamette Dental Group accept other insurance if I have dual coverage?**

Willamette Dental Group can bill another carrier if you have coverage under another dental plan. Simply provide this plan information to the Appointment Center or the dental office. You will need to see a Willamette Dental Group provider for services to be covered under the Willamette Dental Group plan.

**What if I have a dental emergency?**

Willamette Dental Group provides emergency dental care during regular office hours. If you have a dental emergency, you should call the Appointment Center toll free at (855) 433-6825. If necessary, you will be scheduled to see a dentist within approximately 24 hours. After-hours and on weekends, a dentist is available for dental emergency consultation over the telephone, at no cost.

**What if I have a dental emergency while I'm out of town?**

If you are traveling 50 miles or more from a Willamette Dental Group office, you may obtain emergency treatment from any licensed dentist. Emergency dental treatment may be eligible for reimbursement up to the amount stated in your Certificate of Coverage. Upon returning home, contact our Member Services Department for reimbursement.

**What happens if I change offices?**

Willamette Dental Group plan enrollees have the freedom to receive dental care at a Willamette Dental Group office location of their choice. To change offices and/or dentists, please call our Appointment Center toll free at (855) 433-6825. Please be aware that changing your dentist may result in a treatment delay.

**What kind of training & experience do your dentists have?**

All of our dentists meet our high standards for professional qualifications, licenses, endorsements, and certifications. Most have years of experience, and every dentist participates in our Quality Assurance Program that includes regular peer reviews to ensure optimal care. We actively promote professional

development to continually enhance the capabilities of all Willamette Dental Group providers.

**How do I change an appointment?**

If you need to reschedule or cancel an appointment, please call our Appointment Center at (855) 433-6825 as soon as possible. Your provider may charge a missed appointment fee for any appointment that you miss without a minimum of 24 hours prior notice.

**Can I get major work done right away?**

Our practice philosophy is to first diagnose and treat urgent conditions that pose an immediate threat to your oral health. The next priority is prevention; controlling the disease process. It is important that you be an active partner in maintaining good oral health to ensure the long-term success of the major restorative work you receive. Major restorative work is performed when your Willamette Dental Group dentist determines your teeth and supporting structures are stabilized, and when you have demonstrated a commitment to maintaining your oral health. This is the best way to ensure the long-term success of whatever major restorative work that you may need.

**Is orthodontia available at every office?**

Specialty services, including orthodontia are generally available on a regional basis. To find out where specialty services are available in your area, simply contact our Appointment Center toll free at (855) 433-6825.

**Who do I call for more information?**

Please direct questions about your dental plan or service to the Willamette Dental Group Member Services Department:

Monday – Friday ..... 8 a.m. to 5 p.m. PST  
Phone ..... 1.855.4DENTAL (433-6825)  
E-mail ..... memberservices@willamettedental.com

Find us online at  
**willamettedental.com**

