

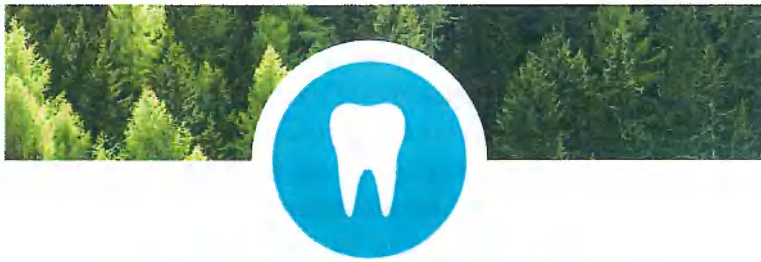


## Selecting a dental plan can be simple.

It's not easy to navigate the maze of health insurance possibilities to make sure you're getting the best care possible within a reasonable budget.

## That's where we come in.

Willamette Dental Group is unique – just like you. We believe insurance should be simple and dental care should be easy to understand. That's why we keep things straightforward and effortless.



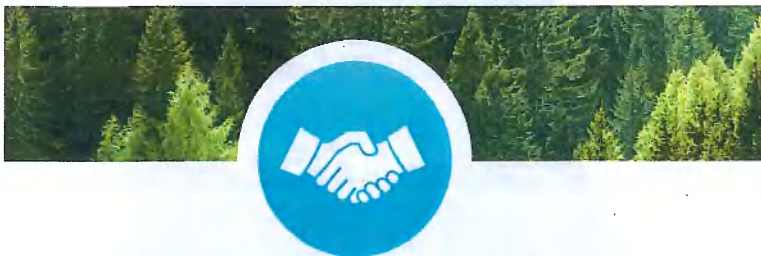
## More Than Just Insurance

Willamette Dental Group is more than just an insurance plan — it's an entire dental care plan. As an exclusive provider organization, all plan members are patients at our dental practice. This allows us to focus on keeping you healthy instead of billing an insurance company for services.



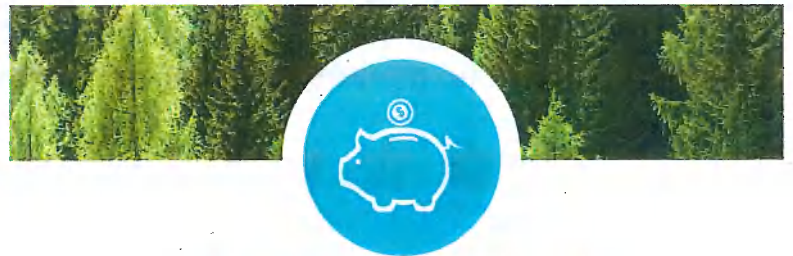
## Quality You Can See

We employ and keep only the top quality dental providers so you can be sure you are receiving the best care possible. Our doctors aren't paid by the number of crowns they perform. Instead they're rewarded by improving your health, getting you timely appointments and making you happy.



## Treatment That's Focused On You

We practice evidence-based dentistry focused on preventive treatment and we partner with you to promote healthy habits. You'll always receive a thorough evaluation, diagnosis and treatment plan tailored to your unique needs.



## Simple Benefits That Bring You Value

With no maximums\*, no deductibles and predictable copays for all covered services, you can plan for your care and treatments rather than being surprised by a bill based on unknown fees and percentages after the fact.

# Convenient, Compassionate Care



## 50+ Dental Offices

With more than 50 dental offices throughout Oregon, Washington and Idaho, it's likely we have an office near you. Office information including address and directions is available on our website at [willamettedental.com](http://willamettedental.com).



## Multi-Specialty Care

We employ a variety of dental specialists including general dentists, orthodontists, periodontists, endodontists, and oral surgeons — providing full-spectrum dental care for you and your family.



## Extended Office Hours

Most of our dental offices are open Monday through Friday from 7AM to 6PM and rotating Saturdays on a regional basis so you don't have to worry about fitting appointments into your busy schedule.



## Dental Emergencies

In the unfortunate event of a dental emergency, in-person appointments are available during regular office hours same day or next day and on-call providers are available for phone consultations when offices are closed.



## Orthodontics for All Ages

Orthodontic benefits are included for both adults & children. With no waiting period and no lifetime maximum, your orthodontic care is covered with one low comprehensive copay at the start of treatment and an office visit copay for each visit during treatment. All orthodontic treatment is provided by licensed orthodontists at Willamette Dental Group offices.



## Easy Appointments

We strive to be as flexible as possible with our appointment availability to meet your lifestyle and preferences. Most appointments are scheduled by our local scheduling team but individual offices can be reached for any questions or follow-up that you may need. To schedule an appointment, call 1.855.433.6825.

[willamettedental.com](http://willamettedental.com)

Visit our website at for up-to-date information about our dental offices and providers, including address, directions, hours and patient ratings & comments.



## Questions?

Contact our Member Services representatives to answer any question that you may have about your dental plan or service: 1.855.433.6825 or [memberservices@willamettedental.com](mailto:memberservices@willamettedental.com)



Willamette Dental Group insurance plans are underwritten by Willamette Dental Insurance, Inc. in Oregon; by Willamette Dental of Washington, Inc. in Washington; and by Willamette Dental of Idaho, Inc. in Idaho. Dental services provided by Willamette Dental Group, P.C. 6950 NE Campus Way, Hillsboro, Oregon 97124



# FREQUENTLY ASKED QUESTIONS

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

To receive the excellent benefits shown in your Summary of Benefits for your Willamette Dental Group plan, you should 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 the dentist and office I go to?

You are free to select whichever Willamette Dental Group dentist and location is best for you. Provider and office profiles including patient ratings and comments are available on our website at [willamettedental.com](http://willamettedental.com).

We encourage you to establish a long-term partnership with a primary Willamette Dental Group dentist. As a patient, you'll work with a consistent team of dental providers, including your dentist, hygienist and dental assistant, to achieve your best oral health.

## How do I schedule an appointment?

To schedule an appointment, please call our local scheduling team at:

Toll Free: 1.855.4DENTAL (1-855-433-6825)

*Appointment Center Hours:*

Monday – Friday: 7 a.m. to 6 p.m. PT

Saturday: 7 a.m. to 4 p.m. PT

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

## How do I change or cancel an appointment?

Please call the Willamette Dental Group Appointment Center as soon as your plans change to reschedule your dental appointment. If you cancel with less than 24 hours notice, a missed appointment fee will be charged. By giving us advance notice, the provider can try to schedule another patient for that time.

## What are your dental office hours?

Most Willamette Dental Group offices are open Monday through Friday from 7 a.m. to 6 p.m. and rotating Saturdays on a regional basis.

## What happens if I change offices?

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 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 same day or next day. After-hours, 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 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.

## **Do office visit charges apply each time 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'll 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. This statement is accepted by many FSA administrators as proof of expenses for claims.

Payments may be made in cash, personal check or credit card.

## **What can I expect at my first visit?**

During your first visit to our office, you'll receive a thorough dental examination that includes X-rays, teeth cleaning 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 customized treatment plan will include your diagnoses and recommendations for cleaning frequency, restorations and preventive treatments.

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

Each patient's cleaning frequency is customized to their individual risk levels and needs. 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. The Willamette Dental Group plan will cover as many cleanings as your dentist prescribes.

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

Our treatment philosophy is to first diagnose and treat urgent conditions that pose an immediate threat to your oral health. The next priority is prevention and controlling the disease process. It's important that you be an active partner in maintaining good oral health to maintain or regain a healthy mouth for a lifetime of smiles. 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.

## **What happens if I have dual coverage?**

We will work with your other plan to coordinate your benefits. As a courtesy to you, Willamette Dental Group can bill your other dental plan. Simply provide this plan information when you are scheduling your appointment. You will need to select a Willamette Dental Group provider to receive the benefits shown in your Summary of Benefits for the Willamette Dental Group plan.

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

Willamette Dental Group has a full staff of member service representatives who will answer any question that you may have about your dental plan or service.

Please reach us:

Toll Free: 1.855.4DENTAL (1-855-433-6825)

Monday – Friday: 8 a.m. – 5 p.m. PT

E-mail: [memberservices@willamettedental.com](mailto:memberservices@willamettedental.com)

# Offices & Specialty Services



Visit our website at [willamettedental.com](http://willamettedental.com)

for up-to-date information about our dental offices and providers,  
including addresses, directions, hours and patient ratings and comments.

## Idaho Offices

**Boise**  
8950 West Emerald Street, Ste 108  
Boise, ID 83704

General Dentistry

**Coeur d'Alene**  
943 West Ironwood Dr, Ste 200  
Coeur d'Alene, ID 83814

General Dentistry  
Orthodontics

**Idaho Falls**  
2860 Valencia Drive, Ste 100  
Idaho Falls, ID 83404

General Dentistry  
Orthodontics

**Meridian**  
1075 S Wells Street  
Meridian, ID 83642

General Dentistry  
Endodontics  
Oral Surgery  
Orthodontics

**Twin Falls**  
452 Cheney Drive West, Ste 150  
Twin Falls, ID 83301

General Dentistry  
Orthodontics

## Washington Offices

**Bellevue**  
626 120th Avenue NE, Ste B210  
Bellevue, WA 98005

General Dentistry  
Orthodontics

**Bellingham**  
4164 Meridian Street  
Bellingham, WA 98226

General Dentistry  
Orthodontics

**Everett**  
4310 Colby Street  
Everett, WA 98203

General Dentistry  
Endodontics  
Orthodontics

**Federal Way**  
181 South 333rd Street, Ste 100  
Federal Way, WA 98003

General Dentistry

**Kent**  
510 Washington Ave N  
Kent, WA 98032

General Dentistry  
Orthodontics

**Longview**  
1461 Broadway Street, Ste A  
Longview, WA 98632

General Dentistry  
Orthodontics

**Lynnwood**  
6101 200th Street SW, Ste 201  
Lynnwood, WA 98036

General Dentistry

**Olympia**  
3773-C Martin Way East, Ste 105  
Olympia, WA 98506

General Dentistry  
Oral Surgery  
Periodontics

**Pullman**  
1646 South Grand Avenue  
Pullman, WA 99163

General Dentistry  
Orthodontics

**Puyallup**  
702 South Hill Park Drive  
Puyallup, WA 98373

General Dentistry  
Orthodontics

**Richland**  
1426 Fowler Street  
Richland, WA 99352

General Dentistry  
Endodontics  
Orthodontics  
Periodontics

**Seattle**  
133 Dexter Ave North  
Seattle, WA 98109

General Dentistry

**Seattle - Northgate**  
2111 North Northgate Way, Ste 100  
Seattle, WA 98133

General Dentistry

**Seattle - Northgate Specialty**  
11011 Meridian Ave N, Ste 104  
Seattle, WA 98133

General Dentistry  
Endodontics  
Oral Surgery  
Orthodontics  
Periodontics

**Silverdale**  
3505 NW Anderson Hill Road  
Silverdale, WA 98383

General Dentistry  
Orthodontics

**Spokane - Northpointe**  
9717 North Nevada  
Spokane, WA 99218

General Dentistry

**Spokane Valley**  
9019 E. Mission Avenue  
Spokane, WA 99212

General Dentistry  
Endodontics  
Orthodontics

For Appointments or Customer Service, please call 1.855.4DENTAL (1.855.433.6825)

# Offices & Specialty Services



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for up-to-date information about our dental offices and providers, including addresses, directions, hours and patient ratings and comments.

## Tacoma

3866 S. 74th Street  
Tacoma, WA 98406

General Dentistry  
Endodontics  
Oral Surgery  
Orthodontics  
Periodontics

## Tumwater

6120 Capitol Boulevard South  
Tumwater, WA 98501

General Dentistry  
Endodontics  
Orthodontics

## Vancouver – Hazel Dell

910 NE 82nd Street  
Vancouver, WA 98665

General Dentistry  
Orthodontics

## Vancouver – Mill Plain

9609 East Mill Plain Blvd  
Vancouver, WA 98664

General Dentistry

## Yakima

1200 Chesterly Drive, Ste 230  
Yakima, WA 98902

General Dentistry  
Orthodontics

## Oregon Offices

### Albany

2225 Pacific Boulevard SE, Ste 201  
Albany, OR 97321

General Dentistry

### Beaverton

4925 SW Griffith Drive  
Beaverton, OR 97005

General Dentistry  
Orthodontics  
Pediatric Dentistry

## Bend

62968 O.B. Riley Road  
Bend, OR 97703

General Dentistry  
Orthodontics

## Corvallis

2420 NW Professional Dr., Ste 150  
Corvallis, OR 97330

General Dentistry  
Orthodontics

## Eugene

2703 Delta Oaks Drive, Ste 300  
Eugene, OR 97408

General Dentistry  
Oral Surgery

## Grants Pass

2166 NW Vine Street, Ste H  
Grants Pass, OR 97526

General Dentistry

## Gresham

1107 NE Burnside Road  
Gresham, OR 97030

General Dentistry

## Hillsboro

5935 SE Alexander Street  
Hillsboro, OR 97123

General Dentistry  
Dentures

## Lents

8931 SE Foster Rd,  
Portland, OR 97266

General Dentistry  
Endodontics  
Orthodontics  
Oral Surgery  
Periodontics

## Lincoln City

1105 SE Jetty Avenue, Ste B  
Lincoln City, OR 97367

General Dentistry

## Medford

773 Golf View Drive  
Medford, OR 97504

General Dentistry  
Dentures  
Orthodontics  
Periodontics

## Milwaukie

6902 SE Lake Road, Ste 200  
Milwaukie, OR 97267

General Dentistry  
Dentures

## Portland – Jefferson

1933 SW Jefferson Street  
Portland, OR 97201

General Dentistry  
Dentures  
Orthodontics

## Portland – Stark Specialty

405 SE 133rd  
Portland, OR 97233

Dentures  
Emergency Dentistry  
Pediatric Dentistry

## Portland – Stark Street

13255 SE Stark Street  
Portland, OR 97233

General Dentistry

## Portland – Weidler

220 NE Weidler  
Portland, OR 97232

General Dentistry

## Roseburg

2365 NW Stewart Parkway  
Roseburg, OR 97471

General Dentistry  
Orthodontics

## Salem – Lancaster

3490 Lancaster Drive NE  
Salem, OR 97305

General Dentistry  
Orthodontics

## Salem – Liberty

142 Pembroke St SE  
Salem, OR 97302

General Dentistry

## Springfield

2510 Game Farm Road  
Springfield, OR 97477

General Dentistry  
Orthodontics  
Periodontics

## Tigard

7095 SW Gonzaga Street  
Tigard, OR 97223

General Dentistry  
Dentures  
Endodontics  
Oral Surgery  
Periodontics

## Tillamook

805 Ivy Avenue, Ste B  
Tillamook, OR 97141

General Dentistry

## Tualatin

17130 SW Upper Boones Ferry Rd  
Durham, OR 97224

General Dentistry

For Appointments or Customer Service, please call 1.855.4DENTAL (1.855.433.6825)