



Willamette
Dental Group

NEW GROUP WELCOME KIT

CONTACT LIST

ACCOUNT MANAGER

Kim Bolden

kbolden@willamettedental.com

360.790.5618

PATIENT INQUIRIES

Member Services

memberservices@willamettedental.com

1.855.433.6825, Option 2

BILLING & ELIGIBILITY

Insurance Operations

wd.insurancelist@willamettedental.com

1.855.433.6825, Option 4

Fax: 503.952.2679

PATIENT FINANCIAL INQUIRIES

Patient Financial Services

financialservices@willamettedental.com

1.855.433.6825, Option 3

Willamette Dental Insurance, Inc.

6950 NE Campus Way, Hillsboro, OR 97124

willamettedental.com

GROUP ADMINISTRATOR FAQ

WHERE DO I MAIL MY PAYMENT?

Payments should be sent to:
Willamette Dental Insurance, Inc.
ATTN: Insurance Department
6950 NE Campus Way
Hillsboro, OR 97124

HOW DO I PROCESS ENROLLMENT CHANGES?

New enrollments, terminations, and other enrollment changes are processed by our Insurance Department. The initial enrollment forms will be accepted by your Account Manager to facilitate the new account set up. Once initial enrollment is complete, we encourage you to send all enrollment forms, including new enrollment, terminations, address and name changes, and other member changes to our Insurance Department via e-mail or fax. Our experienced team will review and process your requests. Please rest assured that your requests will be processed within 5 business days.

Please contact the Insurance Department at:
 Email: wd.insurancelist@willamettedental.com
 Fax: **503.952.2679**

Overage dependents are not automatically disenrolled from the Willamette Dental plan. It is the employer's responsibility to notify us to terminate the coverage for a dependent that is aging off the plan.

For urgent issues or a member concern that needs research, your Account Manager is available to help and is prepared to serve as a resource to you for any questions or supplies needed throughout the year.

WHEN WILL WELCOME LETTERS ARRIVE?

Please expect new member welcome letters to arrive within 10 business days of enrollment. Patient verification in our offices is simple; name and date of birth are all that we require (so no need for a membership card!).

WHAT IS THE BILLING PROCESS?

Enrollments and changes must be received by the 20th of the month to activate for the next month. Any changes received after the 20th will be reflected the first of the following month as an adjustment. Bills generate each month on the 25th; please expect to receive your bill by month's end. Your payment will be reflected on your next bill if it is received no later than the 20th.

WHAT IF AN EMPLOYEE COMES TO ME WITH A SERVICE ISSUE?

In the unlikely event an employee doesn't have their best dental experience yet, we'd love the opportunity to make it right. Please contact your Account Manager who will serve as the point of contact to facilitate a resolution. When gathering information about an employee concern, it is helpful if you can provide us with the patient's name and office location they visited. We will first connect the patient with the Practice Manager of the office where treatment was provided. Each of our offices has a Practice Manager whose role is to ensure that concerns are addressed and patients are provided with excellent customer service. Due to health privacy regulations, we are unable to share specific details of the resolution unless the patient signs an information release form.

HOW CAN I GET TO KNOW WILLAMETTE DENTAL BETTER AND BE A RESOURCE TO MY EMPLOYEES?

- Request an Online Presentation for your employees from your Account Manager
- Visit willamettedental.com
- Schedule an office tour
- Meet with your Account Manager
- Visit our website at willamettedental.com/insurance to view and share our online Enrollment Video
- Request literature that addresses your specific needs

WHY MIGHT A PATIENT ONLY GET ONE CLEANING PER YEAR?

Short answer: because they 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 cleanings that makes a huge difference.) Treatment is tailored off of the needs of each patient. Some patients will need more frequent cleanings, while others with excellent home care and healthy gums may only need a cleaning once a year. Visit our website for more information.

ADDITIONAL QUESTIONS?

Call: Kim Bolden
360.790.5618

QUICK REFERENCE GUIDE

APPOINTMENT CENTER

- 1-855-4DENTAL (1-855-433-6825), Option 1 takes calls for all offices. Patients can ask to speak directly to any specific office through that number.
- Willamette Dental Group makes reminder phone calls after appointments are scheduled. We also send “recall” messages via email, text or phone reminding patients to schedule their next appointments.
- Appointment Center located in Vancouver, WA
- Hours: Mon - Fri 7am - 5:30pm, Sat 7am - 1pm (Pacific Time)

OFFICE LOCATIONS

- Nearly 50 convenient locations throughout OR, WA and ID
- Extended Office hours: Mon - Fri 7am - 5:30pm with select Saturdays
- Directions available on our website, willamettedental.com

PROVIDERS

- Patients establish a primary dentist at their first appointment but can always switch.
- Provider profiles available on website with photos, where they went to school, experience, and hobbies.
- Our dentists are employees, not paid per service performed, but compensated through salary and the results of practicing Evidence-Based Dentistry, appointment availability and great patient satisfaction scores.
- Specialty care is available at specific offices; have orthodontics, oral surgery, endodontics, periodontics and pediatric dentists within our group.

OUT-OF-POCKET EXPENSES

- General office visit fee — due at each general office visit, including ortho.
- Specialty office visit — \$30 only applies to endo, perio, or oral surgeon. Not to pediatric or ortho.
- Out-of-Area Emergency for pain, bleeding, swelling, etc. will reimburse up to plan-specified amount — out of area is defined as 50+ miles away from our offices in Oregon, Washington or Idaho.
- Patients can go to any Willamette Dental Group office (OR/WA/ID) regardless of home state and pay their plan copays.
- Ortho — no age limit, \$150 pre-ortho applied to full ortho copay if banded
- External referrals — coordinated external referrals have same copays as your Willamette Dental plan.
- Fillings — all amalgam fillings and composite fillings are covered with Willamette Dental plan copay.

FIRST APPOINTMENT

- Exam, X-rays, & Cleaning
- Proactive Dental Care Plan with risk assessment results for tooth decay & gum disease

CLEANINGS

- Based on individual needs of patient
- Range from 1 – 4 per year depending on patient’s oral health, risk factors, etc. Not limited to every 6 months/2 per year.



Willamette Dental Group

WELCOME!

Take advantage of your new dental benefits.



VISIT WILLAMETTEDENTAL.COM

Explore our website to find information about our locations, provider profiles and patient reviews.



SCHEDULE YOUR APPOINTMENT

Call to schedule your new patient appointment at **1.855.433.6825**. Appointments are available within days or weeks – we can't wait to meet you!



REVIEW YOUR BENEFITS

With no maximum*, no deductible and predictable copays – your benefits are simple and easy to understand. Contact your plan administrator for a summary of your benefits.



ENJOY YOUR PERSONALIZED, PROACTIVE DENTAL CARE!

We have your best interest at heart and we want your teeth to last a lifetime. By delivering preventive dental care focused on promoting long term health – all of this is possible.

NO ID CARD NEEDED!

All of your information is securely stored in the Willamette Dental system so all we need is your name and date of birth.

APPOINTMENTS OR EMERGENCIES

855.433.6825, Option 1

Mon - Fri: 7am to 5:30pm PT, Sat: 7am to 1pm PT

For Dental Emergencies

Call 24 hrs/7 days a week

QUESTIONS ABOUT YOUR BENEFITS?

Contact Member Services at **855.433.6825, Option 2** or memberservices@willamettedental.com

Member Services Hours

Mon - Fri: 8am to 5pm PT

*Benefits for TMJ, implant surgery, and orthognathic surgery have a benefit maximum, if covered.



Willamette Dental Group

DENTAL CARE + INSURANCE
TOGETHER AND SIMPLIFIED

Plans in Oregon underwritten by Willamette Dental Insurance, Inc.,
plans in Washington underwritten by Willamette Dental of Washington,
Inc., and plans in Idaho underwritten by Willamette Dental of Idaho, Inc.
011-WDG(1/23)

KEY PLAN FEATURES

- Predictable out of pocket costs with no annual maximums*, no deductibles, and no waiting periods
- Benefits and services are provided at Willamette Dental Group offices
- Easy appointment scheduling - just call 1.855.433.6825
- Extended hours: Monday - Friday 7am - 5:30pm and rotating Saturdays regionally
- Emergency services available in-person in 48 hours or less and on-call 24/7
- Translation services available at all member touchpoints, scheduling and chairside
- All dental specialty services available, including orthodontics for all ages
- No ID cards issued — all information is securely stored with your health record

SIMPLE, RELIABLE INSURANCE

Willamette Dental believes insurance should be simple so we've eliminated the guessing game. We blend preventive dental care with broad insurance coverage, making it affordable, with no maximums*, deductibles or waiting periods, and predictable out of pocket costs.



WE'RE COMMITTED TO YOUR ORAL HEALTH

We practice evidence-based dentistry to end the disease-repair cycle by focusing on prevention. Based on the most recent evidence, our dentists offer treatment plans that customize all treatment to the need of each patient, including dental cleanings. Our insurance plans include coverage for as many cleanings as are prescribed, whether that's just one, or perhaps four cleanings, each year.

We want you to have a long-term partnership with our dental teams. You're free to select whichever Willamette Dental Group dentist and location is best for you. You'll work with a consistent dental team including your dentist, hygienist, and dental assistant.

*If covered by your plan, dental implant surgery, TMJ treatment, and orthognathic surgery are subject to benefit maximums.



QUALITY CARE FROM QUALITY PROVIDERS

With your Willamette Dental insurance plan, you have access to our top quality dental providers across all our convenient locations. Learn about all our offices and providers with easy to access profiles on our website, complete with unfiltered star ratings and comments from real patients.

Our general dentists aren't paid for the number of high priced procedures they perform. Instead, they're rewarded by improving your oral health, educating you on home care, making timely appointments available, and doing their best to make you happy with your experience.

nrc
HEALTH

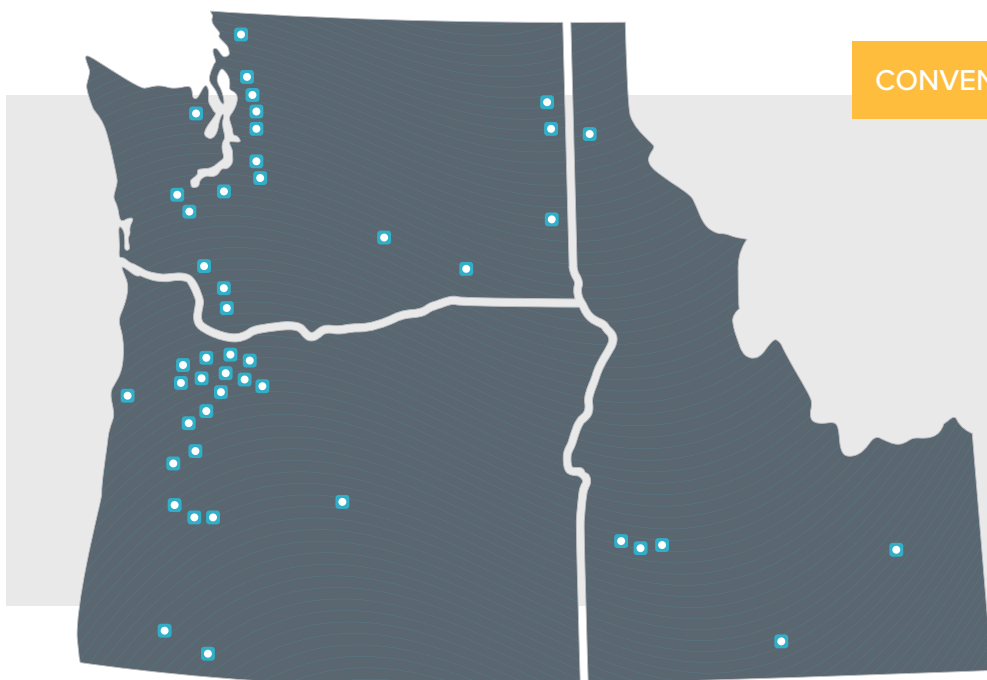


4.6 Average For All Offices

CONVENIENT NORTHWEST LOCATIONS



Visit locations.willamettedental.com
to view office and provider profiles.



APPOINTMENTS OR EMERGENCIES

1.855.433.6825

TTY: 711

Appointment Center Hours

Monday - Friday: 7am - 5:30pm PT

Saturday: 7am - 1pm PT

For Dental Emergencies

Call 24 hours / 7 days-a-week

No ID cards issued — all information is securely stored
with your health record

QUESTIONS?

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

Toll Free: 1.855.433.6825

Member Services Hours

Monday - Friday: 8am - 5pm PT

E-mail: memberservices@willamettedental.com

ABOUT WILLAMETTE DENTAL GROUP

For more than 50 years, it has been Willamette Dental
Group's mission to deliver our proactive preventive dental
care philosophy to our patients by focusing on promoting
long term oral health.

We commit to service excellence through a dedicated team
that exemplifies the following four core values: Health,
Compassion, Innovation, Integrity.



willamettedental.com

Dental Services Provided by: Willamette Dental Group, P.C.

Plans in Oregon underwritten by Willamette Dental Insurance, Inc., plans in Washington underwritten by
Willamette Dental of Washington, Inc., and plans in Idaho underwritten by Willamette Dental of Idaho, Inc.

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