



# Dental Blue Connect<sup>sm</sup>



A Blue Cross of Idaho Dental Plan serviced by the Willamette Dental Group, P.C.





# Important Features of Your Dental Plan

## Your Primary Care Dentist

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.

## Choosing Your Own Dentist

To receive the maximum benefits of your Dental Blue Connect plan, you must receive care from a Willamette Dental Group dentist or specialist. If your Willamette Dental Group dentist refers you to an outside dentist or specialist, your copayments remain the same as shown in your highlight sheet.

## Every Patient Gets a Personalized Dental Care Plan

After a scientific diagnosis, Willamette Dental Group customizes a treatment plan specific to you. After all, every person is unique and has unique circumstances. That's why your dental team first reviews your oral and overall health, then creates a plan just for you.

## Can Tooth Decay Be Reversed?

Actually, yes! Tooth decay begins below the surface of a tooth, while the surface stays strong. If the surface remains undamaged there is potential for the area of decay to re-mineralize without a filling. Your dentist can recommend a customized treatment plan, which may include fluoride, xylitol, proper diet and good oral hygiene.

## Can My Teeth Last a Lifetime?

Willamette Dental Group believes in proactive dental care. A little prevention today goes a long way. With proper care, your teeth are going to last the rest of your life.

Willamette Dental Group *has*  
*more than 50 offices located throughout the*  
*Pacific Northwest.*

### Idaho Locations

- Boise
- Coeur d'Alene
- Idaho Falls
- Meridian

### Oregon Locations

- Albany
- Beaverton
- Beaverton Specialty
- Bend
- Corvallis
- Downtown Portland
- Eastport
- Eugene
- Gateway Specialty
- Grants Pass
- Gresham
- Hillsboro
- Lincoln City
- Medford
- Milwaukie
- Roseburg
- Salem –  
Lancaster
- Salem – Liberty
- S.E. Stark
- Stark Specialty
- Springfield
- Tigard
- Tillamook
- Tualatin
- Weidler

### Washington Locations

- Bellevue
- Bellingham
- Everett
- Federal Way
- Kent
- Lakewood
- Longview
- Lynnwood
- Northgate
- Northgate Specialty
- Olympia
- Pullman
- Puyallup
- Renton
- Richland
- Seattle
- Silverdale
- Spokane –  
Northpointe
- Spokane –  
South Hill
- Tacoma
- Tumwater
- Vancouver –  
Hazel Dell
- Vancouver –  
Mill Plain
- Yakima

## Are “evidence-based” and “proactive” dental care the same thing?

“Proactive” care means Willamette Dental Group focuses on preventing disease rather than treating it surgically by practicing “evidence-based” dentistry. A dentist will evaluate your specific circumstances scientifically then create a treatment plan tailored to you.

## What do you mean by “personalized dental care plan?”

During your first visit, your dentist will partner with you to create a personalized dental care plan, prioritizing the things you need to do to improve and sustain good oral health, and the professional treatments your dentist will perform. It is an overarching plan that will stay with you and evolve over time to meet your changing circumstances.

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

Short answer: because you have great oral health! The truth is the benefit of a cleaning only lasts about 24 hours. (Hint: It’s the brushing and flossing between cleanings that makes a huge difference.)

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. It comes down to an assessment of your specific needs.

## What are the alternatives to drilling and do they really work?

Drilling, because it’s so invasive, is a last resort. Remineralization is a process that helps teeth actually grow stronger so a lesion doesn’t turn into a cavity. Sealants are another great option to prevent the formation and spread of decay. It’s only in cases where less invasive treatment isn’t successful that your dentist may opt to drill.

## What are the things I can do as a patient to proactively improve oral health?

More important than any treatment you receive is your personal, daily efforts to improve your oral health. This includes brushing, flossing, good nutrition, quitting smoking, minimizing soda consumption, controlling your risk for diabetes and heart disease, and generally loving your mouth.

## What kind of training & experience do the Willamette Dental Group dentists have?

All Willamette Dental Group dentists meet high standards for professional qualifications, licenses, endorsements, and certifications. Most have years of experience, and every dentist participates in a Quality Assurance Program that includes regular peer reviews to ensure optimal care. Willamette Dental Group actively promotes professional development to continually enhance the capabilities of all Willamette Dental Group providers.

# Scheduling an Appointment

To schedule an appointment please call the Willamette Dental Group Appointment Center:

Toll Free..... 1.855.4DENTAL  
(433-6825)

## Appointment Center Hours:

Monday – Thursday .....7 a.m. to 8 p.m. PT

Friday .....7 a.m. to 6 p.m. PT

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

Wait-times for an appointment will vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment. Willamette Dental Group’s goal is to get you in as soon as possible.

All of Willamette Dental Group’s locations practice their simple scheduling method. Through this model, Willamette Dental Group can offer more appointment types everyday so you can visit when it fits your schedule and needs.

## What to Expect at Your First Visit

During your first visit, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Your dentist will develop a Personal Dental Care Plan based on 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 receive a cleaning at their first visit, based on the assessment and recommendation from the dentist.



## Office Visit Charges

An office visit copayment 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 clearly shows you the cost savings you receive by being a member of your Dental Blue Connect plan compared to standard dental fees.

Payments in cash, personal check or credit card are required at the time of service.

## Office Hours

Most Willamette Dental Group offices are open Monday through Friday and occasionally Saturday from 7 a.m. to 6 p.m. PT

## Out-of-town Dental Emergencies

If you must travel 50 miles or more to visit a Willamette Dental Group office, you can receive emergency treatment from any licensed dentist. Emergency dental treatment may be eligible for reimbursement up to the amount stated in your enrollee certificate. Upon returning home, contact Willamette Dental Group Member Services Department for your contractual reimbursement.

## Member Services

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. PT

Phone ..... 1.855.4DENTAL

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

# Orthodontic Benefits

## For the Entire Family

Benefits for orthodontic treatment are available as part of your Dental Blue Connect plan. Your orthodontic treatment benefits include a full consultation, X-rays, study models, case presentation, required appliances and follow-up treatment.

During the course of treatment, your providers will collaborate and perform as a clinical team to oversee your dental care.

Your Willamette Dental Group primary care dentist will refer you to a Willamette Dental Group orthodontist for a pre-orthodontic consultation. The Willamette Dental Group orthodontist will study the results of your examination, X-rays, and study models to develop a treatment plan. At the next appointment, the Willamette Dental Group orthodontist will present your treatment plan to realign your teeth and a cost and timeline estimate.

You are responsible for payment of the pre-orthodontic service copayments, a comprehensive orthodontic service copayment and office visit copayments.

Willamette Dental Group credits the non-refundable, pre-orthodontic service copayments toward the comprehensive orthodontic copayment if you proceed with treatment.

The comprehensive orthodontic service copayment is listed in your highlight sheet and determined by the extent of the treatment necessary. In some cases, the amount may be less than the amount listed in your highlight sheet. An office visit charge is applied for each visit.

Willamette Dental Group providers must provide all orthodontic treatments to receive benefits. If the coverage terminates prior to completion of orthodontic treatment, additional charges may apply. Please refer to your enrollment certificate for a complete description of benefits, exclusions, and limitations.

*Throughout treatment, Willamette Dental Group doctors perform as a clinical team to give you total dental care oversight.*

Orthodontic treatment is available to both **adults** and **children** on the Dental Blue Connect Plan. There are **no age restrictions** and **no waiting periods** before you can receive treatment.

# Value Added Implants

*Historically, bridges or dentures were the only options available to replace missing teeth. Because of modern advances in surgical techniques and materials, there is another option: dental implants.*

Dental implants can replace one tooth or several teeth. The dental implant is a small post of titanium metal surgically placed into the bone under your gums. A dental implant performs like the root of a natural tooth. During the healing process, the bone grows and fuses to the post to become a secure base to hold the replacement tooth or set of replacement teeth in place. Then, a crown, bridge or denture is attached to the titanium post. Because they are secured within your jawbone, dental implant restorations look, feel and function like your natural teeth.

Evidence shows that a dental implant is often the best solution to replace teeth because it provides several advantages over traditional tooth replacements. For example, when a tooth is lost, the supporting bone begins to deteriorate because it lacks stimulation from the jawbone. A dental implant prevents bone loss and the shrinkage of the gum tissue where the natural tooth is missing

because the implant fuses with the jawbone and stimulates the bone.

## Commencing Treatment

Dental implant restorations perform much like your natural teeth and offer performance and aesthetic advantages. Patients with healthy gums, good bone structure and excellent oral hygiene habits are usually good candidates for implant restoration treatment.

To determine if dental implants are right for you, call 1.855.4DENTAL to schedule the initial implant consultation with your Willamette Dental Group dentist. During this consultation, your dentist will determine whether you are a good candidate for dental implants. The treating Willamette Dental Group dentist reserves the right to determine the suitability of dental implant therapy.

**Value Added Implants are offered by Willamette Dental Group, P.C. This program is not insurance, and implants are not covered under your dental plan. Implants are provided at a reduced fee. You are responsible for all fees.**

## Surgical Offices

### OREGON

**Medford**  
773 Golf View Dr.  
Medford, OR 97504

**Portland**  
405 SE 133rd  
Portland, OR 97233

**Springfield**  
2510 Game Farm Road  
Springfield, OR 97477

**Tigard Multi-Specialty**  
7095 SW Gonzaga St.  
Tigard, OR 97223

### WASHINGTON

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

**Seattle – Northgate**  
11011 Meridian Ave. N., Ste 104  
Seattle, WA 98133

**Spokane – Northpointe**  
9717 N. Nevada  
Spokane, WA 99218

**Tacoma – West**  
Sixth Avenue Plaza Shopping Center  
5401 Sixth Avenue  
Tacoma, WA 98406

### IDAHO

**Boise**  
8950 W. Emerald St., Suite 108  
Boise, ID 83704

## Restorative Offices

### OREGON

**Medford**  
773 Golf View Dr.  
Medford, OR 97504

**SE Portland**  
405 SE 133rd  
Portland, OR 97233

**SW Portland**  
1933 SW Jefferson St.  
Portland, OR 97201

**Salem**  
4755 Liberty Rd. S  
Salem, OR 97302

**Springfield**  
2510 Game Farm Road  
Springfield, OR 97477

**Tigard Multi-Specialty**  
7095 SW Gonzaga St.  
Tigard, OR 97223

### WASHINGTON

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

**Seattle – Northgate**  
11011 Meridian Ave. N., Ste 104  
Seattle, WA 98133

**Spokane – Northpointe**  
9717 N. Nevada  
Spokane, WA 99218

**Tumwater**  
6120 Capitol Blvd. S.  
Tumwater, WA 98501

### IDAHO

**Boise**  
8950 W. Emerald St., Suite 108  
Boise, ID 83704

*For appointments,  
please call 1.855.4DENTAL (433.6825)*

# Value Added Products and Services

Willamette Dental Group has carefully selected dental care products that are available to you at most Willamette Dental Group offices. Willamette Dental Group only offers those products that are clinically proven to be the most effective at improving your oral health. Through special arrangements with manufacturers, Willamette Dental Group is able to sell these products to patients at discounted prices. Value added products are provided as a complement to service.

*The services listed below are not insurance.*

<h3>Prescription Medication</h3> <p>For your convenience, Willamette Dental Group offers:</p> <ul style="list-style-type: none"><li>• Antibiotics</li><li>• Pain management</li><li>• Anti-inflammatories</li></ul>	<h3>Teeth Whitening</h3> <p>A menu of whitening options to meet your needs:</p> <ul style="list-style-type: none"><li>• On the go! (10 days or less for full results)</li><li>• Take home custom trays (5–10 days for full results)</li><li>• In office (same day full results)</li><li>• Refills</li><li>• After Care</li></ul>
<h3>Power Tooth Brushes</h3> <p>Recommended for all ages &amp; levels of health:</p> <ul style="list-style-type: none"><li>• Removes significantly more plaque</li><li>• Encourages longer brushing</li><li>• Prevents gum recession</li></ul>	<h3>Decay, Sensitivity &amp; Dry Mouth</h3> <p>Strengthen, protect &amp; rebuild enamel:</p> <ul style="list-style-type: none"><li>• Xylitol — mints, gum mouthwash and toothpaste</li><li>• Fluoride — prescription strength toothpaste</li><li>• Remineralization products</li></ul>
<h3>Gingivitis &amp; Periodontal Disease</h3> <p>Helps remove harmful bacteria that cause gum disease:</p> <ul style="list-style-type: none"><li>• Antimicrobial rinses</li><li>• Power toothbrushes</li></ul>	

## EXCLUSIONS AND LIMITATIONS SECTION

In addition to the exclusions and limitations listed elsewhere in this Contract, the following exclusions and limitations apply to the entire Contract, unless otherwise specified.

### General Exclusions

There are no benefits for any of the following conditions, treatments, services, supplies, or for any direct complications or consequences thereof. There are no benefits for an excluded service or supply even if approved, prescribed, or recommended by a Provider.

- Procedures that are not included in the List of Covered Dental Services and Copayments; or that are not Medically Necessary for the care of a Member's dental condition; or that do not have uniform professional endorsement.
- Bridges, crowns, dentures or any prosthetic devices requiring multiple treatment dates or fittings if the prosthetic item is installed or delivered more than sixty (60) days after termination of coverage.
- Charges for services that were started prior to the Member's Effective Date. The following guidelines will be used to determine the date when a service is deemed to have been started:
  - For full dentures or partial dentures: on the date the final impression is taken.
  - For fixed bridges, crowns, inlays or onlays: on the date the teeth are first prepared.
  - For root canal therapy: on the later of the date the pulp chamber is opened or the date canals are explored to the apex.
  - For periodontal Surgery: on the date the Surgery is actually performed.
  - For all other services: on the date the service is performed.
  - For orthodontic services, if benefits are available under this Contract: on the date any bands or other appliances are first inserted.
- Dental Implants, including attachment devices and their maintenance.
- Endodontic services, prosthetic services, and Dental Implants that were provided prior to Member's Effective Date. Such services or supplies are the responsibility of the Member.
- Endodontic therapy completed more than sixty (60) days after termination of coverage.
- Services that are Investigational in nature.
- Exams or consultations needed solely in connection with a service or supply not listed as covered in the attachments as part of this Contract.
- Full mouth reconstruction, including the extensive restoration of the mouth with crowns, bridges, or Dental Implants; and occlusal rehabilitation, including crowns, bridges, or Dental Implants used for the purpose of splinting, altering vertical dimension, restoring occlusion or correction attrition, abrasion, or erosion.
- General anesthesia, moderation sedation and deep sedation.
- Inpatient or Outpatient care or facility fees for dental procedures.
- Maxillofacial prosthetic services.
- Occlusal guards (nightguards).
- Orthognathic Surgery, including, but not limited to, osteotomy, osteotomy and other services or supplies to augment or reduce the upper or lower jaw.
- Personalized restorations.
- Plastic, reconstructive, or cosmetic surgery and other services or supplies, which are primarily intended to improve, alter, or enhance appearance.
- Prescription and over-the-counter drugs and pre-medications.
- Provider charges for a missed appointment or appointments cancelled without twenty-four (24) hours prior notice.
- Replacement of lost, missing, or stolen dental appliances; replacement of dental appliances that are damaged due to abuse, misuse, or neglect.
- Replacement of sound restorations.
- Services or supplies and related exams or consultations that are not within the prescribed treatment plan and/or are not recommended and approved by a Contracting Provider.
- Services or supplies provided by any person other than a Provider.
- Any procedure, service or supply required directly or indirectly to treat a muscular, neural, orthopedic or skeletal disorder, dysfunction or Disease of the temporom and ibular joint (jaw hinge) and its associated structures including, but not limited to, myofascial pain dysfunction syndrome.
- Provided for any condition, Disease, Illness or Accidental Injury to the extent that the Member is entitled to Benefits under occupational coverage, obtained or provided by or through the employer under state or federal Workers' Compensation Acts or under Employer Liability Acts or other laws providing compensation for work-related injuries or conditions. This exclusion applies whether or not the Member claims such benefits or compensation or recovers losses from a third party.
- Services or supplies for treatment of injuries sustained while practicing for or competing in a professional paid athletic contest of any kind.
- Provided or paid for by any federal governmental entity or unit except when payment under this Contract is expressly required by federal law, or provided or paid for by any state or local governmental entity or unit where its charges therefor would vary, or are or would be affected by the existence of coverage under this Contract.

### Limitations

#### • Care Rendered by More Than One Provider

If a Member transfers from the care of one Provider to another

Provider during treatment, or if more than one Provider renders services for one dental procedure, Blue Cross of Idaho will pay no more than the amount that it would have paid had but one Provider rendered the service.

#### • Alternate Treatment Plan

If alternative services can be used to treat a condition, the service recommended by the Contracting Provider is covered. In the event the Member elects a service that is more costly than the service the Contracting Provider has approved, the Member is responsible for the Copayment(s) for the recommended Covered Dental Service(s) plus the cost differential of the more costly requested service.

#### • Congenital Anomaly

Services or supplies listed in the attachments, which are provided to correct congenital or developmental malformations which impair functions of the teeth and supporting structures will be covered for enrolled Eligible Dependent children if Medical Necessity is established.

#### • Indirect Fabricated Restorations

Crowns, casts, or other indirect fabricated restorations are covered only if Medically Necessary and if recommended by the Contracting Provider. Crowns, casts, or other indirect fabricated restorations are Medically Necessary if provided for treatment for decay, traumatic injury or substantial loss of tooth structure undermining one or more cusps and the tooth cannot be restored with a direct restorative material or the tooth is an abutment to a covered partial denture or fixed bridge.

#### • Endodontic Treatment

- When initial root canal therapy was performed by a Contracting Provider, the retreatment of such root canal therapy will be covered as part of the initial treatment for the first 24 months. After that time, the applicable Copayments will apply.
- When the initial root canal therapy is performed by a Noncontracting Provider, the retreatment of such root canal therapy by a Contracting Provider will be subject to the applicable Copayments.

#### • Hospital Setting

The services provided by a Contracting Provider in a hospital setting are covered if the following criteria are met:

- A hospital or similar setting is Medically Necessary.
- The services are pre-authorized in writing by a Contracting Provider.
- The services provided are the same services that would be provided in a dental office.
- The Hospital Call Copayment and applicable Copayments are paid.

#### • Replacements

The replacement of an existing denture, crown, inlay, onlay, or other prosthetic appliance or restoration denture is covered if the appliance is more than 5 years old and replacement is Medically Necessary due to one of the following conditions:

- A tooth within an existing denture or bridge is extracted;
- The existing denture, crown, inlay, onlay or other prosthetic appliance or restoration cannot be made serviceable; or
- The existing denture was an immediate denture to replace one or more natural teeth extracted while covered under this Contract, and replacement by a permanent denture is necessary.

### Extension of Benefits

Benefits for the following services that require multiple appointments may extend after coverage ends. Enrollees terminated for failure to pay premiums are not eligible for extension of benefits.

#### • Crowns or Bridges

Adjustments for crowns or bridges will be covered for up to six (6) months after placement if the final impressions are taken prior to termination and the crown or bridge is placed within sixty (60) days of termination.

#### • Removable Prosthetic Devices

Adjustments for removable prosthetic devices will be covered for up to six (6) months after placement if final impressions are taken prior to termination and the prosthesis is delivered within sixty (60) days after termination. Laboratory relines are not covered after termination.

#### • Immediate Dentures

Benefits for dentures may be extended if final impressions are taken prior to termination and the dentures are delivered within sixty (60) days after termination. If coverage terminates prior to the extraction of teeth, the extractions will not be covered.

#### • Root Canal Therapy

Benefits for root canal therapy will be extended if the root canal is started prior to termination and treatment is completed within sixty (60) days after termination. Pulpal debridement is not a root canal therapy start. If after sixty (60) days from termination of coverage the root canal requires re-treatment, re-treatment will not be covered. Restorative work following root canal therapy is a separate procedure and not covered after termination.

#### • Extractions

Post-operative checks are covered for sixty (60) days from the date of the extraction for extractions performed prior to termination. If teeth are extracted in preparation for a prosthetic device and coverage terminates prior to the final impressions, coverage for the prosthetic device will not be extended. Extractions are a separate procedure from prosthetic procedures.



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