

# Dental Blue Connect

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Group Dental Plans





# Important Features of Your Dental Blue Connect Plan

## Your Primary Care Dentist

To receive the excellent benefits of your Dental Blue Connect plan, you must receive care from a Willamette Dental Group dentist or specialist. We encourage you to establish a long-term relationship with a 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 at a location that is best for you. Provider profiles are available on our website at [members.bcidaho.com](http://members.bcidaho.com) by location.

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.

## Scheduling an Appointment

To schedule an appointment that meets your needs, please call the Willamette Dental Group appointment center. Please remember that appointment center hours are listed in the Pacific Time Zone:

**Toll Free: 1-855-4DENTAL (1-855-433-6825)**

### Appointment Center Hours:

**Monday – Friday: 7 a.m. - 6 p.m. PT**

**Saturday: 7 a.m. - 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 time of appointment. The goal is to get you in within days or weeks to fit your lifestyle.

## Office Hours

Most Willamette Dental Group offices are open Monday through Friday and select Saturdays from 7 a.m. - 6 p.m., local time.

## What to Expect at Your First Visit

During your first visit to a Willamette Dental Group office, you will 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 individual plan will include recommendations for cleaning frequency, restorations and preventive treatments.

## Office Visit Charges

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 through your Dental Blue Connect plan in comparison with standard dental fees. This statement is accepted by many FSA administrators as proof of services for claims.

Payments may be made in cash, personal check or credit card. All payments should be made at the time of service.

## Dental Emergencies

In the event of a dental emergency, members can be seen by a Willamette Dental Group dentist within 24 hours. 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 the Member Services Department for 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. - 5 p.m. PT**

**Phone: 1-855-433-6825**

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

# Frequently Asked Questions

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## So every patient actually gets their own personalized dental care plan?

Yes! After a scientific diagnosis, your dentist creates a customized 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 and your needs.

## Can tooth decay really be reversed?

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

## You're telling me my teeth can really last a lifetime?

Yes! A little prevention today goes a long way. With proper care, your teeth are going to last the rest of your life.

## What do you mean by "Proactive Dental Care Plan"?

During your first visit, your dentist will partner with you to create a personalized proactive dental care plan, prioritizing the things you need to do to improve and sustain good oral health as well as 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.

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

You won't undergo any treatment not directly contributing to your long-term dental health. So drilling, because it's so invasive, is a last resort. And yes, the alternatives really do work! Remineralization is a process that helps teeth actually grow stronger so that 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.

## 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 cleanings 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.

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

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



## How do you make sure your dentists deliver the right care at the right time?

All Willamette Dental Group dentists meet high standards for professional qualifications, licenses, endorsements and certifications. The dentists are not paid based on which procedures they provide. Instead, their compensation is focused on patient care, including access to timely appointments and patient satisfaction. This approach ensures the overarching goal of providing the best possible oral health outcomes with a focus on prevention.

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

Yes. Proactive care means focusing on preventing disease rather than treating it surgically. And this is achieved by practicing evidence-based dentistry, evaluating your specific circumstances scientifically then creating a treatment plan tailored to you. All services are based on the latest research and years of reliable science, leading to the safest, most effective treatment available.

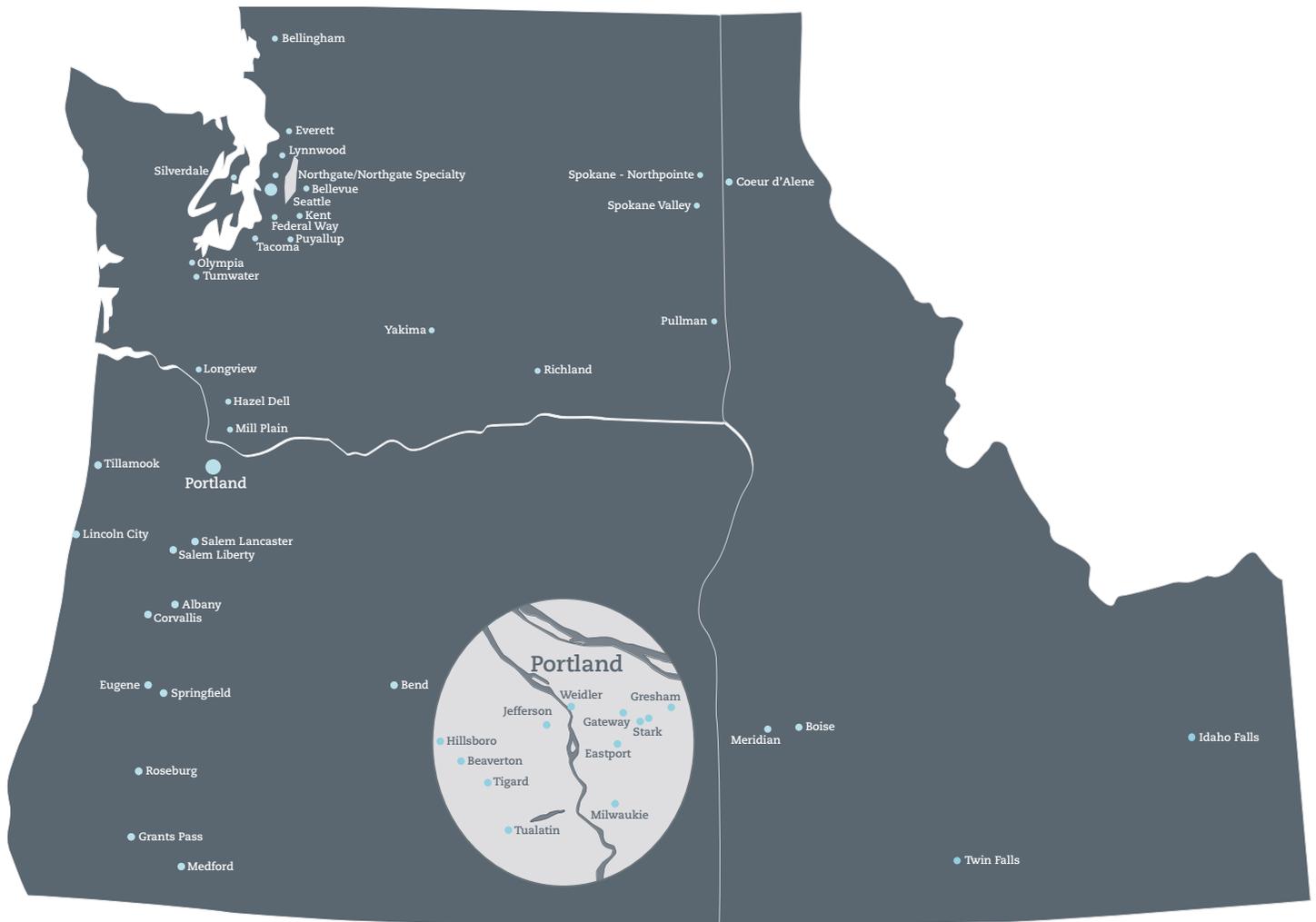


# With more than 50 locations

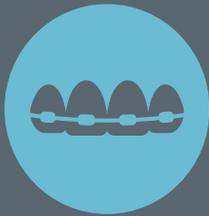
throughout the Pacific Northwest, there's likely a Willamette Dental Group office in your neighborhood.



Log in to your account at [members.bcidaho.com](https://members.bcidaho.com) and select **Dental Blue Connect** for the most up-to-date locations and provider profiles, complete with photos, to help you find a Willamette Dental Group office and provider for you and your family.



For appointments, please call  
1-855-433-6825



# 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.

Your Willamette Dental Group primary care dentist will refer you to a Willamette Dental Group orthodontist for a pre-orthodontic consultation. The pre-orthodontic consultation consists of a series of visits that include an initial examination, X-rays, study models, and case presentation.

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 will provide you with a cost and timeline estimate.

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

Initial orthodontic examination .....	\$25
Study models and X-rays .....	\$125
Case presentation .....	\$0

The non-refundable, pre-orthodontic service copayments are credited toward the comprehensive orthodontic copayment if you proceed with treatment.

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

All orthodontic treatment must be provided by a Willamette Dental Group provider to receive benefits. If the coverage terminates prior to completion of orthodontic treatment, additional charges may apply. Please refer to your certificate of coverage for a complete description of benefits, exclusions, and limitations.

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.



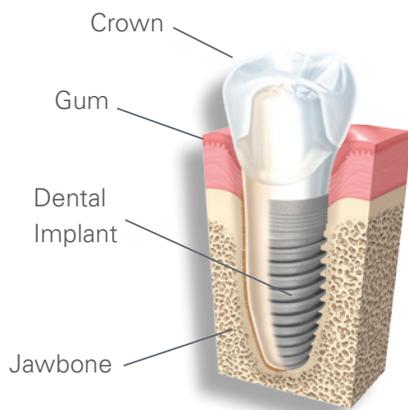
# Value-Added Implants

Historically, bridges or dentures were the only options available to patients for the replacement of missing teeth. Due to modern advances in surgical techniques and materials, there is now another option that may be suitable for you: **dental implants**.

## What Are Dental Implants?

Dental implants can be used to replace one tooth or several teeth. The dental implant is a small post composed of titanium metal that is surgically placed into the bone under your gums. A dental implant performs similarly to 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 much like your natural teeth.

Evidence has shown that a dental implant is often the best solution because it provides several advantages over traditional tooth replacements. For example, when a tooth is lost, the supporting bone begins to deteriorate because of the lack of stimulation to 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.



## Value-Added Implant Program Overview

The Value-Added Implant Program entitles eligible members to receive a **20 percent discount\*** on dental implant services. Dental implant pricing is dependent on your individual circumstances.

The discount under the Value-Added Implant Program is available only when a Willamette Dental Group dentist performs the entire treatment. This includes preparation, surgery, appliance and seating. If it is determined the bone or tissues are not suitable for implant restoration treatment, additional surgeries may be required.

*\*The discount is 20 percent off of Willamette Dental Group's fee-for-service price of implant services. **The Value-Added Implant Program is not insurance. You are responsible for all fees, which are due at the time of service.***

## Getting Started

Dental implant restorations perform much like your natural teeth and offer performance and esthetic 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 1-855-433-6825 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.



## Award-Winning Patient Satisfaction

In 2014, Willamette Dental Group received the Press Ganey Success Story Award® in recognition of its company-wide Simple Scheduling program, which improved access to appointments for patients.

As a result of this initiative, average patient satisfaction score rose to more than 90 percent and wait times for appointments decreased by 75 percent on average.

"Out of all the dentists I have visited, Willamette discovered my gum disease and has been great in proactive treatment. They want to ensure I don't lose my teeth. All other dentists just want to pull my teeth and replace. I appreciate Willamette's willingness to help me preserve my teeth for as long as possible."

– Twin Falls patient

"We choose the Willamette Dental Group plan based on the price provided by our insurance. We will now stay with them because the team and treatment is fantastic!"

– Boise patient

"The friendliest visit I have ever had in my life! I am terrified of the dentist and the staff did EVERYTHING to help me feel calm and relaxed."

– Spokane, WA patient

"My first visit was this morning. It was the best trip to the dentist ever! The doctor and staff were very courteous, professional and made me feel comfortable, that's saying something. Thanks and keep up the great work!"

– Meridian patient

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## Reasons Dental Blue Connect is the Plan For You

### No Annual Maximum, No Deductible

With no annual maximum and no deductible, you will never exhaust your dental coverage and you don't need to satisfy a deductible before you can receive benefits.

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### Predictable, Low Out-of-Pocket Costs

Out-of-pocket costs for covered dental services are predictable, low copayments. Combined with the low premium, you and your family won't be surprised by any unknown costs.

### Orthodontic Benefits for All Ages

Orthodontic coverage is included for adults and children. With no waiting periods and a predictable, low copayment, members have access to affordable orthodontic care.

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### Exceptional Patient Satisfaction

Willamette Dental Group is dedicated to creating the best patient experience possible. With an average score over 90 percent on a patient satisfaction survey, Willamette Dental Group is doing something right.

### Proactive Dental Care

Through dentist-patient partnerships, we focus on promoting your long-term health rather than merely correcting what is bothering you today.

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# Exclusions & Limitations

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.

## EXCLUSIONS

- Bridges, crowns, dentures, or prosthetic devices requiring multiple treatment dates or fittings if the prosthetic item is installed or delivered more than 60 days after termination of coverage.
- The completion or delivery of treatments or services initiated prior to the effective date of coverage.
- Dental implants, including attachment devices and maintenance.
- Endodontic services, prosthetic services, and implants that were provided prior to the effective date of coverage.
- Endodontic therapy completed more than 60 days after termination of coverage.
- Exams or consultations needed solely in connection with a service that is not covered.
- Experimental or investigational services and related exams or consultations.
- Full mouth reconstruction, including the extensive restoration of the mouth with crowns, bridges, or implants; and occlusal rehabilitation, including crowns, bridges, or implants used for the purpose of splinting, altering vertical dimension, restoring occlusions or correcting attrition, abrasion, or erosion.
- General anesthesia, moderate sedation and deep sedation.
- Hospital care or other care outside of a dental office for dental procedures, physician services, or facility fees.
- Maxillofacial prosthetic services.
- Night guards, unless specified as covered in the contract.
- Orthognathic surgery.
- Personalized restorations.
- Plastic, reconstructive, or cosmetic surgery and other services, 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 appointment cancelled without 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 and related exams or consultations that are not within the prescribed treatment plan or are not recommended and approved by a Willamette Dental Group dentist.
- Services and related exams or consultations to the extent they are not necessary for the diagnosis, care, or treatment of the condition involved.
- Services by any person other than a licensed dentist, denturist, hygienist, or dental assistant.
- Services for the diagnosis or treatment of temporomandibular joint disorders.
- Services for the treatment of an occupational injury or disease, including an injury or disease arising out of self-employment or for which benefits are available under workers' compensation or similar law.
- Services for the treatment of injuries sustained while practicing for or competing in a professional athletic contest.
- Services for the treatment of intentionally self-inflicted injuries.
- Services for which coverage is available under any federal, state, or other governmental program, unless required by law.
- Services not included in the contract.
- Services where there is no evidence of pathology, dysfunction, or disease other than covered preventive services.

## LIMITATIONS

- If alternative services can be used to treat a condition, the service recommended by the Willamette Dental Group dentist is covered.
- Services listed in the contract, which are provided to correct congenital anomalies will be covered for dependent children if dental necessity has been established.
- Crowns, casts, or other indirect fabricated restorations are covered only if dentally necessary and if recommended by the Willamette Dental Group dentist.
- If the initial root canal therapy was performed by a Willamette Dental Group dentist, the retreatment of the root canal therapy will be covered as part of the initial treatment for the first 24 months. If the initial root canal therapy was performed by a non-participating provider, the retreatment of such root canal therapy by a Willamette Dental Group dentist will be subject to the applicable copayments.
- The services provided by a dentist in a hospital setting are covered if medically necessary; authorized in writing by a Willamette Dental Group dentist; the services provided are the same services that would be provided in a dental office; and applicable copayments are paid.
- The replacement of an existing denture, crown, inlay, onlay, or other prosthetic appliance is covered if the appliance is more than 5 years old and replacement is dentally necessary.



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**[bcidaho.com](http://bcidaho.com)**