



# Questions & Answers

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

Your dental care will only be covered when it is provided by a dentist or specialist at a Willamette Dental office. Your coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental dentist. If referred to an outside dentist or specialist, your co-payments remain the same as shown in your Summary of Benefits.

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

Yes, we encourage you to establish a long-term relationship with a primary Willamette Dental dentist. Once you select your dentist, you may schedule all future appointments with them. You are also free to change Willamette Dental dentists or locations at anytime.

## How do I schedule an appointment?

To schedule an appointment, please call our Appointment Center:

**Toll Free** ..... (800) 461-8994  
**Portland Metro Area** ..... (503) 952-2100

### Appointment Center Hours:

**Monday - Thursday** ..... 7 AM to 8 PM - PST  
**Friday** ..... 7 AM to 6 PM - PST  
**Saturday** ..... 7 AM to 4 PM - PST

## How long does it generally take to get an appointment?

Our company guidelines are as follows:  
30 days for New Patient, 45 days for Hygiene, 60 days for Operative. The length of wait time for an appointment may vary based on your choice of provider, dental office location, and your desired day or time of appointment. If you have a dental emergency that requires immediate care, you will be able to see a dentist the same day or within 24 – 48 hours.

## What can I expect at my first visit?

At your first visit to our office, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Then, 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.

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

Yes. The office visit co-payment found in your Summary of Benefits applies to all visits, including orthodontia, if available. The office visit co-payment is in addition to other co-payments that you may incur.

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

## Will I receive two cleanings per year?

Your Willamette Dental dentist will make a recommendation for your teeth cleaning and examination frequency that fits your risk factors. A member with periodontal disease could need four or more therapeutic cleanings per year, whereas a member with healthy teeth and gums may only need one cleaning every 12 months.

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

Willamette Dental does bill other insurance carriers for services if the member has double coverage under another plan. You will need to see a Willamette Dental provider for services to be covered under your plan.

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

Willamette Dental employs our own specialists and in some cases refers to outside specialists. Your co-payments would remain the same for both.

**More Questions?**  
**Call (800) 460-7644**



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## What if I have a dental emergency?

Willamette Dental provides emergency dental care during regular office hours. If you have a dental emergency, then you should call the Appointment Center toll free at (800) 461-8994. If necessary, you will be able to see a dentist within approximately 24 - 48 hours. You will pay an emergency office visit co-payment for this service. 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?

### In Washington, Oregon or Idaho:

If you're traveling in our service area, then call the Appointment Center at (800) 461-8994 to make an appointment at a Willamette Dental office.

**Outside Our Service Area:** If you cannot get to a Willamette Dental office, or if you are traveling outside our service area, then you may go to any licensed dentist to obtain emergency treatment. Willamette Dental will reimburse up to \$100 for any treatment rendered by a licensed dentist. Upon arriving home, contact our Patient Relations Department for reimbursement. You will need to schedule your follow-up care with your Willamette Dental primary care dentist.

## What happens if I change offices?

Willamette Dental members have the freedom to receive dental care at most any Willamette Dental location. To change offices and/or dentists, call our Appointment Center toll free at (800) 461-8894. Please be aware that changing your dentist may result in a treatment delay.

## Are the dentists experience in their field?

Yes, all our dentists are credentialed and licensed in all aspects of dentistry. We check references, national data banks and state boards. Our dentists are re-credentialed every 2 years. Our peer review performs chart audits on a regular basis.

## How do I change an appointment?

If you need to reschedule or cancel an appointment, please call our Appointment Center at (800) 461-8994 as soon as possible. A missed appointment fee is applied to your account for any appointment that you miss without a minimum of 24 hours 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 and motivating you to be active in maintaining good oral health. This assists in preventing future deterioration of oral and dental tissues due to progressive decay or periodontal disease. Major restorative work is normally performed once you have achieved a satisfactory state of oral health where 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 in every office?

Specialty services, including orthodontia for children are generally available on a regional basis. To find out where specialty service is available in your area, simply contact our Appointment Center toll free at (800) 461-8994.

## Who do I call for more information?

Questions about your dental plan or service should be directed to the Willamette Dental Patient Relations Department. You can reach us:

**Monday - Friday** ..... 8 AM to 5 PM - PST  
**Phone** ..... (800) 460-7644  
**E-mail** ..... [relations@willamettedental.com](mailto:relations@willamettedental.com)

On the Web at  
**[www.WillametteDental.com](http://www.WillametteDental.com)**