



Affordable Quality Dental Care



OREGON ■ WASHINGTON ■ IDAHO

Willamette Dental Plan

For All of Your Dental Needs

Appointments or Emergencies

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

Appointment Center Hours

Monday - Thursday 7:00 a.m. - 8:00 p.m. PST
Friday 7:00 a.m. - 6:00 p.m. PST
Saturday 7:00 a.m. - 4:00 p.m. PST

Appointments

Willamette Dental strives to keep dental costs affordable for its patients. To achieve this, facilities are usually operating at their fullest capacity. Schedules fill up quickly and last-minute appointments are rare. **It is very important to schedule appointments in advance.**

New patients are generally able to obtain their initial appointment within 30 days of their call to the Willamette Dental Appointment Center. Hygiene appointments generally have a wait-time of 45 days. Restorative treatment appointments generally have a wait-time of 60 days. These wait-times are averages. The wait-time for an appointment may vary based on your choice of provider, dental office location and your desired day or time of appointment.

Emergencies

In the event of a dental emergency, call the Willamette Dental Appointment Center at (800) 461-8994. Generally, members can be seen by a Willamette Dental dentist for a dental emergency within approximately 24 hours.

To Change An Appointment

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

Patient Relations (Customer Service)

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

Please reach us:

Monday - Friday: 8 a.m. to 5 p.m. PST
Toll Free: (800) 460-7644
Portland Metro Area (503) 952-2000
E-mail: relations@willamettedental.com
Website: www.WillametteDental.com

Extensive Coverage

- No annual maximums
- No deductibles
- No waiting periods
- Extensive coverage on preventative services
- Low out-of-pocket costs for major services
- Orthodontia with no age limit
- Emergency dental care

High-Quality Care

- More than 30 years of providing quality dental care
- Clinical professionals who maintain one of the highest credentialing standards in the dental industry
- Evidence-based dental care treatment philosophy
- Most offices are open Monday through Saturday, 7 AM to 6 PM

**More than
60
Locations**



Willamette Dental Plan members receive their care at a Willamette Dental office. These dentists, hygienists and dental assistants are highly credentialed, and they each adhere to Willamette Dental's evidence-based treatment philosophy.

With more than 60 offices throughout Washington, Oregon and Idaho there is most likely an office near your home or work.

**Affordable
Quality
Dental
Care**

A Healthier Approach To Dental Care

Willamette Dental has been providing quality dental care to patients in the Pacific Northwest for more than 30 years. Each provider upholds our mission to deliver superior patient care through a partnership with our patients.

Clinically, we strive to stop the dental disease/repair cycle by implementing evidence-based methods of prevention and treatment. To do so, each of our more than 660 dental professionals have adopted today's latest approaches to dental care that are supported by credible scientific findings.

In our practice, we use the best available scientific evidence combined with clinical experience and patient circumstances to direct treatment. Because of this evidence-based approach, our dentists have moved away from the role of repair technician and assumed a broader role of healer. Dental care providers assess risks and develop appropriate treatment plans for each patient.

A key to this philosophy is our emphasis on preserving the patients natural tooth-structure and preventing dental disease. By using proven techniques, including non-surgical methods of treatment, our practitioners can help to prevent or even reverse dental disease. As a body of dental care professionals, our practice emphasizes providing only the appropriate treatment that will lead to the optimum oral health of our patients.

Higher Standard Providers

Each clinical professional at Willamette Dental has to meet and maintain one of the highest credentialing standards in the dental industry. The Willamette Dental Provider Credentialing Policy ensures that providers have the professional qualifications, licenses, endorsements, certifications and permits required by law, as well as those that meet our own schedule of standards. All providers are routinely evaluated to be sure their credentials are current, and that they are working within their appropriate scope of practice.

So that quality of care is the same throughout our dental offices, every clinical professional is a member of the Willamette Dental Quality Assurance Program. This is how dentists, hygienists and dental assistants regularly receive updates on new products and technological advances. In this program, dentists receive regular peer reviews that monitor their treatment planning and the documentation of patient treatment. Knowing that the quality of their treatment can be reviewed by their colleagues is one of the most powerful motivators for our dentists to continuously practice our standard of quality dental care. More so, these activities promote professional development and enhance the capabilities of all Willamette Dental providers.



Evidence-Based Dentistry

We use scientifically proven methods to help you preserve your natural tooth structure.

A Focus On Prevention

Personal Dental Care Plan

Members of the Willamette Dental Plan are encouraged to follow the personal dental care plan that is developed with them during their first visit with their dentist. This program helps members to achieve and maintain good dental health. We have found that most patients with good home health care habits can maintain their natural tooth structure for a lifetime, ensuring healthy gums and teeth.

Caries Management Therapy

In the past, dentists believed that the only effective treatment for dental decay, also known as caries, was to remove the diseased portion of the tooth and replace it with a filling.

However, scientific studies have shown that dental decay is an infectious disease caused by a specific type of oral bacteria called *mutans streptococci* and that early areas of decay can be reversed. Studies also show that inappropriate or unnecessary removal of tooth structure weakens teeth, which makes them more susceptible to fracture. These findings form the basis of Willamette Dental's modern treatment philosophy.

Willamette Dental practices Caries (cavities) Management Therapy, which identifies patients at risk or potential risk of tooth decay and provides appropriate therapeutic treatment. The goal is to prevent decay and conserve natural tooth structure through an extensive evaluation and treatment regimen.

As part of their Personal Dental Care Plan every new Willamette Dental member receives a thorough risk assessment to determine susceptibility to dental decay. Decayed tooth surfaces are diagnosed and coded based upon the level of decay penetration. Willamette Dental dentists then make appropriate treatment decisions from this examination.

In most cases, advanced areas of dental decay will be restored using traditional filling materials. Early areas of decay may be reversed and re-mineralized utilizing antibacterial medications and highly concentrated fluoride solutions. This approach may require more frequent recall appointments to treat the affected areas.

You'll be encouraged to follow a personal dental care program to help you achieve and maintain good dental health.



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 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 a.m. to 8 p.m. PST
Friday 7 a.m. to 6 p.m. PST
Saturday 7 a.m. to 4 p.m. PST

How long does it generally take to get an appointment?

Willamette Dental's scheduling goals are as follows:

First Appointment: 30 days
Regular Hygiene (Cleanings): 45 days
Non-Emergency Operative Appointment: 60 days
Emergencies: Within approximately 24 hours

With the exception of emergencies, the number of days shown above are averages. 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.

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 upon 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. The office visit co-payment is in addition to other co-payments that you may accrue.

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 and oral health condition. It could involve more than two or less than two appointments per year. Your Personal Dental Care Plan will outline the frequency and duration of your treatments and examinations throughout the year.

For example, a member with periodontal disease could need four or five therapeutic cleanings in a year, whereas a member with healthy teeth and gums may only need to have a cleaning once every 12 months.



What if I have an 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 Willamette Dental dentist within approximately 24 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 an emergency while I'm out of town?

In Oregon, Washington or Idaho

If you are traveling in our service area, 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. Emergency dental treatment is reimbursed up to the stated amount in your plan's Summary of Benefits. 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) 461-8994. Please be aware that changing your dentist may result in a treatment delay.

What if I need to reschedule an appointment?

If you need to reschedule or cancel an appointment, please call our Appointment Center toll free 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.

Are orthodontia services available in every office?

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

Who do I call if I need 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 a.m. to 5 p.m. PST
Phone (800) 460-7644
E-mail relations@willamettedental.com

On the Web at
www.WillametteDental.com

Orthodontic Benefits

For the Entire Family

As part of your Willamette Dental Plan, an orthodontia treatment benefit is available to members regardless of their age when treatment is performed by a Willamette Dental orthodontist.



Orthodontia Dental Care

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

This comprehensive benefit includes full consultation, X-rays, study models, case presentation, required appliances and follow-up treatment. Throughout this treatment, our doctors perform as clinical teams to give patients total dental care oversight.

A member's co-payment is determined by the extent of the treatment required. The amount of co-payment listed for Comprehensive Orthodontic Services in the Summary of Benefits, plus office visit charges, is the maximum amount that a member will pay. In some cases, the co-payment amount may be less. A major portion of the orthodontic co-payment will be paid at the initial banding appointment and the balance can then be paid in twelve monthly installments.

Prior to orthodontic treatment, members are required to meet with their primary care dentist, who will refer them to a Willamette Dental orthodontist for a pre-orthodontic consultation.

This consultation consists of three separate meetings with a Willamette Dental orthodontist. First the orthodontist performs an initial examination of the patient's bite and answers any questions that they may have. At the next appointment, we take X-rays and photographs, as well as make models. The results of these examinations are studied and a treatment plan is developed. At the third meeting, the orthodontist presents our recommendation of the best treatment to re-align the patient's teeth. Also, they receive a comprehensive written estimate of their treatment including its cost and a time-line of procedures.

Pre-orthodontic service co-payments are:

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

These non-refundable fees will be credited toward the comprehensive orthodontic co-payment if the member commences orthodontic treatment.

Please note: If the member's coverage under the plan terminates prior to completing orthodontia treatment, then additional charges may apply. Members should refer to their Certificate of Coverage for orthodontia benefits and limitations.

Value Added Implants

Value added services and products are offered through Willamette Dental providers. **These products are provided at a reduced fee and are not an insurance covered benefit.** The member will be responsible for all costs incurred.

Dental Implants

Historically, bridges or dentures have been the only options available to patients for the replacement of missing teeth. Now with advances in surgical techniques and technological improvements of materials, there is a better solution available to Willamette Dental patients. Because dental implants are permanent tooth replacements that look and feel like natural teeth, this treatment helps patients realize performance and esthetic advantages like no other solution.

A dental implant restoration is a procedure for securing a single artificial tooth or even a full arch of replacement teeth. The implant itself is a small titanium metal post that is surgically placed into the jawbone and is engineered to perform similar to the root of a natural tooth. While healing, the bone grows and fuses to the post. This implanted post then supports a crown or over-denture just as roots hold one's natural teeth in place.

Evidence has shown that a dental implant restoration is usually the best solution to replace missing teeth, primarily because it does not affect any adjacent teeth as does a fixed bridge or removable denture. With a dental implant there is no grinding or crowning of natural teeth for a bridge nor are there any natural teeth clasped to secure a removable partial denture.

Commencing Treatment

Patients with healthy gums, good bone structure and excellent oral hygiene are usually good candidates for dental implant restoration. The first step in this treatment is to speak with your Willamette Dental dentist, who will answer any questions that you may have and then refer you to an implant restorative dentist for an initial implant consultation. Implant restoration is available at these listed Willamette Dental offices.



Locations in Oregon

SURGICAL OFFICES:

Portland

405 SE 133rd
Portland, OR 97233

Eugene

2703 Delta Oaks Dr.
Eugene, OR 97408

Tigard

11415 SW Scholls Ferry Rd.
Beaverton, OR 97008

RESTORATIVE OFFICES:

Portland

405 SE 133rd
Portland, OR 97233

Springfield

2073 Olympic
Springfield, OR 97477

Salem

4755 Liberty Road S
Salem, OR 97302

Medford

773 Golf View Dr.
Medford, OR 97504

Tualatin

17130 SW Upper Boones Ferry Rd.
Durham, OR 97224

Value Added Products

Clinically Endorsed Products Improve Your Home Dental Care

Willamette Dental has carefully selected dental care products that are available to you at each Willamette Dental office. We only offer those products that have been clinically proven to be the most effective at improving your dental health. Through special arrangements with manufacturers, we're able to sell these products to our patients at low prices. Value added products are provided as a complement to our service, yet they are not an insurance covered benefit.



**Clinically Endorsed
Home Care Products**

Antibiotics & Pain Relief

Antibiotics

- Willamette Dental provides a wide selection of the most common and effective antibiotics

Pain Relief

- Prescription strength non-steroidal anti-inflammatory and pain-relieving drugs are available

Teeth Whitening

Crest® Whitestrips

- Professional strength without trays
- Comfortable, convenient and nearly invisible

Bleaching Kits

- Highly concentrated gel with custom trays

Power Tooth Brushes

Sonicare®

- Rapid bristle motions break up plaque
- Memory timer signals the correct brushing interval
- High frequency bristle motion and dynamic fluid cleaning action breaks up plaque

Braun™ Oral-B®

- Combines two brushing motions to remove plaque
- Memory timer signals the correct brushing interval

Lozenges & Toothpaste

Fluoride Lozenges

- Fruit flavored, sugar free
- Proven decay-fighting agent slowly released for longer lasting cavity prevention
- Excellent for patients with exposed root surfaces and dry mouth symptoms

Toothpaste

- Prescription strength fluoride toothpaste for patients at high risk for dental decay

Xylitol Gum, Mints, Toothpaste & Mouthwash

- Natural flavoring agent clinically proven to prevent and reverse early decay
- Helps prevent decay causing bacteria from sticking to teeth

Exclusions

Willamette Dental Plan

The Following Services and Supplies Are Not Covered:

- Services to the extent that they are not necessary for treatment of a dental injury or disease or are not recommended and approved by the licensed dentist attending the member.
- Conscious sedation/general anesthesia.
- Any condition resulting from military service or declared or undeclared war.
- Any injuries sustained while practicing for or competing in a professional or semiprofessional athletic contest. Semiprofessional athletics is an athletic activity for gain or pay that requires an unusually high level of skill and substantial time commitment from the participants, who are nevertheless not engaged in the activity as a full-time occupation.
- Bleaching of a tooth.
- Cast dowel posts.
- Endodontics, bridges, crowns or other service or prosthetic devices requiring multiple treatment dates or fittings if treatment was started or ordered prior to the member effective date under the Contract or if the item was installed or delivered more than sixty (60) days after the member's coverage under the Contract has terminated. Root canal treatment will be covered if the tooth canal was opened prior to termination and treatment is completed within sixty (60) days after termination.
- Services or products by any person other than a licensed dentist, licensed denturist, or licensed hygienist.
- Services or products that would not have occurred or that the member would not have had an obligation to pay in the absence of coverage under the Contract.
- Services or products incurred to comply with Occupational Safety and Health Administration (OSHA) requirements.
- Full-mouth reconstruction.
- Orthognathic surgery.
- Cosmetic dentistry or surgery (not including orthodontia).
- Habit breaking or stress-breaking appliances.
- Dental implants or implant supported prosthetics.
- Excision of a tumor; biopsy of soft or hard tissue; removal of a cyst, or exostosis.
- Dental services started prior to the date the person became eligible for services under the Contract.
- Services or supplies provided to correct congenital or developmental malformations including; but not limited to; cleft palate; maxillary and/or mandibular (upper and lower jaw) malformations; enamel hypoplasia; ectodermal dysplasia; and fluorosis (discoloration of teeth).
- Services for temporomandibular joint disorders.
- Extraction of permanent teeth for tooth guidance procedures; procedures for tooth movement, regardless of purpose; correction of malocclusion; preventive orthodontic procedures or other orthodontic treatment, unless specifically provided in a rider under the Contract.
- Investigational services or supplies.
- Materials not approved by the American Dental Association.
- Occupational injury or disease (including any arising out of self-employment).
- Personalized restoration, precision attachments, and special techniques.
- Prescription drugs, medications, or supplies.
- Repair or replacement of lost, stolen, or broken items.
- Replacements of an existing denture, crown, or bridge less than five (5) years after the date of the most recent placement.
- Replacement of sound restorations.
- Veneers; composite surfaces on posterior teeth.
- Services or supplies that are not listed as covered under the Contract.
- To the extent that coverage is available under any federal, state, or other governmental program if application is duly made therefore, except where required by law such as cases of emergency.
- Intentionally self-inflicted injuries. The fact that a person may be under the influence of any chemical substance shall not be considered as a limitation on the ability to form intent.
- Occlusal guards.
- Services for accidental injury to natural teeth that are provided more than 12 months after the date of the accident.
- Splints, nightguards, and other appliances used to increase vertical dimension and restore bite.
- Hospital or other facility care for dental treatment, including physician services for hospital treatment. However, subject to the hospital co-pay as shown in your Certificate of Coverage, services of a Licensed Dentist will be provided in a hospital or other facility only when both the following requirements are met: A) A hospital setting must be medically necessary. B) The services must be authorized, in writing, in advance by a Participating Dentist.

Contract Renewal and Termination

The Contract will renew automatically from year to year unless terminated as otherwise provided in the Contract. Termination of the member under the Contract for any reason will completely end all obligations of the Company to provide the member with Benefits after the date of termination.

Eligibility

A Member becomes eligible for coverage under the Contract after completing a probationary period, if any, as designated by the Group.



Evidence-Based Dentistry
with a Focus on Prevention™

Dental Services Provided by:
WILLAMETTE DENTAL GROUP, P.C.

Underwritten by:
WILLAMETTE DENTAL INSURANCE, INC.

6950 NE Campus Way • Hillsboro, OR 97124 • www.WillametteDental.com

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