

# 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 the Willamette Dental Appointment Center:

**Toll Free** ..... (800) 359-6019

### 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:

**Emergencies:** Within approximately 24 Hours  
(pain, bleeding, or swelling)

**First Appointment:** 15 - 30 days

**Regular Hygiene (Cleanings):** 30 - 60 days

**Non-Emergency Operative:** 45 - 90 days

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 if I have an emergency?

Willamette Dental provides emergency services 24 hours a day, 365 days a year. If you experience an emergency situation (pain, bleeding or swelling), call the Appointment Center toll free at (800) 359-6019. If necessary, you will be able to see a dentist within approximately 24 hours. For emergencies during regular office hours, you will pay the usual emergency office-visit charge. After hours, the visit charge is usually higher, as stated in your Summary of Benefits.

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

Yes. The office visit charge, 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. If you are not yet a Willamette Dental patient, cash or credit card is the preferred form of payment until a relationship with your dentist is established. All payments are to be made at the time of service.

## What can I expect at my first visit?

During your first visit to our Willamette Dental office, you will receive a thorough examination that includes X-rays. At this time, your dentist will develop a **Personal Dental Care Plan** based upon your overall dental health. Your dentist will then make recommendations for cleanings, restorations and other preventive treatments needed to obtain optimal oral health goals. Children will receive a cleaning at their first appointment and adults will receive their first cleaning after the initial appointment.



### Will I receive two cleanings per year?

Teeth cleaning frequency is determined at your first visit and is based upon the diagnosis made by your Willamette Dental dentist. Your **Personal Dental Care Plan** will outline the frequency and duration of your prescribed teeth cleanings throughout the year. For example, a member with gum disease may be scheduled for cleanings every three months, whereas a member with healthy teeth and gums may only be required to have a cleaning once every 12 months.

### What if I have an emergency while I'm out of town?

**In Washington, Oregon, Idaho or Nevada** - If you're traveling in our four state service area, call the Appointment Center at (800) 359-6019 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, you may go to any licensed dentist to obtain emergency treatment; relief from pain, bleeding or swelling. 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. The maximum amount that you will receive is listed in your Summary of Benefits. 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 any Willamette Dental office. To change offices and/or dentists, call our Appointment Center toll free at (800) 359-6019. 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 as soon as possible. A missed appointment fee is applied to your account for any missed appointment without a 24-hour notice.

### Can I get major work done right away?

The first priority is to diagnose and treat urgent conditions that pose an immediate threat to your oral health. The next priority is prevention; which means controlling the disease process, promoting wellness and helping you maintain good oral health. This assists in preventing future deterioration of oral and dental tissues due to recurrent decay or progressive periodontal disease. Major restorative work is normally performed once you have achieved a satisfactory state of oral health and your teeth and supporting structures are stabilized. This is the best way to ensure the success of whatever major restorative work you may need.

### Are orthodontia services available in every office?

Specialty services, including orthodontia, are generally available on a regional basis. To find out if a specialty service is available at your chosen office, simply contact our Appointment Center toll free at (800) 359-6019.

### 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. Please reach us:

**Monday - Friday:** ..... 8 a.m. to 5 p.m. PST  
**Phone:** ..... (800) 360-1909  
**E-mail** ..... [relations@willamettedental.com](mailto:relations@willamettedental.com)



On The Web At  
[www.WillametteDental.com](http://www.WillametteDental.com)