



November 1, 2023

We hope this message finds you and your family well!

If you or a family member currently have Delta Dental insurance benefits, or are considering switching to Delta Dental, please read this important message closely.

Over the last decade plus we have been an in-network provider for Delta Dental. During this time, we've found that Delta has become progressively heavy-handed in dictating quality of care and limiting reimbursement for treatment that we know is best and most appropriate for our patients. In many cases, Delta's reimbursement is lower than our cost to provide the treatment. In other cases, Delta is outright denying treatment that's necessary and most beneficial to our patient. We pride ourselves on constantly providing you with the highest quality of services, materials, and care, but doing so while being in-network with Delta has become unsustainable. Therefore, starting January 11, 2024, we will be changing our relationship with Delta Dental from an in-network provider to an accepting/out-of-network provider. We will still accept Delta Dental insurance but our relationship with them changes.

What does this mean for our patients with Delta Dental benefits? Most Delta Dental PPO plans allow patients to choose which providers they see, whether they're in network or not. Which means we still accept Delta Dental insurance and we can help you navigate your individual situation. Most importantly, we will still provide treatment estimates, predeterminations for recommended treatment and will continue to submit your claims to Delta Dental, and as always, work with Delta Dental to maximize your benefits.

In addition, we offer an in-office membership called Plan for Health for our patients who may not have insurance, or have financial limitations to ensure that excellent care is still affordable. With Plan for Health, you will receive a 15% discount off of our fees. Please reach out to discuss this further if you have any questions about Plan for Health.

Most of you have chosen to see us for your comprehensive dental needs over the years because you value our commitment to excellence. Thank you for your trust and please know that we value the relationship that we've built with you. We don't take either lightly. We promise to continue providing you with state-of-the-art care, excellent customer service and high attention to your comfort and overall health. This commitment will never change, regardless of what insurances come into play.

This relationship is why our patients are our immediate community and our extended family. This is why we've thought through this decision very carefully and have created options to make the transition as easy, smooth, and non-impactful as possible. Please reach out to us if you would like to discuss this further over the phone or at your next appointment.

We look forward to talking with you soon!

Thank you,  
Dr. Couillard, Dr. Melcher and Dr. Jumes