

## Frequently Asked Questions

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

Willamette Dental is more than just insurance—it's a fully integrated care system where our members are also our patients. All covered services are provided by Willamette Dental dentists in our offices, ensuring seamless, high-quality care from general dentistry to specialty treatments.

To maximize your plan benefits, care should be received within the Willamette Dental provider network. In the rare case an outside referral is needed, your copayments remain the same as listed in your plan's Summary of Benefits.

### **Can I choose the dentist and office I go to?**

You can select whichever Willamette Dental dentist and location is best for you. Provider and office profiles including patient ratings and comments are available on our website at [willamettedental.com](https://willamettedental.com).

As a patient, you'll work with a consistent team of dental providers, including your dentist, hygienist and dental assistant, to achieve your best oral health.

### **How do I schedule an appointment?**

Our local Appointment Center is designed to make scheduling as fast and efficient as possible. Whether you're a new or returning patient, our team is here to help and get you into your local Willamette Dental office.

Chat with us online or call 855-433-6825 to schedule your appointment. Scheduling is available Mon-Fri 7 AM - 5:30 PM PT and Sat 7 AM - 1 PM PT, Closed Sun.

### **How do I change or cancel an appointment?**

We understand that plans can change. That's why easy appointment cancellation is available through our appointment reminders. Cancellations with less than 24 hours' notice, or a missed appointment, may incur a fee of up to \$50. Call or chat to reschedule.

### **What are your dental office hours?**

Most offices are open Mon-Fri, 7 AM to 5:30 PM, and select Saturdays. Hours vary by location.

### **What happens if I change offices?**

If you need to change office and/or dentists, please call our Appointment Center at 855-433-6825. Please be aware that changing your dentist may result in a treatment delay.

### **What if I have a dental emergency?**

When a dental emergency arises, we're here to help! In-office emergency appointments are available during regular office hours, within 48 hours, and on-call providers are available around-the-clock for urgent needs. If you have an emergency, call us at 855-433-6825.

### **What if I have a dental emergency while I'm out of town?**

If you are traveling 50 miles or more from a Willamette Dental 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 our Member Services Department for reimbursement.

### **Do office visit copayments apply each time I have an appointment?**

The office visit copayment applies to all visits, including orthodontics. The office visit copay is in addition to other copays that you may accrue.

At the end of your office visit, you'll receive a Statement of Services that will outline the cost savings you receive by being a member of your dental plan. This statement is accepted by most FSA administrators as proof of expenses for claims.

Payments may be made in cash, personal check, or credit card.

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### What can I expect at my first visit?

Your first visit is designed to set the foundation for long-term oral health:

- Comprehensive exam & risk assessment – Your dentist will evaluate your oral health and create a Personalized Dental Care Plan tailored to your needs.
- X-rays & oral cancer screening – Ensuring a full picture of your dental health.
- Personalized treatment recommendations – Cleanings, restorations, and preventive treatments scheduled based on your unique needs.
- Same-day treatment whenever possible – If an issue is detected, we aim to address it immediately rather than scheduling another visit.

### Why would I only get one cleaning per year?

Traditional dental plans often limit patients to one or two cleanings per year, but science tells us that oral health needs vary from person to person. At Willamette Dental, we follow an evidence-based approach—meaning you get the right number of cleanings based on your individual needs, not outdated industry norms.

Patients at higher risk for gum disease or tooth decay may need three or four cleanings per year. Patients with healthy gums and excellent home care may only need one cleaning annually. Risk is determined using comprehensive assessments, not arbitrary limits. Your dental plan will cover as many cleanings as your dentist prescribes. Learn more at [willamettedental.com/patient-education](http://willamettedental.com/patient-education).

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

We first diagnose and treat urgent conditions that pose an immediate threat to your oral health. The next priority is prevention and controlling the disease process. It's important that you be an active partner in maintaining good oral health to maintain or regain a healthy mouth for long-term health.

Major restorative work is performed when your Willamette Dental dentist determines 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 orthodontic services available at every office?

Specialty services, including orthodontics, are generally available on a regional basis. To find your nearest Willamette Dental office with orthodontics, please visit [willamettedental.com](http://willamettedental.com).

### What happens if I have dual coverage?

We will work with your other plan to coordinate your benefits. As a courtesy to you, we can bill your other dental plan. Simply provide this plan information when you schedule your appointment. You should see a Willamette Dental provider to receive the benefits shown in your Summary of Benefits.

### Who do I call for more information?

We have a full team of Member Services representatives who can answer any question you may have about your dental plan or services.

Please reach us:

Toll-free: 855.433.6825

Mon – Fri 8 AM to 5 PM PT

Email: [memberservices@willamettedental.com](mailto:memberservices@willamettedental.com)