

Dear Valued Patient,

As my patient, you have come to expect certain things; the highest quality restorative and cosmetic dentistry delivered in a comfortable environment by our extremely competent and caring team.

For the last several years, insurance companies have been placing more restrictions on your dental care, limiting the benefits that you deserve. The role of dental insurance in our doctor-patient relationship has deteriorated to the point where something has to give, and that something *cannot* be the quality of care we deliver.

- *Your insurance company, and the relationship we have with it, is changing on March 15, 2001.*
- *The greatest significance of this change is we'll be making complete financial arrangements with you for the total amount of your treatment.*
- *Our team will prepare your insurance paperwork, ready for you to mail.*
- *Your insurance reimbursement check will be sent directly to you, usually within two weeks.*
- *You are a valued patient in our practice. It is you, not your insurance company, we have a relationship with.*

By making this change, you will continue to receive the quality of care you expect and deserve. As always, I will continue to utilize the best possible procedures and materials available for your individual treatment. Most importantly, this means that together we can make appropriate plans for your dental health without a disinterested, limiting third party insurance company interfering with the quality of care you receive.

One thing remains certain; you can count on us to always provide you with the highest standard of quality dental care and services you have come to expect from us.

Wishing you a lifetime of smiles,

Dr. Jones and his Awesome team

Dear Valued Patient:

At Dr. Smith's dental practice you have come to expect certain things: The highest quality restorative and cosmetic dentistry, delivered in a comfortable and impeccably clean facility, by a competent and caring staff, using the latest technology, techniques, and equipment available today. Dr. Smith invests a minimum of 80 hours per year in continuing education courses, 30 more than required by California law, to stay abreast of the latest advances and offer her patients the finest dentistry possible.

Dr. Smith's commitment is to treat and care for every patient in her practice as she would a member of her own family. After careful and thoughtful review of the dental insurance plans we work with, Dr. Smith has decided that we would be unable to maintain those standards at the reimbursement level of PPO and HMO insurance coverage. We had to make a choice:

- 1) To continue to provide dental care that met with our high standards in technique, materials, and sterilization control,
OR
- 2) To provide cheaper and high volume care as dictated by these insurance plans.

As of December 15, 2001, we will no longer be participating in the Well Point Preferred Provider Plan as a *Preferred Provider*. We will, however, accept Well Point as a **Non-Preferred Provider**.

You can still use your dental benefits in our office. This does not mean we will not accept your insurance. It means simply that we will apply whatever insurance benefit you have against our normal fee schedule. This may result in a slightly higher out of pocket expense on some procedures. We will let you know in advance of your appointment what those changes might be. We are happy to help you file your insurance and are committed to helping you obtain the maximum benefit allowed by your plan.

We value you as a patient. The goal of our practice is to help you keep your teeth in maximum comfort, function, and esthetics for the rest of your life. We hope this change will be comfortable for you and your family. If it is not, please know that we will miss you and would be honored to welcome you back to our practice if we can be of service to you in the future.

If you have any questions or need clarification on this issue, please feel free to call us anytime. Thank you for your continued trust in Dr. Smith and her entire dental team.

Wishing you a lifetime of smiles,

Dr. Marjory Smith and Staff