

HEALTHY SMILES DENTAL

MATTHEW T. KINGSTON, DMD

Dear Patient,

As your dentist, I always strive to provide you with the highest level of care, quality materials, state of the art technology, a friendly and well-trained staff, and the highest quality dental labs. I feel this is something that sets us apart from many other dental offices. But all of this comes with a high price to our business.

In recent years, I have been struggling with certain insurance companies to try to attain fair compensation for the work we provide. And while many of the insurance companies we are in network with have worked with us to negotiate fair fees, Delta Dental has refused to budge. In fact, when we call to seek negotiations, their response has been, and continues to be, that we should merely “drop them” as a carrier that we work with.

Until now, I have chosen to stay in network with Delta Dental PPO and Delta Premier because we have many patients who have this coverage. However, I have reached a point where we either have to compromise our level of care or discontinue our participation with Delta PPO. Compromising care is NOT an option.

As a result, I am writing to inform you that I have made the decision to change in my participation level with **Delta Dental PPO**. Effective **January 1, 2022**, I will only be a contracted provider in the **Delta Dental Premier** network. **The good news is you can still use your PPO plan in our office. It will just look a little different.**

Typically for a Delta Dental PPO patient, when you come in for your preventative visit we would not collect any copayment at that time. Since we will remain in the Delta Dental Premier network, moving forward your responsibility will be to pay the difference between the Delta Premier and Delta PPO fee schedule. This will range from \$19-\$28 depending on what preventative services are performed. For other treatments, such as fillings or crowns, we will continue to present you with a treatment plan (like we always have) and we will do our best to estimate your copayment at that time.

I believe that this to be a fair solution. Rather than terminating our contract with Delta Dental entirely (*which would mean that patients would pay **IN FULL** at the time of service and hope to be reimbursed by Delta Dental*), you will only see a small increase in your out of pocket costs. This allows us to continue to provide the highest level of care.

We have always maintained a high standard of care for our patients and have been unwilling to compromise or cut corners just because of insurance company shortcomings. I have avoided using cheaper materials, overseas laboratories, and outdated technology. However, in the current environment of managed health care, many insurance companies are adding more and more restrictions on what they will allow for their subscribers. It has reached the point where it is impossible for us to offer the same high-quality dentistry that other patients can choose.

Some Delta Dental PPO plans do have Premier benefits as well. You may be able to identify this on your dental insurance card and please bring a copy to your next appointment so we can verify the plan for you. If you have any questions pertaining to your benefits please speak with your benefits manager as they are the ones that have selected your dental plan.

We are dedicated to providing quality care to our patients. We look forward to continuing to be your dentist for many years to come.

Sincerely,

Matthew T. Kingston DMD