

Summary of Benefits

Direct Option 5C



Oregon Small Group Plan (5-99 EE's)

BENEFIT	COPAYMENT
Annual Maximum	No Annual Maximum
Deductible	No Deductible
General Office Visit	\$25 per Visit
DIAGNOSTIC AND PREVENTIVE SERVICES	
Routine and Emergency Exams	Covered at 100%
All X-rays	Covered at 100%
Teeth Cleaning	Covered at 100%
Fluoride Treatment	Covered at 100%
Sealants	Covered at 100%
Head and Neck Cancer Screening	Covered at 100%
Oral Hygiene Instruction	Covered at 100%
Periodontal Charting	Covered at 100%
Periodontal Evaluation	Covered at 100%
RESTORATIVE DENTISTRY	
Fillings (Amalgam)	Covered at 100%
Stainless Steel Crown	Covered at 100%
Porcelain-Metal Crown	\$200
PROSTHODONTICS	
Complete Upper or Lower Denture	\$200
Bridge (per Tooth)	\$200
ENDODONTICS AND PERIODONTICS	
Root Canal Therapy – Anterior	\$90
Root Canal Therapy – Bicuspid	\$200
Root Canal Therapy – Molar	\$275
Osseous Surgery (per Quadrant)	\$200
Root Planing (per Quadrant)	\$120
ORAL SURGERY	
Routine Extraction (Single Tooth)	Covered at 100%
Surgical Extraction	\$150
ORTHODONTIC SERVICES	
Pre-Orthodontic Service	\$150*
Comprehensive Orthodontic Service	\$2,800
MISCELLANEOUS	
Local Anesthesia	Covered at 100%
Dental Lab Fees	Covered at 100%
Nitrous Oxide	\$40 per Visit
Specialty Office Visit	\$30 per Visit
Emergency Office Visit	\$50 per Visit
Out of Area Emergency Care Reimbursement Up to \$100	

*Fee credited towards the Comprehensive Orthodontic Service copayment if patient accepts treatment plan.

Underwritten by Oregon Dental Service

Please refer to your Member Handbook for limitations and exclusions.

Can I sign up for the Direct Option Plan and still go to my own dentist?

To receive the excellent benefits of your Direct Option Plan you must receive care from a Willamette Dental Group dentist or specialist. Your coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental Group dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.

How do I schedule an appointment?

To schedule an appointment that meets your scheduling needs, please call our Appointment Center:

Toll Free 1.855.4DENTAL (433-6825)

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?

The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment. Our goal is to get you in within days or weeks to fit your lifestyle.

All of Willamette Dental Group’s 54 office locations practice our Simple Scheduling method. Through this model, more appointment types are offered everyday so you can be seen when it fits your schedule and needs.

What can I expect at my first visit?

During your first visit to our office, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Your dentist will develop a Personal Dental Care Plan based upon your immediate needs, current dental health and long-term oral health goals. This individual plan will include recommendations for cleanings, restorations and preventive treatments. Most patients will receive a cleaning at their first visit, based on the assessment and recommendation from your dentist.

Is orthodontia available at every office?

Specialty services, including orthodontia are generally available on a regional basis. To find out where specialty services are available in your area, simply contact our Appointment Center toll free at (855) 433-6825.

What if I have a dental emergency?

Willamette Dental Group provides emergency dental care during regular office hours. If you have a dental emergency, you should call the Appointment Center toll free at (855) 433-6825. If necessary, you will be scheduled to see a dentist within approximately 24 hours. You will pay an emergency office visit copayment for this visit. After-hours, a dentist is

available for dental emergency consultation over the telephone, at no cost.

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 Group 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.

What kind of training & experience do your dentists have?

All of our dentists meet our high standards for professional qualifications, licenses, endorsements, and certifications. Most have years of experience, and every dentist participates in our Quality Assurance Program that includes regular peer reviews to ensure optimal care. We actively promote professional development to continually enhance the capabilities of all Willamette Dental Group providers.

Can I get major work done right away?

Our practice philosophy is to first diagnose and treat urgent conditions that pose an immediate threat to your oral health. The next priority is prevention; controlling the disease process. It is important that you be an active partner in maintaining good oral health to ensure the long-term success of the major restorative work you receive. Major restorative work is performed when your Willamette Dental Group 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.

How do I change an appointment?

If you need to reschedule or cancel an appointment, please call our Appointment Center at (855) 433-6825 as soon as possible. Your provider may charge a missed appointment fee for any appointment that you miss without a minimum of 24 hours prior notice.

Who do I call for more information?

Please direct questions about your dental plan or service to the Willamette Dental Group Member Services Department:

Monday – Friday 8 a.m. to 5 p.m. PST
Phone 1.855.4DENTAL (433-6825)
E-mail memberservices@willamettedental.com