Willamette Dental Group

FREQUENTLY ASKED QUESTIONS

CAN I SIGN UP FOR THE WILLAMETTE DENTAL PLAN AND STILL GO TO MY OWN DENTIST?

To receive the excellent benefits shown in your Summary of Benefits for your Willamette Dental insurance plan, you should receive care from a Willamette Dental Group, P.C. 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.

CAN I CHOOSE THE DENTIST AND OFFICE I GO TO?

You are free to select whichever Willamette Dental Group dentist and location is best for you. Provider and office profiles including patient ratings and comments are available on our website at willamettedental.com.

We encourage you to establish a long-term partnership with a primary Willamette Dental Group dentist. 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?

To schedule an appointment, please call our local scheduling team at:

Toll Free: 1.855.433.6825

Appointment Center Hours:
Monday – Friday: 7am to 5:30pm PT
Saturday: 7am to 1pm PT

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.

HOW DO I CHANGE OR CANCEL AN APPOINTMENT?

Please call our Appointment Center as soon as your plans change to reschedule your dental appointment. If you cancel with less than 24 hours notice, a missed appointment fee will be charged. By giving us advance notice, the provider can try to schedule another patient for that time.

WHAT ARE YOUR DENTAL OFFICE HOURS ?

Most of our offices are open Monday through Friday from 7am to 5:30pm and rotating Saturdays on a regional basis.

WHAT HAPPENS IF I CHANGE OFFICES?

To change offices and/or dentists, please call our Appointment Center toll free at 1.855.433.6825. Please be aware that changing your dentist may result in a treatment delay.

WHAT IF I HAVE A DENTAL EMERGENCY?

We provide emergency dental care during regular office hours. If you have a dental emergency, you should call the Appointment Center toll free at 1.855.433.6825. If necessary, you will be scheduled to see a dentist same day or next day. 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.

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DO OFFICE VISIT COPAYMENTS APPLY EACH TIME I HAVE AN APPOINTMENT?

The office visit copayment, found in your Summary of Benefits, applies to all visits including orthodontia. The office visit copayment is in addition to other copayments that you may accrue.

At the end of your office visit, you'll receive a Statement of Services that will clearly show you the cost savings that you receive by being a member of your dental plan in comparison with standard dental fees. This statement is accepted by many FSA administrators as proof of expenses for claims.

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

WHAT CAN I EXPECT AT MY FIRST VISIT?

During your first visit to our office, you'll receive a thorough dental examination that includes X-rays, teeth cleaning and comprehensive risk assessments. Your dentist will develop a Proactive Dental Care Plan based upon your immediate needs, current dental health and long-term oral health goals. This customized treatment plan will include your diagnoses and recommendations for cleaning frequency, restorations and preventive treatments.

WHY WOULD I ONLY GET ONE CLEANING PER YEAR?

Each patient's cleaning frequency is customized to their individual risk levels and needs. If you're at high risk for gum disease, your dentist may recommend a cleaning as often as once every three months. If you have great oral health, scientific studies show that one cleaning per year is optimal for you. Your dental plan will cover as many cleanings as your dentist prescribes. Learn more at willamettedental.com/patient-education.

Willamette Dental insurance plans are underwritten by
Willamette Dental Insurance, Inc. in Oregon;
by Willamette Dental of Washington, Inc. in Washington;
and by Willamette Dental of Idaho, Inc. in Idaho.
Dental services provided by Willamette Dental Group, P.C.
6950 NE Campus Way, Hillsboro, Oregon 97124

CAN I GET MAJOR WORK DONE RIGHT AWAY?

Our treatment philosophy is to 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 a lifetime of smiles. 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.

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.

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 are scheduling your appointment. You should see a Willamette Dental Group provider to receive the benefits shown in your Summary of Benefits.

WHO DO I CALL FOR MORE INFORMATION?

We have a full staff of member service representatives who will answer any question that you may have about your dental plan or service.

Please reach us:
Toll Free: 1.855.433.6825
Monday – Friday: 8am to 5pm PT
E-mail: memberservices@willamettedental.com