



March 14, 2024

Dear valued patients,

After careful consideration, we have made the difficult decision to opt out of Delta Dental's network, effective May 1, 2024. Over the past few years, it has become increasingly challenging to remain in-network providers while upholding our commitment to provide the highest quality dental care. We are unwilling to compromise the excellence in care that we strive for by conforming to the restrictions placed on in-network providers. We have reached a point where we can no longer offer the exceptional dentistry we are known for under Delta Dental's contracts. Rather than lower our high standards that we have maintained since opening, we have chosen to terminate our preferred provider status with Delta Dental.

*Please see our FAQ page for more details.*

What this means for you:

- 1) You can continue being a patient at our practice. We sincerely hope you do! We will still submit claims to Delta Dental as an out-of-network provider.
- 2) We understand each Delta Dental plan is unique, so we want to make your visit as smooth as possible. Before your appointment, we will work with you to confirm your specific out-of-network benefits. If your plan covers out-of-network care, we will simply collect your estimated copayment upfront and handle filing the claim directly with Delta Dental.

However, if your plan only reimburses you the subscriber, payment will be required at the time of service. Please know we are happy to discuss these financial details openly and transparently beforehand, so you know what to expect.

- 3) For plans that reimburse you directly, we will still submit the claim on your behalf. Delta Dental typically issues reimbursement to subscribers within 7-10 business days.

To fully understand your specific plan's out-of-network benefits and reimbursements, please contact your HR department. We are happy to assist in any way, but Delta Dental does not share these details with us.

This was a very difficult decision, as we know it will directly impact many of you, including long-time patients. We had hoped to discuss this in person but wanted to inform you ahead of time, before your next scheduled appointment, and prior open enrollment season.

We hope our commitment to your oral health over the years, and the partnerships we've built, will encourage you to stay with us. However, if you do wish to find a new dentist, please let us know and we will assist with the transition.

If you have any questions or concerns, please don't hesitate to contact us. Thank you for your understanding.

Sincerely,

Habersham Dental

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