



August 28, 2025

Dear Valued Patient,

We want to take a moment to share some upcoming updates regarding the insurance networks our office will be participating with in the months ahead. Our priority is always to keep you informed, provide clarity, and reassure you of our unwavering commitment to delivering the highest level of care.

Beginning this fall, Dr. Booth and Dr. Susan will be transitioning away from direct contract participation with United Concordia and Cigna. However, they will remain in-network with select plans that recognize the Connection Dental Network. The Connection Dental Network does include many Cigna plans and some United Concordia plans. We encourage you to verify directly with your plan whether Connection Dental is included in your coverage.

Additionally, please note that as of October 1, 2025, Principal Insurance will no longer participate with Connection Dental. This decision was made by Principal, and unfortunately is outside of our control.

While these changes affect certain plan networks, our office will continue to gladly accept and file all insurance plans that offer out-of-network benefits. We are also happy to assist you in understanding your coverage. In some cases, we may need to direct you to your insurance carrier for clarification, but please know that we are here to help guide you through the process.

The decision to transition away from Cigna and United Concordia was not made lightly. It was necessary to ensure that we can continue delivering the high-quality care and personalized attention that you have come to expect from our practice.

We greatly value the trust you place in us and look forward to continuing our relationship with you and your family. Our team remains committed to providing excellent care, regardless of insurance changes.

If you have any questions, please do not hesitate to contact our office.

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