

## Letter to Our Patients Regarding Insurance Changes

To our valued patients,

After much deliberation, our practice is making an important change - **Effective January 1, 2024, we will be opting out as a contracted provider for all dental insurance except Blue Cross Blue Shield and Veterans.** Over the last few years, it has become increasingly difficult to practice as an in-network providers and continue to provide the high quality of care that we value and promise to our patients. We are unwilling to compromise our standard of excellence by cutting corners to conform to the restrictions that dental insurance plans place on their providers. We have reached a point where we cannot offer the same high quality dentistry we value under their contracts. So, rather than lower the high standards that we have maintained since we have opened, we have chosen to become a fee for service practice.

What this means for you:

You can continue to be a patient in our practice, and we hope you do! We will still accept and bill your insurance as an out-of-network provider.

You will be responsible for payment for procedures at the time of service.

We will submit your dental insurance claims on your behalf, and your insurance company will reimburse you directly.

Please know this was a difficult decision for our practice to make, as we know this will directly affect many of you, some who have been with our practice for a long time. We had hoped to have this conversation with you in person, but we wanted to give you the courtesy of knowing prior to your appointment next year and during this time of insurance/HSA/FSA open enrollment.

We hope that the care you have received from us and the partnership that we have built as advocates for your oral health will encourage you to continue with our practice. However, if you choose to seek care from a new dentist, please let us know and we will help with the transition.

If you have any questions or concerns, please do not hesitate to reach out to our practice.

Thank you,

Messenger Digital Dentistry