



# DENTAL ENROLLMENT GUIDE

Willamette Dental Group Plan, Effective October 1, 2019  
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Contract Form No. 107-1618-08  
Underwritten by Willamette Dental Insurance, Inc.



Willamette Dental Group 



Selecting a dental plan can be confusing. It's not easy to navigate the maze of health insurance possibilities to make sure you're getting the best care possible within a reasonable budget.

That's where we come in. Willamette Dental Group is unique – just like you. **We believe insurance should be simple and dental care should be easy to understand.** That's why we keep things straightforward and effortless.



### More Than Just Insurance

Willamette Dental Group is more than just an insurance plan - it's an entire dental care plan. When you enroll in our insurance plan, you visit our dentists at our dental offices to receive care and use your benefits. This allows us to focus on keeping you healthy instead of billing an insurance company for services.



### Quality You Can See

We employ and keep only the top quality dental providers so you can be sure you are receiving the best care possible. Our doctors aren't paid by the number of crowns they perform. Instead they're rewarded by improving your health, getting you timely appointments and making you happy.



### Treatment That's Focused On You

We practice evidence-based dentistry focused on preventive treatment and we partner with you to promote healthy habits. You'll always receive a thorough evaluation, diagnosis and treatment plan tailored to your unique needs.



### Simple Benefits That Bring You Value

With no maximums, no deductibles and predictable copays for all covered services, you can plan for your care and treatments rather than being surprised by a bill based on unknown fees and percentages after services have already been received.

# Convenient Care



## 50+ Dental Offices

With more than 50 dental offices throughout Oregon, Washington and Idaho, it's likely we have an office near you. Office information including address and directions is available on our website at [willamettedental.com](http://willamettedental.com).



## Multi-Specialty Care

We employ a variety of dental specialists including general dentists, orthodontists, periodontists, endodontists, and oral surgeons — providing full-spectrum dental care for you and your family.



## Extended Office Hours

Most of our dental offices are open Monday through Friday from 7AM to 6PM and rotating Saturdays on a regional basis so you don't have to worry about fitting appointments into your busy schedule.



## Dental Emergencies

In the unfortunate event of a dental emergency, in-person appointments are available during regular office hours same day or next day and on-call providers are available for phone consultations when offices are closed.



## Consistent Care

We want you to have a long-term partnership with one of our many dentists. You're free to select whichever Willamette Dental Group dentist and location is best for you and you'll work with a consistent dental team including your dentist, hygienist and dental assistant.



## Easy Appointments

We strive to be as flexible as possible with our appointment availability to meet your lifestyle and preferences. Most appointments are scheduled by our centralized scheduling team but individual offices can be reached for any questions or follow-up that you may need.



## Top Feature: Orthodontics for All Ages

Orthodontic benefits are included for both adults & children. With no waiting period and no lifetime maximum, your orthodontic care is covered with one low comprehensive copay at the start of treatment and an office visit copay for each visit during treatment. All orthodontic treatment is provided by licensed orthodontists at Willamette Dental Group offices. Visit our website for more information on orthodontics.



Visit our website at [oebb.willamettedental.com](http://oebb.willamettedental.com) for detailed plan information and up-to-date office and provider details, including address, directions, hours and patient ratings & comments.

# High Quality Care

## Happy & Healthy Patients

Willamette Dental Group is dedicated to exceeding your expectations and creating the best patient experience possible. We want to hear from you and that's why we measure all aspects of the patient experience by partnering with an independent patient satisfaction company, Press Ganey.

For more than 30 years, Press Ganey has been the industry's recognized leader in administering patient satisfaction surveys.

Survey results from our current patients are used to guide continual improvements to your care and overall patient experience.

92%  
average for  
all offices



## Meet The Experts

### Learn More About Our Dentists with Online Profiles

When selecting a dentist or specialist, it's important to know who you are trusting with your care. That's why Willamette Dental Group offers complete transparency of current patient experience ratings and comments for all of our dentists and specialists on our website, [willamettedental.com](http://willamettedental.com).



Just like looking for a restaurant on Yelp, or finding the perfect present on Amazon, you can see star ratings for

each of our providers and all of their patient comments.

In addition to patient feedback, our website paints a full picture of each dentist with their biography, photo and education information.

*"Sharing real patient feedback is so important to us at Willamette Dental Group. It helps our patients build trust with our providers before they even walk through our doors."*

– Dr. Eugene Skourtes  
CEO & President  
Willamette Dental Group

## About Willamette Dental Group Over 45 Years in the Pacific Northwest

For over 45 years, it has been Willamette Dental Group's mission to deliver our proactive preventive dental care philosophy to our patients by focusing on promoting long term oral health.

We commit to service excellence through a dedicated team that exemplifies the following four core values: Innovation, Health, Compassion and Integrity.

## Appointments or Emergencies

Toll Free: 1.855.4DENTAL (1-855-433-6825)

### Appointment Center Hours

Monday – Friday: 7:00 a.m. – 6:00 p.m. PT

Saturday: 7:00 a.m. – 4:00 p.m. PT

### For Dental Emergencies

Call 24 hours / 7 days a week

## Questions?

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

Toll Free: 1.855.4DENTAL (1-855-433-6825)

### Member Services Hours

Monday – Friday: 8 a.m. – 5 p.m. PT

E-mail: [memberservices@willamettedental.com](mailto:memberservices@willamettedental.com)



[oebb.willamettedental.com](http://oebb.willamettedental.com)

[OEBBinfo.com](http://OEBBinfo.com)



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