

Lindsey Dentistry PLLC
261 Main Street
PO BOX H
CLAYSVILLE, PA 15323

February 9, 2023

Sample First Name Sample Last Name

Sample Address

CLAYSVILLE, PA 15323

Notification of Network Participation Status for Delta Dental

Dear Sample First Name Sample Last Name,

As last updated, you or a member of your household or account is registered with our practice as having a Delta Dental Insurance. We write to let you know that several obstacles in our Dental Healthcare Industry is requiring the need to review our network participation.

A top obstacle that we have faced in the past several years is the lack of available Auxiliary Dental Staff that is required to adequately support patient care needs. This has really taken hold after the wake of Covid-19 and the large exodus from the dental healthcare industry that occurred at the time. Many Offices are not able to find permanent, part-time, or temporary staffing like we have in the past to help with maintaining normal and growing care demands. Most all of our staff have been here for our patients through the thickest of those times, and we were honored to continue care throughout.

We have always maintained a high standard of care for our patients, regardless of any less favorable agreements and policies, but without adequate supportive skilled staff such as hygienists, dental assistants, and office managers readily available to work in Claysville, PA, we would not be able to maintain our practice's current and growing patient demands.

Since 2013 Lindsey Dentistry PLLC has not removed any network participation and has attempted to work hard at building top care in our local community beyond all barriers. We are saddened that the availability of part-time and temporary help through agencies when called on, is not there as it once was in our industry. The situation has drastically changed. Our *opinion* is that, until insurers decide to take a reactive approach to their contracts and policies, many insurance-based practices will not be able to meet the industry's demand to maintain adequate staff levels for the care of our communities and growing dental healthcare needs.

After much deliberation, unfortunately, we will no longer be able to participate as an In-Network-Provider with Delta Dental Insurance Company. This will become **effective 04/16/2023**.

What does this mean for you? In the meantime, we are here to care for any emergency needs until this date, as an In-Network Provider. In addition, we advise you to finish all open restorative care that you may have started or that has been treatment planned. This needs to be done promptly prior to the network participation status change occurs in order to receive full In-Network benefits.

After the termination date, in most cases, you can continue to have your dental care at our office. We will continue to file claims on your behalf with Delta Dental; however, we will do so as an out-of-network provider. Also, you will need to read your specific insurance contract to determine if your benefits are changed by going to an Out-of-Network provider. If any Out-of-Network benefits are available, you should expect higher co-pays, in addition to paying the practice's usual and customary fees at the time of your visit. Typically, carriers will send a check for any Out-of-Network benefit amounts directly to the beneficiary, after paying in full to the dental office directly at the time of service.

If your particular insurance company does not allow you to choose your own dentist, we encourage you to review all options that you may have when it is time to renew your insurance plan. Many may also be enrolled under another family member's plan, or may approach the time for enrolling under a Medicare Advantage plan for which our office participates with. You may also choose to continue coming to our office on a private pay basis until those times.

We appreciate your loyalty and trust, we truly care for all of our patients that we have served. And while, we hope that this has only a positive impact on your dental care and that the future will brighten up like several of your smiles have brightened our days throughout the nearly 10 years of serving in Claysville. Until then, thank you for understanding this decision. We hope to be able to continue care for you and to be of further service under the strong relationship we have built.

Please call our office at 724-663-7735 or email Practice@LindseyDentistry.com if you have any questions about your benefits.

Your records are available for you or any new dental office that you may choose by calling 724-663-7735, texting 724-819-2843, or directly; filling out an online *Records Release Authorization* at www.LindseyDentistry.com under the Digital Forms section.

You may also use the telephone book, or search online on any search engine for a new dentist. Delta Dental also has a find a provider tool online at www.deltadental.com. You may also call the patient services line for Delta Dental that can be found online or on the back of your dental insurance card. Also, Delta Dental can be contacted at [1-844-764-5301](tel:1-844-764-5301).

Sincerely with BEST REGARDS,

Dr. Lindsey A. George DDS

Lindsey A. George DDS

261 Main Street - PO Box H Claysville, PA 15323

Phone. 724-663-7735 Fax. 724-566-4179

E-mail. Practice@LindsyDentistry.com

Web. www.LindseyDentistry.com