

Dear (Patient)

Thank you for your loyalty and commitment to your dental health and [Dental Practice]. We have navigated through many obstacles like a champion team since the start of COVID back in 2020. As the world is finding its way back to normal, we are faced with:

Higher needs from patients post-pandemic (cavities & infections are at an all-time high since the pandemic. Home-care and dental education is at an all-time low. We only get one natural set to care for and we need our teeth for our confidence, our function, our airway support and so much more. . .

Increased demand from dentist offices closings (many dentists retired during the pandemic and others have burnt out with all the supply chain issues, customer demand, and lack of workforce)

Lack of employees for our workforce. (There are not enough workers in the dental field in our area)

Insurance companies cutting reimbursement rates that are preventing us from covering our basic costs. (We are averaging 125.00 for your dental cleaning as a provider in your dental insurance network. That doesn't pay our team to be here and work)

Supply shortages (it will take years for this to get back to normal)

After much thought and consideration, we have decided to terminate our contract with [Insurance Company] effective [DD/MM/YY]. They have decided to cut our fees yet again. We have been caring for our patients with [Insurance Company] for decades under the same fees. We can no longer participate as a provider on your insurance list however, [Insurance Company] allows you to visit whatever dentist you would like outside of their network.

What does this mean all mean for you, our patients? It means you have a choice to make:

Option 1: Stay

We will continue to accept your dental insurance plan

We will continue to file it as normal

We will continue to provide the same payment arrangements with you and your family as we have always had.

You can still see us outside of the Dental Dental Network. (You can verify this information by calling the network number on the back of your benefit card.)

What will change:

You get the check from Delta, instead of us

Your dental cleanings will not be covered at 100% you will likely see a few dollars out of pocket for those visits.

Option 2: New Dentist

Find a new dental home that is inside your dental network. We do not want anyone to leave our CDA family, however, we understand that each family has to do what is best for them. With the staffing crisis in our area, we are trying to give every family a head start with this news. September and October are usually renewal times with your insurance plan and often times your employer may provide you with company choices.

Lastly, we appreciate your loyalty and look forward to serving you however we can. We will work to make your transition as smooth as possible. Please call our office at [Office Phone Number] and let us know how you would like to proceed.

Sincerely,

[Dental Practice Name]

(Each Doctor's Name and Signature Here.)