

OEBB DEEP DIVE

2023 – 2024 PLAN YEAR

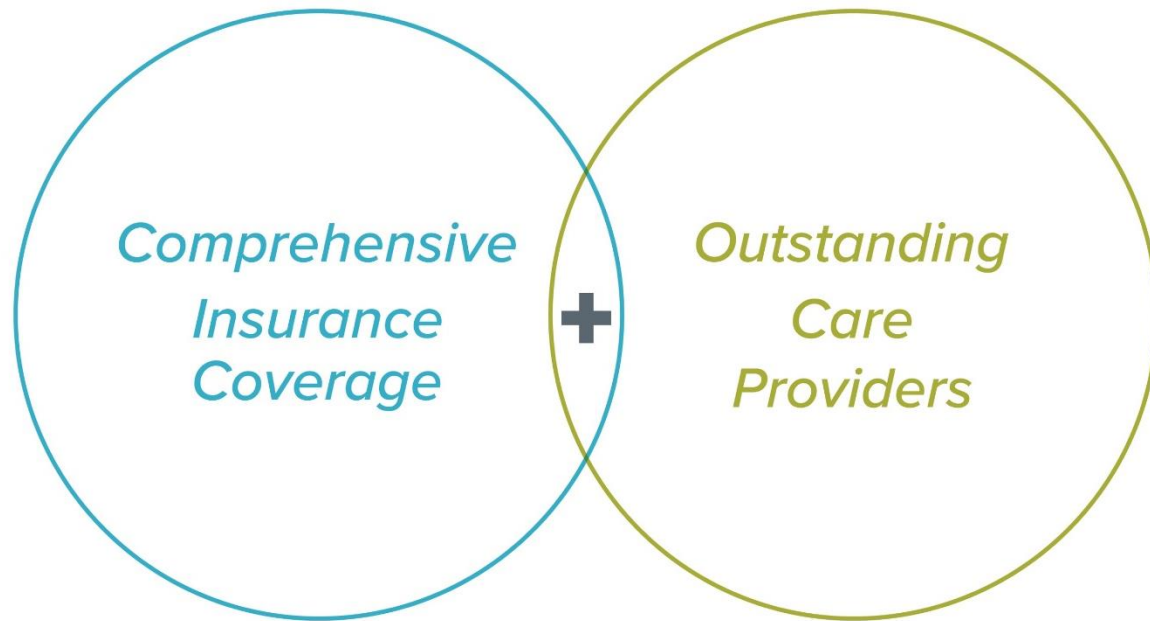
MAY 25, 2023

TIFFANY NICHOLSON
KEY ACCOUNT & CLIENT SERVICE SUPERVISOR



ORAL CARE + DENTAL INSURANCE IN ONE

General Dentistry /Orthodontics /Pediatric Dentistry /Periodontics
Endodontics /Oral Surgery /Prosthodontics



OFFICE LOCATIONS & HOURS

Extended Office Hours
M-F, 7:00 am – 5:30 pm Select Saturdays

CONVENIENT LOCATIONS

OREGON 21 Offices

Locations on the I-5 corridor, from Portland to Medford, Bend to Lincoln City

WASHINGTON 19 Offices

Locations from Bellingham to Vancouver, Silverdale to Spokane

IDAHO 6 Offices

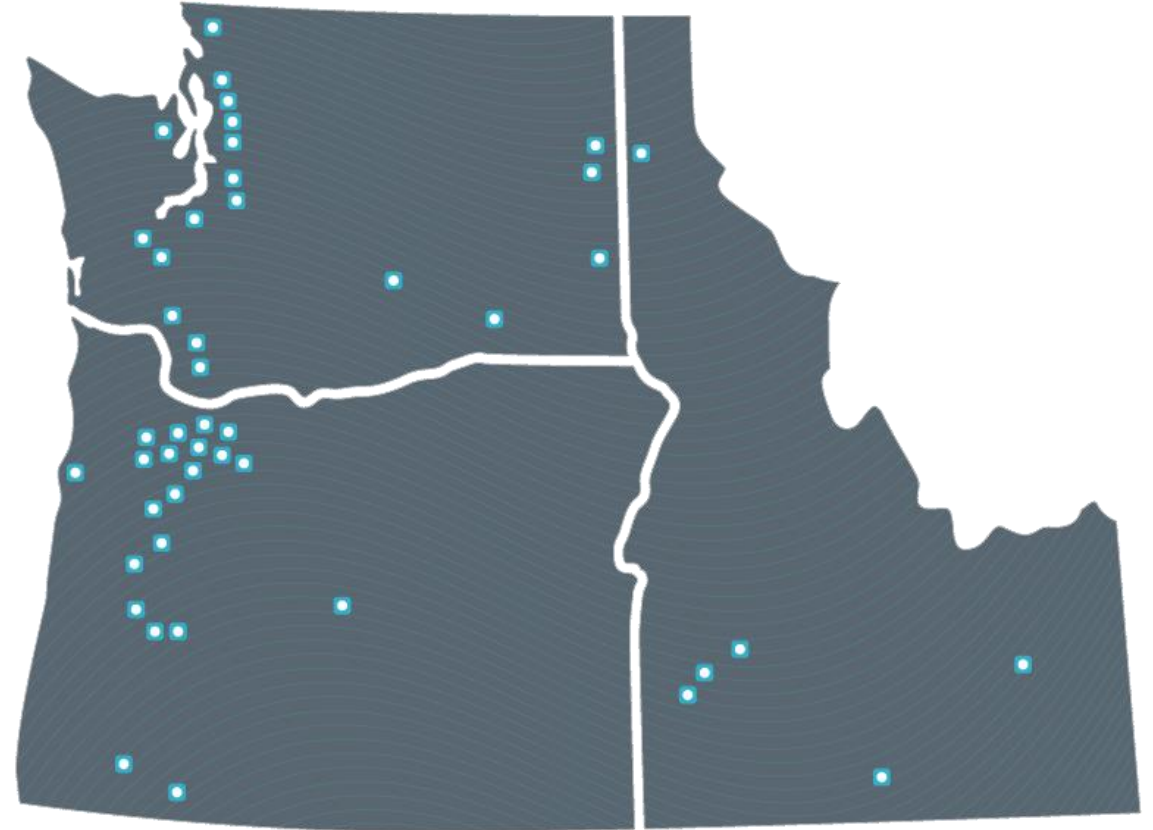
Boise, Nampa, Meridian, Twin Falls, Idaho Falls, Coeur d'Alene

GENERAL CARE All Offices

Our General Dentists provide outstanding care

SPECIALTY CARE Select Offices

High caliber specialists including Orthodontists, Endodontists, Oral Surgeons & Periodontists



APPOINTMENT AVAILABILITY

48
HOURS
*Or less for emergency
appointments*

24/7
ON-CALL
*Availability of
on-call providers*



DENTIST RATINGS AND PROFILES

- Patient feedback ratings and comments online for each dentist
- NRC Health partner
- Over 4.5 average star rating



Mimi Poon Whittemore, DMD

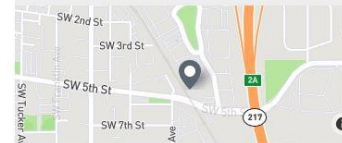
General Dentist

★★★★★ 4.8 out of 5 | [225 Ratings, 57 Comments](#)

 **By Appointment Only**
To schedule an appointment, call:
1-855-4DENTAL (1-855-433-6825)

 **Willamette Dental Group**
Beaverton

 4925 SW Griffith Drive
Beaverton, OR 97005
[Get Directions](#)



Dr. Mimi Whittemore's Biography

Dr. Whittemore approaches dentistry with compassion, integrity, and empathy. Her conservative approach to dental treatment and being proactive about dental health directly aligns with her passion to work at Willamette Dental Group. Getting to know her patients and understanding their dental needs is very important to her. Dr. Whittemore and her team's continued focus to educating and providing care in a caring manner has gained her the trust and connection of her patients. Through the years Dr. Whittemore continues to make a positive impact on her patients and strives for dental excellence. Willamette Dental Group, being provider-centric, has allowed her to be collaborative with her peers to create the best treatment options available for her patients.

In her spare time she enjoys spending time with her family and is an avid gardener.

Languages

- English
- Cantonese

Education





PROACTIVE TREATMENT PHILOSOPHY

Each patient receives a thorough evaluation, diagnosis and Proactive Dental Care Plan (PDCP) customized to their oral health profile.



SUMMARY OF BENEFITS

General and Ortho Office Visit	\$20 per Visit
Diagnostic and Preventive Services	Covered at 100%
Fillings	Covered at 100%
Crown or Bridge	\$250 copay
Complete Upper or Lower Dentures	\$100 copay
Root Canal Therapy	\$50 copay
Surgical Extraction	\$50 copay
Comprehensive Orthodontic Treatment	\$2,500 copay
Dental Implant Surgery	\$1,500 maximum
Specialty Office Visit	\$20 per Visit

- No maximum, No deductible
- No waiting periods
- Predictable copays
- Orthodontic benefit for all ages
- Office visit copay waived for new patient visit, only for members who have never been seen a WDG provider.



ORTHODONTIC TREATMENT FOR THE ENTIRE FAMILY

- Coverage for all ages
- No annual maximum
- Pre-orthodontia treatment - \$150 copay*
- Initial one-time \$2,500** copay + \$20 office visit copay for each visit
- Down payment of \$1,500 is due at time of banding. The remaining copay balance may be eligible for a payment plan.



*Copay credited towards the Comprehensive Orthodontia Treatment copay if patient accepts treatment plan

**Invisalign treatment has additional charges



DENTAL IMPLANT SURGERY BENEFIT

- Surgical services covered up to \$1,500 (limited to one implant per year)
- 15 centrally located offices
- Timeline 6-12 months, depending on scope of treatment required



EXCEPTIONAL QUALITY AND SAFETY



ELECTRONIC
DENTAL RECORDS



DIGITAL RADIOGRAPHY +
INTRAORAL SCANNERS



DIAGNOSTIC
CODING



CLINICAL QUALITY
MEASUREMENT TOOLS



UV-C AIR
PURIFICATION



HVE SUCTION
SYSTEMS

NEW MEMBER WELCOME LETTER

DON'T FORGET TO CHECK YOUR MAIL

- No ID card needed!



WELCOME!

Take advantage of your new dental benefits.

-  **VISIT WILLAMETTEDENTAL.COM/OEBB**
Explore our website to find information about our locations, provider profiles and patient reviews.
-  **SCHEDULE YOUR APPOINTMENT**
Call to schedule your new patient appointment at **1.855.433.6825**. Appointments are available within days or weeks – we can't wait to meet you!
-  **REVIEW YOUR BENEFITS**
With no maximum*, no deductible and predictable copays – your benefits are simple and easy to understand. Contact your plan administrator for a summary of your benefits.
-  **ENJOY YOUR PERSONALIZED, PROACTIVE DENTAL CARE!**
We have your best interest at heart and we want your teeth to last a lifetime. By delivering preventive dental care focused on promoting long term health – all of this is possible.

NO ID CARD NEEDED!
All of your information is securely stored in the Willamette Dental system so all we need is your name and date of birth.

APPOINTMENTS OR EMERGENCIES 855.433.6825, Option 1 Mon - Fri: 7am to 6pm PT, Sat: 7am to 1pm PT For Dental Emergencies Call 24 hrs/7 days a week	QUESTIONS ABOUT YOUR BENEFITS? Contact Member Services at 855.433.6825, Option 2 or memberservices@willamettedental.com Member Services Hours Mon - Fri: 8am to 5pm PT
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*Benefits for implant surgery have a benefit maximum.
Dental Services provided by: Willamette Dental Group, P.C. Plans in Oregon underwritten by Willamette Dental Insurance, Inc., plans in Washington underwritten by Willamette Dental of Washington, Inc., and plans in Idaho underwritten by Willamette Dental of Idaho, Inc. 6950 NE Campus Way, Hillsboro, OR 97124

START YOUR PARTNERSHIP WITH US TODAY!

- Office visit copay waived for your new patient appointment if you haven't come to see us yet
- To schedule, call 1-855-433-6825
- Scheduling hours Mon - Fri 7am - 5:30pm PT, Sat 7am - 1pm PT
- Let us know how you'd like to be contacted!



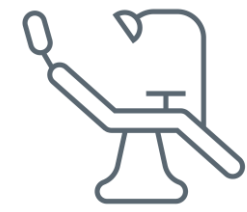
CHECKING IN FOR NEW PATIENT APPOINTMENT

- Complete New Patient Forms
- Office Visit Copay - due at every visit after new patient appointment



DURING NEW PATIENT APPOINTMENT

- Meet new team
- Review medical / dental history
- X-rays, if needed
- Comprehensive exam
- Oral cancer screening
- Oral hygiene instruction
- Dental Cleaning
- Change dentists or offices, if needed



DENTAL CLEANING COVERAGE

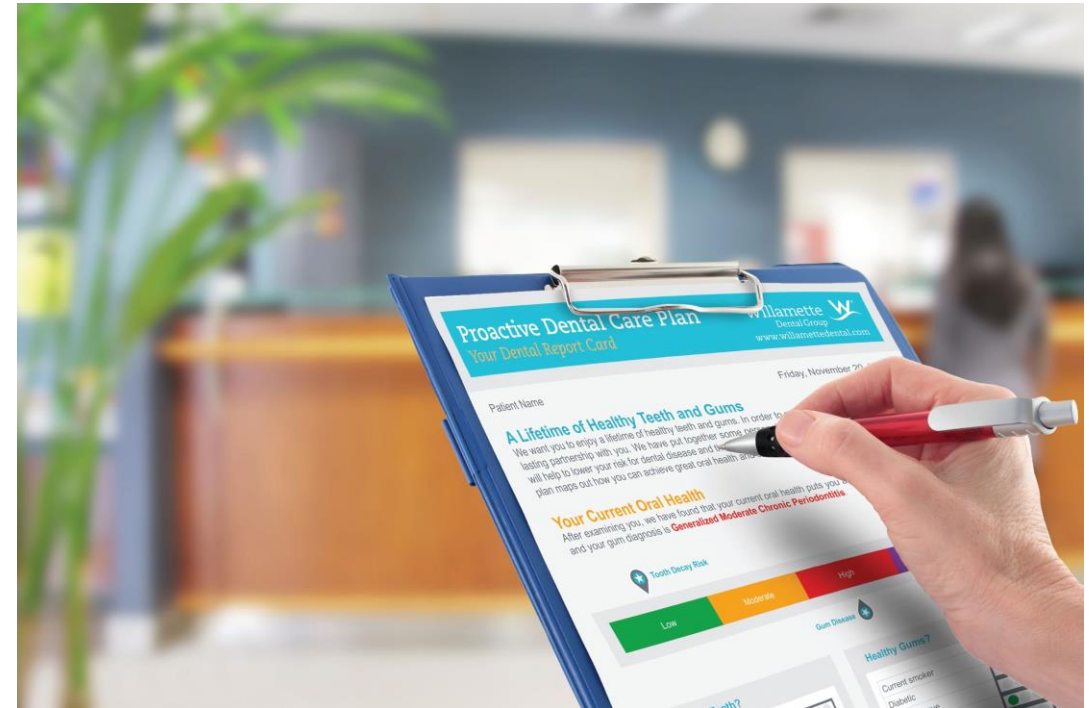
Frequency of regular dental visits should be tailored by dentists to accommodate for current oral health status and health history – American Dental Association

- Cleaning frequency customized for each patient based on oral health risk assessment
- Plan covers number of cleanings prescribed by your dentist
 - Range from 1 to 4+ cleanings per year



WRAPPING UP APPOINTMENT

- Unique Proactive Dental Care Plan
- Statement of Services



WE WANT YOUR FEEDBACK

- Email or text with unique link to mobile-friendly survey
- Let us know how we're doing and what we can improve



UNIQUE TREATMENT PLANS AND SCHEDULING

- Exam and appointment frequency is unique to each patient
- Next appointment more than 6 months away?
 - We'll let you know when it's time to schedule
 - Message via preferred contact method
 - 10 days before your appointment is due





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SCHEDULE YOUR APPOINTMENT

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APPOINTMENTS OR EMERGENCIES

855.433.6825

M-F: 7:00 am – 5:30 pm / Sat: 7:00 am – 1:00 pm

For dental emergencies call 24 hrs/7 days a week



QUESTIONS ABOUT YOUR BENEFITS?

memberservices@willamettedental.com

Member Services Hours: M-F: 8:00 am – 5:00 pm

QUESTIONS?



TIFFANY NICHOLSON

KEY ACCOUNT & CLIENT SERVICE SUPERVISOR

<https://willamettedental.com/oebb>

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tnicholson@willamettedental.com

503.530.6239

