“You’re telling me my teeth can really last a lifetime?”

First In Proactive Dental Care
Proactive dental care only makes sense, but not everyone is practicing it. We are.
At Willamette Dental, we don’t start any treatment without a thorough evaluation and planning process.

And we certainly don’t drill until we have to.

The sad truth is some dentists do.

But we practice dentistry a little differently. We’ve been the leader in proactive preventive care for over 40 years.

We believe a healthy mouth is the foundation of all dental care and because our focus is health-based rather than disease-based, our proactive method is wholly rooted in prevention. So we’re happy to be known for what we don’t do — as well as doing more than expected — in providing you a lifetime of oral health.
What is proactive dental care?

Proactive dental care builds on two fundamental beliefs; that healthy teeth should last a lifetime and proper care isn’t always using invasive treatment. It’s about practicing dentistry responsibly: with honesty, integrity and a dentist-patient partnership focused on promoting long-term health.

That’s what sets us apart. We use the latest scientific evidence with clinical experience to develop an individualized, health-based treatment plan specifically for you. By providing you with the treatment that directly leads to long-term health, we will help you maintain or regain a healthy mouth for a lifetime of smiles.
So every patient actually gets their own personalized dental care plan?

You bet! After a scientific diagnosis, we customize a treatment plan specific to you. After all, every person is unique and has unique circumstances. That’s why your dental team first reviews your oral and overall health, then creates a plan just for you and your needs.

Can tooth decay really be reversed?

Actually, yes! Tooth decay begins below the surface of a tooth, while the surface stays strong. So if the surface remains undamaged there is potential for the area of decay to re-mineralize without needing a filling. Your dentist can recommend a customized treatment plan, which may include fluoride, xylitol, proper diet and generally good oral hygiene.

You’re telling me my teeth can really last a lifetime?

Yep! We believe in proactive dental care. A little prevention today goes a long way. With proper care, your teeth are going to last the rest of your life.
Are “evidence-based” and “proactive” dental care the same thing?
Yes. “Proactive” care means we focus on preventing disease rather than treating it surgically. And we achieve this by practicing “evidence-based” dentistry, evaluating your specific circumstances scientifically then creating a treatment plan tailored to you. All of our services are based on the latest research and years of reliable science, leading to the safest, most effective treatment available.

What do you mean by “personalized dental care plan”?
During your first visit, your dentist will partner with you to create a personalized dental care plan, prioritizing the things you need to do to improve and sustain good oral health as well as the professional treatments your dentist will perform. It is an overarching plan that will stay with you and evolve over time to meet your changing circumstances.

Why would I only get one cleaning per year?
Short answer: because you have great oral health! The truth is that the benefit of a cleaning only lasts about 24 hours. (Hint: it’s the brushing and flossing in between cleaning that makes a huge difference.) But everyone is unique. If you’re at high risk for gum disease, your dentist may recommend a cleaning as often as once every three months. If you have great oral health, scientific studies show that one cleaning per year is optimal for you. It comes down to an assessment of your specific needs.
What are the alternatives to drilling and do they really work?

It’s our promise that you won’t undergo any treatment not directly contributing to your long-term dental health. So drilling, because it’s so invasive, is a last resort. And yes — the alternatives do really work! Remineralization is a process that helps teeth actually grow stronger so that a lesion doesn’t turn into a cavity. Sealants are another great option to prevent the formation and spread of decay. It’s only in cases where less invasive treatment isn’t successful that your dentist may opt to drill.

What kind of training & experience do your dentists have?

All of our dentists meet our high standards for professional qualifications, licenses, endorsements, and certifications. Most have years of experience, and every dentist participates in our Quality Assurance Program that includes regular peer reviews to ensure optimal care. We actively promote professional development to continually enhance the capabilities of all Willamette Dental Group providers.

What are the things I can do as a patient to proactively improve the health of my mouth?

More important than any treatment you receive in our offices, your personal, daily efforts to improve your oral health contribute to life-long oral health. This includes brushing, flossing, prioritizing good nutrition, quitting smoking, minimizing soda consumption, controlling your risk for diabetes and heart disease, and generally loving your mouth.
With more than 50 Locations throughout the Pacific Northwest, we’re likely to have an office in your neighborhood.

<table>
<thead>
<tr>
<th>Idaho Locations</th>
<th>Oregon Locations</th>
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<tr>
<td>Boise</td>
<td>Medford</td>
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<td>Coeur d’Alene</td>
<td>Milwaukie</td>
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<th>Washington Locations</th>
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<td>Bellevue</td>
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<td>Bellingham</td>
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<td>Everett</td>
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<td>Federal Way</td>
<td>Silverdale</td>
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<td>Kennewick</td>
<td>Spokane – Northpointe</td>
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<td>Kent</td>
<td>Spokane – South Hill</td>
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<td>Lakewood</td>
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<td>Longview</td>
<td>Tumwater</td>
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<td>Lynnwood</td>
<td>Vancouver - Hazel Dell</td>
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<td>Northgate</td>
<td>Vancouver - Mill Plain</td>
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<td>Northgate Specialty</td>
<td>Yakima</td>
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<td>Olympia</td>
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<td>Pullman</td>
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<td>Puyallup</td>
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Important Features of Your Dental Plan

Your Primary Care Dentist

We encourage you to establish a long-term relationship with a primary Willamette Dental Group dentist. As a patient, you will work with a consistent team of dental providers, including your dentist, hygienist and dental assistant, to achieve your best oral health. You are free to select your Willamette Dental Group dentist and whichever location is best for you.

Choosing Your Own Dentist

To receive the excellent benefits of your Willamette Dental Group plan, you must receive care from a Willamette Dental Group dentist or specialist. Your coverage also extends if you are referred to an outside dentist or specialist by your Willamette Dental Group dentist. If referred to an outside dentist or specialist, your copayments remain the same as shown in your Summary of Benefits.
Scheduling an Appointment

To schedule an appointment that meets your scheduling needs, please call our Appointment Center:

Toll Free . . . . . . . . . 1.855.4DENTAL (433-6825)

Appointment Center Hours:

Monday – Thursday . . . 7 a.m. to 8 p.m. PST
Friday . . . . . . . . . . . 7 a.m. to 6 p.m. PST
Saturday . . . . . . . . . 7 a.m. to 4 p.m. PST

The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment. Our goal is to get you in within days or weeks to fit your lifestyle.

All of Willamette Dental Group’s 54 office locations practice our Simple Scheduling method. Through this model, more appointment types are offered everyday so you can be seen when it fits your schedule and needs.

What to Expect at Your First Visit

During your first visit to our office, you will receive a thorough dental examination that includes X-rays and comprehensive risk assessments. Your dentist will develop a Personal Dental Care Plan based upon your immediate needs, current dental health and long-term oral health goals. This individual plan will include recommendations for cleanings, restorations and preventive treatments. Most patients will receive a cleaning at their first visit, based on the assessment and recommendation from your dentist.

Office Visit Charges

The office visit copayment, found in your Summary of Benefits, applies to all visits including orthodontia. The office visit copayment is in addition to other copayments that you may accrue.

At the end of your office visit, you will receive a Statement of Services that will clearly show you the cost savings that you receive by being a member of your Willamette Dental Group insurance plan in comparison with standard dental fees.

Payments may be made in cash, personal check or credit card. All payments should be made at the time of service.

Office Hours

Most Willamette Dental Group offices are open Monday through Friday and occasional Saturdays from 7 a.m. to 6 p.m.

Out-of-town Dental Emergencies

If you are traveling 50 miles or more from a Willamette Dental Group office, you may obtain emergency treatment from any licensed dentist. Emergency dental treatment may be eligible for reimbursement up to the amount stated in your Certificate of Coverage. Upon returning home, contact our Member Services Department for reimbursement.

Member Services

Please direct questions about your dental plan or service to the Willamette Dental Group Member Services Department:

Monday – Friday ............... 8 a.m. to 5 p.m. PST
Phone ....................... 1.855.4DENTAL
E-mail .... memberservices@willamettedental.com
Orthodontic Benefits

For the Entire Family

Benefits for orthodontic treatment are available as part of your Willamette Dental Group Plan. Your orthodontic treatment benefits include a full consultation, X-rays, study models, case presentation, required appliances and follow-up treatment.

During the course of treatment, your providers will collaborate and perform as a clinical team to oversee your dental care.

Your Willamette Dental Group primary care dentist will refer you to a Willamette Dental Group orthodontist for a pre-orthodontic consultation. The pre-orthodontic consultation consists of a series of visits that include an initial examination, X-rays, study models, and case presentation. The Willamette Dental Group orthodontist will study the results of your examination, X-rays, and study models to develop a treatment plan. At the next appointment, the Willamette Dental Group orthodontist will present your treatment plan to realign your teeth and will provide you with a cost and timeline estimate.

You will be responsible for payment of the pre-orthodontic service copayments, a comprehensive orthodontic service copayment and office visit copayments. The pre-orthodontic service copayments are:

Initial orthodontic examination ...... $25
Study models and X-rays .................. $125
Case presentation .......................... $0

The non-refundable, pre-orthodontic service copayments are credited toward the comprehensive orthodontic copayment if you proceed with treatment.

The comprehensive orthodontic service copayment is listed in your Certificate of Coverage and is determined by the extent of the treatment necessary. In some cases, the amount may be less than listed in your Certificate of Coverage. An office visit charge is applied for each visit.

All orthodontic treatment must be provided by a Willamette Dental Group provider to receive benefits. If the coverage terminates prior to completion of orthodontic treatment, additional charges may apply. Please refer to your Certificate of Coverage for a complete description of benefits, exclusions, and limitations.

Throughout treatment, Willamette Dental Group doctors perform as a clinical team to give you total dental care oversight.

Orthodontic treatment is available to both adults and children on the Willamette Dental Group Plan. There are no age restrictions and no waiting periods before you can begin receiving treatment.
Value Added Implants

Historically, bridges or dentures were the only options available to patients for the replacement of missing teeth. Due to modern advances in surgical techniques and materials, there is another option that may be suitable for you: dental implants.

Dental implants can be used to replace one tooth or several teeth. The dental implant is a small post composed of titanium metal that is surgically placed into the bone under your gums. A dental implant performs similarly to the root of a natural tooth. During the healing process, the bone grows and fuses to the post to become a secure base to hold the replacement tooth or set of replacement teeth in place. Then, a crown, bridge or denture is attached to the titanium post. Because they are secured within your jawbone, dental implant restorations look, feel and function much like your natural teeth.

Evidence has shown that a dental implant is often the best solution because it provides several advantages over traditional tooth replacements. For example, when a tooth is lost, the supporting bone begins to deteriorate because lack of stimulation to the jawbone. A dental implant prevents bone loss and the shrinkage of the gum tissue where the natural tooth is missing, because the implant fuses with the jawbone and stimulates the bone.

Commencing Treatment

Dental implant restorations perform much like your natural teeth and offer performance and esthetic advantages. Patients with healthy gums, good bone structure and excellent oral hygiene habits are usually good candidates for implant restoration treatment.

To determine if dental implants are right for you, call 1.855.4DENTAL to schedule the initial implant consultation with your Willamette Dental Group dentist. During this consultation your dentist will determine whether you are a good candidate for dental implants. The treating Willamette Dental Group dentist reserves the right to determine the suitability of dental implant therapy.

<table>
<thead>
<tr>
<th>Locations in Oregon</th>
<th>SURGICAL OFFICES:</th>
<th>RESTORATIVE OFFICES:</th>
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<tbody>
<tr>
<td>Portland</td>
<td>405 SE 133rd</td>
<td>Portland</td>
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<tr>
<td>Portland</td>
<td>Portland, OR 97233</td>
<td>405 SE 133rd</td>
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<tr>
<td>Portland</td>
<td>Portland, OR 97233</td>
<td>1933 SW Jefferson St.</td>
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<tr>
<td>Tigard Multi-Specialty</td>
<td>7095 SW Gonzaga St.</td>
<td>Portland, OR 97201</td>
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<td>Tigard Multi-Specialty</td>
<td>Tigard, OR 97223</td>
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The Value Added Implant Program is offered by Willamette Dental Group, P.C. This program is not insurance, and implants are not covered under your dental plan. Services are provided at a reduced fee. You are responsible for all fees.
Value Added Products

Clinically Endorsed Products Improve Your Dental Care at Home

Willamette Dental Group has carefully selected dental care products that are available to you at most Willamette Dental Group offices. We only offer those products that have been clinically proven to be the most effective at improving your oral health. Through special arrangements with manufacturers, we’re able to sell these products to our patients at discounted prices. Value added products are provided as a complement to our service. They are not an insurance covered benefit.

<table>
<thead>
<tr>
<th>Prescription Medication</th>
<th>Teeth Whitening</th>
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<tr>
<td><strong>For your convenience, we offer:</strong></td>
<td><strong>A menu of whitening options to meet your needs:</strong></td>
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<tr>
<td>• Antibiotics</td>
<td>• On the go! (10 days or less for full results)</td>
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<tr>
<td>• Pain management</td>
<td>• Take home custom trays (5–10 days for full results)</td>
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<tr>
<td>• Anti-inflammatories</td>
<td>• In office (same day full results)</td>
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<tr>
<th>Power Tooth Brushes</th>
<th>Decay, Sensitivity &amp; Dry Mouth</th>
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<tbody>
<tr>
<td><strong>Recommended for all ages &amp; levels of health:</strong></td>
<td><strong>Strengthen, protect &amp; rebuild enamel:</strong></td>
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<tr>
<td>• Removes significantly more plaque</td>
<td>• Xylitol — mints, gum mouthwash and toothpaste</td>
</tr>
<tr>
<td>• Encourages longer brushing</td>
<td>• Fluoride — prescription strength toothpaste</td>
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<tr>
<td>• Prevents gum recession</td>
<td>• Remineralization products</td>
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<tr>
<th>Gingivitis &amp; Periodontal Disease</th>
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<tr>
<td><strong>Helps remove harmful bacteria that cause gum disease:</strong></td>
<td></td>
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<tr>
<td>• Antimicrobial rinses</td>
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<tr>
<td>• Power toothbrushes</td>
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Value Added Products are offered by Willamette Dental Group, P.C. This program is not insurance, and products are not covered under your dental plan. Products are provided at a reduced fee. You are responsible for all fees.
Exclusions & Limitations

Exclusions

Bridges, crowns, dentures or any prosthetic devices requiring multiple treatment dates or fittings if the prosthetic item is installed or delivered more than 60 days after termination of coverage.

The completion or delivery of treatments, services, or supplies initiated prior to the effective date of coverage.

Dental implants, including attachment devices and their maintenance.

Endodontic services, prosthetic services, and implants that were provided prior to the effective date of coverage.

Endodontic therapy completed more than 60 days after termination of coverage.

Exams or consultations needed solely in connection with a service or supply not listed as covered.

Experimental or investigational services or supplies and related exams or consultations.

Full mouth reconstruction, including the extensive restoration of the mouth with crowns, bridges, or implants; and occlusal rehabilitation, including crowns, bridges, or implants used for the purpose of splinting, altering vertical dimension, restoring occlusions or correcting attrition, abrasion, or erosion.

General anesthesia, moderate sedation and deep sedation.

Hospital care or other care outside of a dental office for dental procedures, physician services, or facility fees.

Nightguards.

Orthognathic surgery.

Personalized restorations.

Plastic, reconstructive, or cosmetic surgery and other services or supplies, which are primarily intended to improve, alter, or enhance appearance.

Prescription and over-the-counter drugs and pre-medications.

Provider charges for a missed appointment or appointment cancelled without 24 hours prior notice.

Replacement of lost, missing, or stolen dental appliances; replacement of dental appliances that are damaged due to abuse, misuse, or neglect.

Replacement of sound restorations.

Services or supplies and related exams or consultations that are not within the prescribed treatment plan and/or are not recommended and approved by a Willamette Dental Group dentist.

Services or supplies and related exams or consultations to the extent they are not necessary for the diagnosis, care, or treatment of the condition involved.

Services or supplies by any person other than a licensed dentist, denturist, hygienist, or dental assistant.

Services or supplies for the diagnosis or treatment of temporomandibular joint disorders.

Services or supplies for the treatment of an occupational injury or disease, including an injury or disease arising out of self-employment or for which benefits are available under workers' compensation or similar law.

Services or supplies for treatment of injuries sustained while practicing for or competing in a professional athletic contest.

Services or supplies for treatment of intentionally self-inflicted injuries.

Services or supplies for which coverage is available under any federal, state, or other governmental program, unless required by law.

Services or supplies not listed as covered in the contract.

Services or supplies provided to correct congenital or developmental malformations of the teeth and supporting structures if primarily for cosmetic reasons.

Services or supplies where there is no evidence of pathology, dysfunction, or disease other than covered preventive services.

Limitations

If alternative services can be used to treat a condition, the service recommended by the Willamette Dental Group dentist is covered.

Services or supplies listed in the contract, which are provided to correct congenital or developmental malformations which impair functions of the teeth and supporting structures will be covered for dependent children if primarily for the purpose of controlling or eliminating infection, controlling or eliminating pain, or restoring function.

Crowns, casts, or other indirect fabricated restorations are covered only if dentally necessary and if recommended by the Willamette Dental Group dentist.

When initial root canal therapy was performed by a Willamette Dental Group dentist, the retreatment of such root canal therapy will be covered as part of the initial treatment for the first 24 months. When the initial root canal therapy was performed by a non-participating provider, the retreatment of such root canal therapy by a Willamette Dental Group dentist will be subject to the applicable copayments.

The services provided by a dentist in a hospital setting are covered if medically necessary; pre-authorized by a Willamette Dental Group dentist; the services provided are the same services that would be provided in a dental office; and applicable copayments are paid.

The replacement of an existing denture, crown, inlay, onlay, or other prosthetic appliance or restoration denture is covered if the appliance is more than 5 years old and replacement is dentally necessary.
Appointments or Emergencies
Toll Free .................. 1.855.4DENTAL (433-6825)

Appointment Center Hours
Monday – Thursday ............... 7:00 a.m. – 8:00 p.m. PST
Friday................................. 7:00 a.m. – 6:00 p.m. PST
Saturday............................... 7:00 a.m. – 4:00 p.m. PST

Appointments
The length of wait-time for an appointment may vary based on your choice of provider, dental office location, appointment type and your desired day or time of appointment.

Please contact our Appointment Center at 1.855.4DENTAL for information regarding the next available appointment that meets your scheduling needs.

Emergencies
In the event of a dental emergency, call the Willamette Dental Group Appointment Center at 1.855.4DENTAL, option 1. Typically, members can be seen by a Willamette Dental Group dentist for a dental emergency within 24 hours.

To Change An Appointment
Please call the Willamette Dental Group Appointment Center as soon as your plans change to reschedule your dental appointment. If you cancel with less than 24 hours notice, a missed appointment fee will be charged. By giving us advance notice, the provider can try to schedule another patient for that time.

Member Services
Willamette Dental Group has a full staff of member service representatives who will answer any question that you may have about your dental plan or service.

Please reach us:
Toll Free ......................... 1.855.4DENTAL
Monday – Friday: .................... 8 a.m. – 5 p.m. PST
E-mail: ........ memberservices@willamettedental.com
Website: ............................. www.WillametteDental.com