



99 SAINT PAUL DRIVE
CHAMBERSBURG, PA 17201

(717)263-3123
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March 2, 2022

Dear Valued Patients,

As we continue our efforts to provide exceptional dental care to our patients, we have made the decision to end our preferred provider status with United Concordia and Delta Dental insurance companies, effective May 31, 2022. We will continue to accept your insurance, however we will do so as an out-of-network provider.

This decision has come as a result of our desire to put your dental care ahead of the insurance company's contractual requirements. It has become obvious to us over these past several months that we can no longer continue to provide the personal care and caliber of treatment that you need and deserve under the existing arrangement with Delta Dental and United Concordia. We have always maintained a high standard of care for our patients and are unwilling to compromise or cut corners just because of the insurance company's shortcomings. We want to treat patients according to their needs and desires rather than the rules and limitations these insurance companies are forcing us into. Since we cannot ethically sacrifice your care, the only other solution is to withdraw from these networks.

To be clear, we are still accepting United Concordia and Delta Dental plans and you can definitely continue to receive your dental care at our office. The change on your end is that there will be slightly different rates for your portion of care. We have researched this carefully in arriving at our decision and we do feel the additional burden is small, compared to the freedom and significantly increased benefits that this change affords both of us. With some insurance plans, there really is very little difference between in and out of network benefits.

We will, as always, continue to submit your claims for payment. With these two carriers, they will only send the reimbursement check directly to you, so we will collect your payment in full for the services provided at your appointment. The payment from the insurance company is typically received in two weeks or less. We will continue to establish our fees fairly and independently, based on providing quality care and attention to all our patients.

We appreciate your loyalty, and hope that this decision has only a positive impact on your dental care. Please call our office, (717)263-3123, if you have any questions or concerns about your benefits or this change. Don't hesitate to ask how our in house membership plan, Dental Health Advantage powered by Klear, can work with your dental insurance for even greater savings.

Sincerely,

Steven M. Parrett, DDS

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