



Network Status Change – Delta Dental Effective Jan 1, 2025

Can I still be a patient at Sequoia Pediatric Dentistry?

Yes, absolutely! But there will be some changes. Most other dental insurances are happy to reimburse the dental office directly as an out-of-network provider; however, Delta Dental does not! So that means all insurance payments will go directly to you (the subscriber).

This also means we must collect full payment upfront from you.

Do we have to do the insurance paperwork?

No! As long as we have ALL of the required subscriber and insurance plan information, we will send the claims on your behalf just like we have been doing this whole time. We can also request pre-determinations for any major treatment that your child may need to get a better cost estimate for you. Please note that pre-estimates may take up to 4-6 weeks to process.

What else will change?

For out-of-network offices, some coverage rates will be different. Most regular checkups and basic services should still be covered at high rates, if not at 100%. This is completely employer and plan dependent. Delta Dental does not provide reimbursement rates to non-contracted dentists so we do not know the exact coverage beforehand.

Delta Dental PPO is my only option and I want to stick with an in-network dental office.

Can I forward my child's records to the new dentist?

Yes, of course. We request that you give us 2-3 weeks advance notice so that we can carefully organize and send any records, x-rays, etc. to your child's new dentist.