



Due to circumstances beyond the PDC's control, and despite significant steps on the part of PDC leadership to attempt to remedy the situation, DD has given our office no choice but to no longer be an in-network provider with their company. Our number one goal at PDC is to care for the dental needs of kids in our area and we are disappointed with the decisions of DD resulting in this situation. To this end, **PDC will be out-of-network with DD beginning November 19, 2021.** We know parents/legal guardians will have questions and we are here to answer those questions.

### **Frequently Asked Questions about PDC being Out-of-Network with DD:**

1. **What does it mean if PDC is out-of-network with DD?** It simply means PDC is not a contracted provider with DD.
2. **My child currently has DD insurance. Can my child still come to PDC?** Yes, unless your child has both DD and Medicaid/Peachcare insurance. If your child has only DD insurance then he/she can still be treated at PDC for both cleanings and restorative treatment.
3. **Why can't my child have both DD and Medicaid/Peachcare?** There are (at least) five states with blanket policies preventing assignment of benefits to non-participating providers. (Arkansas, North Carolina, California, Delaware, Texas, and Montana - other states may be included also). This means the dental office will file the claim but the patient could be reimbursed directly and also receive the Explanation of Benefits ("EOB"). PDC will not be able to file the secondary insurance claim to Medicaid/Peachcare without an EOB.
4. **What will change when PDC is out-of-network with DD?** The main change for those children still eligible for treatment (as explained in #2) is that PDC will ask for full payment at the time services are rendered.
5. **Why do I have to pay at the time services are rendered?** DD most often pays the patient; therefore you will more than likely receive a benefit check directly from DD. If DD happens to pay PDC then we will of course reimburse you the covered amount. In the alternative, you may also choose to keep the funds as a credit on your account to be used for future treatment.
6. **Are there any other pediatric dentists in a 40 mile radius of our office who are in-network providers for DD?** There are not. We would encourage you to call your insurance representative and/or DD to voice your concerns.

Please call our office at (229) 238-3787 or send an email to [practiceadmin@pdctifton.com](mailto:practiceadmin@pdctifton.com) if you have specific questions related to your child. PDC looks forward to continuing to care for all our patients in the best way possible!