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SPECIALIST IN ORTHODONTICS

May 29, 2008

Due to changes with Delta Dental, effective June 1, 2008 Delta Dental will no longer send reimbursement for orthodontic services to our office, but will send reimbursement checks directly to the responsible party.

Our office has always worked closely with all insurance companies when filing claims and the acceptance of assignment, however, Delta Dental has made the decision to change their payment policy and not send the payments to our office. Delta Dental has given our office no recourse other than to collect the full balance of the down payment and monthly payment from you. Based on Delta Dental's payment schedule, you should anticipate a check from Delta Dental made out to the insured. These checks are normally issued on a monthly or quarterly basis. Existing balances due by Delta Dental will be added to your personal balance. We will then calculate your new monthly payment. We will be happy to accept properly endorsed Delta Dental payments should you bring them to our office to be applied to your account.

Delta Dental also will not allow our office to monitor the receipt of your monthly payments. Should a monthly payment not be received by you, please let us know and we will be glad to refile the claim for you.

We sincerely apologize for any inconvenience this may cause to you. It is the view of this office that patients should have the freedom of choice when choosing their health care providers without insurance companies forcing their choices upon the patient. We also believe the patient should have the option of payments being sent to the provider or the insured. If you are dissatisfied with Delta Dental's new reimbursement plan, please contact the human resources department at your employer to see if any other insurance options are available to you. You may also contact your state legislator regarding legislation supporting the preservation of your assignment of benefits rights.

Please feel free to contact our office with any questions.

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