

DENTAQUEST MEDICARE PLANS

Provider Education Training 2024



DentaQuest[®]
a Sun Life company

What we'll cover today

- 01** Virginia Team
- 02** Medicare 101
- 03** Sample Medicare Advantage VA Cards
- 04** Dental Benefits Overview-Office Reference Manuals
- 05** Dual Eligible Members
- 06** Appointment Availability
- 07** Non-Covered Member Waiver and Requirements

What we'll cover today

08 Web Portal and Member Verification

09 Contact Information and Resources



Hello!

Thank you for the opportunity to spend this time together today.



Waradah K. Eargle

Provider Partner, Northern and Northwest VA

Waradah.Eargle@dentaquest.com



Bridget Hengle

Provider Partner, Central and Eastern VA

Bridget.Hengle@dentaquest.com



Melanie King

**Provider Partner, Southwest VA, NC, TN, KY,
WVA**

Melanie.king@dentaquest.com



Medicare 101

Traditional Medicare

- Only covers Part A & B
 - Part A = Hospital Coverage
 - Part B = Medical Coverage



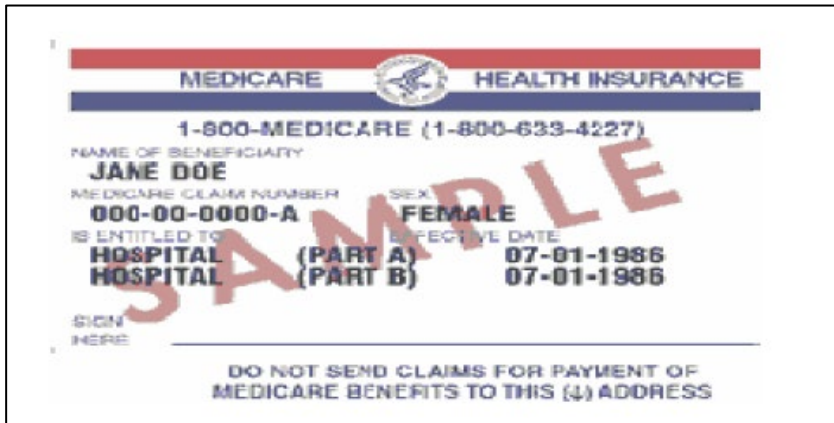
Medicare DSNP/Advantage Plans

- Covers all services required under Part A and Part B except Hospice
- Offered by private insurance companies (MCO's); DentaQuest contracts with these plans to administer the dental benefits
- Individual selects coverage through a private insurance company and pays monthly premiums to insurance company
- SNP* = Special Needs Plan
 - Members qualify for both Medicare & Medicaid benefits
 - Also referred to as “Dual Eligible” or DSNP

Despite these plans having “HMO” in the plan names, which is for the medical portion of the programs, the dental portion is administered with DentaQuest which utilizes the Medicare PPO network for these members’ dental network needs.

Medicare Traditional and Medicare DSNP and Advantage -Sample Cards

Traditional Card



DSNP and Advantage Card



SAMPLE MEDICARE CARDS

Aetna Better Health Medicare HMO (D-SNP) Sample Member Card

<p>AETNA BETTER HEALTH® OF VIRGINIA (HMO SNP)</p> <p>Member Name Last Name, First Name Member ID # 000000000</p> <p>Health Plan #80840 RxBIN: 610591 RxPCN: MEDDADV RxGRP: RX8800</p> <p>PCP Last Name, First Name PCP Phone 0-000-000-0000</p> <p>Issue Date: XX/XX/XXXX</p>	<p>aetna</p> <p>MedicareRx Prescription Drug Coverage</p> <p>H1610-001</p>	<p>Important information</p> <p>Member Services: 1-855-463-0933 (TTY 711) 24-Hour Nurse Line: 1-855-463-0933 (TTY 711) Behavioral Health: 1-855-463-0933 (TTY 711) Pharmacy Help Desk: 1-866-328-7517 (TTY 711) Website: www.aetnabetterhealth.com/virginia</p> <p>Submit claims to: Aetna Better Health of Virginia P.O. Box 63518 Phoenix, AZ 85082-3518 Claim Inquiry: 1-855-463-0933 (TTY 771)</p> <p>This card does not guarantee coverage.</p>
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DentaQuest recommends that each dental office make a photocopy of the Member's identification card each time treatment is provided. It is important to note that the health plan identification card is not dated and it does not need to be returned to the health plan should a Member lose eligibility. Therefore, an identification card in itself does not guarantee that a person is currently enrolled in the health plan.

VA Sentara Sample Member Card (formerly Optima)

"H" number is listed on the Member ID in the bottom right corner.
(Copays do not apply to diagnostic/preventive services.)

H2563-018 Sentara Medicare C-SNP (Engage and Diabetes) \$25 \$3,000

H2563-019 Sentara Medicare Savings \$30 \$2,000

H2563-017-001 VA Sentara Medicare Value Southside \$25 \$3,000

H2563-017-002 VA Sentara Medicare Value Peninsula \$25 \$3,000

H2563-008 VA Sentara Medicare Value NoVa \$25 \$2,500

H2563-009 VA Sentara Medicare Value Cental Hal \$25 \$2,500

H2563-015 VA Sentara Medicare Value Southwest \$25 \$2,500

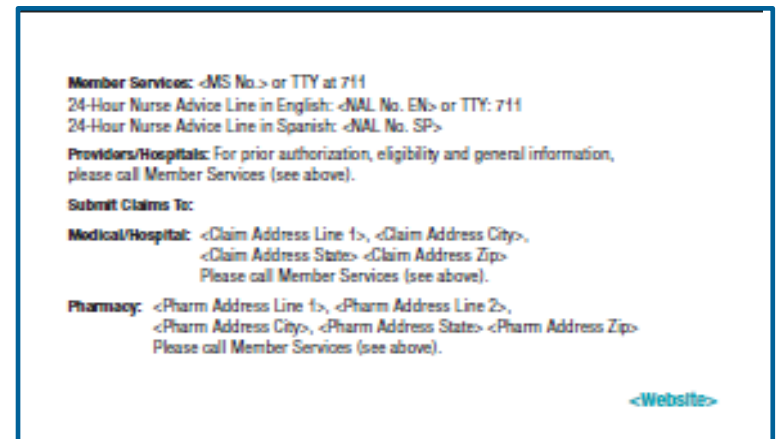
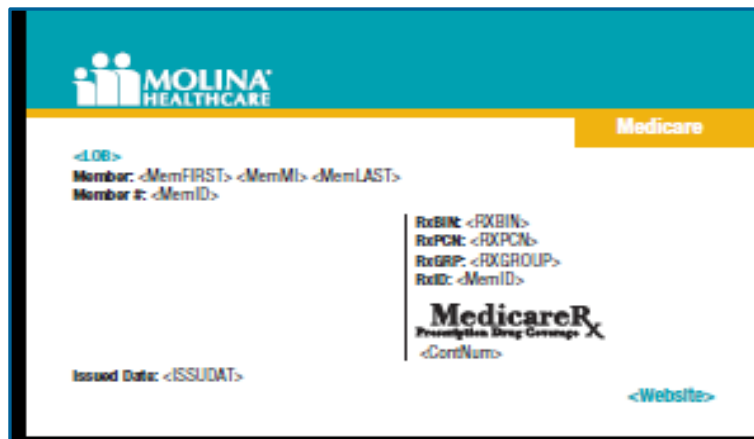
H2563-016 VA Sentara Medicare Value Roanoke \$25 \$2,500

	
Sentara Health Plans	
Sentara Community Complete (HMO D-SNP)	
Member Name: <Member Name>	
Member Number: <XXXXXXXXXXXX>	
Effective Date: <MM/DD/YYYY>	PCP Copay: <\$X>
Issuer: 80840	SOV Copay: <\$X>
RxBIN: 610014	
RxPCN: MEDDPRIME	
RxGRP: SHPMEDD	
sentarahealthplans.com	
	 H2563-004

Member Services:	1-800-927-6048 (TTY: 711)	
Provider Services:	1-888-946-1167	
24/7 Nurse Advice Line:	1-800-394-2237	
Pharmacist Help Desk:	1-800-922-1557	
DentaQuest:	1-888-696-9549	
	Medical Claims PO Box 8203 Kingston, NY 12402	Behavioral Health Claims PO Box 8204 Kingston, NY 12402
Submit claims to:	DentaQuest Claims Providers: 1-844-822-8109	Express Scripts ATTN: Medicare Part D PO Box 14718 Lexington, KY 40512

DentaQuest recommends that each dental office make a photocopy of the Member's identification card each time treatment is provided. It is important to note that the health plan identification card is not dated and it does not need to be returned to the health plan should a Member lose eligibility. Therefore, an identification card in itself does not guarantee that a person is currently enrolled in the health plan.

VA Molina Medicare Complete Care (HMO) (D-SNP) Sample Member Card



DentaQuest recommends that each dental office make a photocopy of the Member's identification card each time treatment is provided. It is important to note that the health plan identification card is not dated and it does not need to be returned to the health plan should a Member lose eligibility. Therefore, an identification card in itself does not guarantee that a person is currently enrolled in the health plan.

VA Clear Spring Health Essential HMO & PPO Medicare Advantage Sample Member Card



<Clear Spring Health HMO Plan>

ID#: XX123456789

Member Name: <Name>

Effect Date: mm/dd/yyyy

PCP: <PCP Name>

PCP Phone: <xxx-xxx-xxxx>

<CMS-H5454 -XXX>



Copayments

PCP: \$XX

Specialist/Urgent Care: \$XX

ER: \$XX

Rx Bin: 012312

Rx GRP: H5454XXX

Rx PCN: PARTD







[Insert Bar Code]

Member Services:	1-877-384-1241
TTY:	711
Pharmacy Services:	1-833-478-6372
Dental Services:	1-833-825-3415
Hearing Services:	1-866-344-7756
Vision Services:	1-833-825-3415
Behavioral Health Services:	1-877-384-1241
Provider Services:	1-877-384-1241
Utilization Review/Inpatient Services:	1-866-689-8761
<u>Paper Claims</u>	<u>Electronic Claims</u>
Clear Spring Health	Payor ID: 66009
Attention: Claims	
P.O. Box 4048	
Scranton, PA	
18505	www.ClearSpringHealthCare.com

DentaQuest recommends that each dental office make a photocopy of the Member's identification card each time treatment is provided. It is important to note that the health plan identification card is not dated and it does not need to be returned to the health plan should a Member lose eligibility. Therefore, an identification card in itself does not guarantee that a person is currently enrolled in the health plan.

John Hopkins MD Select (HMO) – (D-SNP)

Sample Member Card

 JOHNS HOPKINS HEALTH PLANS	Johns Hopkins Advantage MD Select (HMO)	 JOHNS HOPKINS HEALTH PLANS	For benefit information call Customer Service (Members and Providers): 1-877-293-4998 TTY: 711 or visit www.hopkinsmedicare.com
Member Name NEW ID CA JHH VA 001 PLAN	Effective Date: January 01, 2024	DO NOT BILL MEDICARE Medicare limiting charges apply.	24-hour Nurse Chat Line: 1-888-202-8828
Member ID: 100500579 Health Plan: H1339 001 PCP: NO PCP SELECTED Phone#:	In-Network Office Visit Copay: \$0.00 Specialist Copay: \$40.00 Urgent Care Copay: \$55.00 ER Copay: \$100.00	Submit medical claims to: Johns Hopkins Advantage MD PO Box 3537 Scranton, PA 18505	Over-the-Counter Health Solutions 1-888-628-2770
RxBIN: 004336 RxPCN: MEDDADV RxGRP: RX23DU	There are no out-of-network benefits. Members are fully liable for the cost of out-of-network services.	Present this card at the time of service and with every prescription.	For non-Medicare covered dental related inquiries, please contact DentaQuest: 1-844-231-8318
			Prior Authorization: 1-877-293-4998 Pharmacist Use Only: 1-866-693-4620

DentaQuest recommends that each dental office make a photocopy of the Member's identification card each time treatment is provided. It is important to note that the health plan identification card is not dated and it does not need to be returned to the health plan should a Member lose eligibility. Therefore, an identification card in itself does not guarantee that a person is currently enrolled in the health plan.

VA MEDICARE ADVANTAGE PLANS - OVERVIEW

DentaQuest Medicare Plans

Aetna Better Health Medicare HMO (D-SNP)

Sub-Group Name:

- Aetna Better Health of Virginia (HMO D-SNP) HIDE
- Aetna Medicare Assure Premier (HMO D-SNP) FIDE
- Aetna Medicare Assure Value (HMO D-SNP) QMB



DentaQuest Medicare Advantage Plans

Sentara Medicare Community Complete HMO (formerly Optima)

Prime and Salute (Sub-Group Names and Group plan numbers):

- Sentara Medicare Salute HMO #H2563-014
- Sentara Medicare Prime Peninsula HMO #H2563-005-002
- Sentara Medicare Prime Southside HMO #H2563-005-001

VA Sentara Medicare Community Complete (D-SNP) #H2563-004

VA Sentara Medicare Community Complete Select (D-SNP) #H2563-020



DentaQuest Medicare Advantage Plans

Sentara Medicare Community Complete HMO (formerly Optima)

VA Sentara Community Complete Value (Sub-Group Names and Group plan numbers):

- Sentara Medicare Value Halifax HMO #H2563-009
- Sentara Medicare Value NOVA HMO #H2563-008
- Sentara Medicare Value Peninsula HMO #H2563-017-002
- Sentara Medicare Value Roanoke/Alleghany HMO #H2563-016
- Sentara Medicare Value Southside HMO #H2563-017-001
- Sentara Medicare Value Southwest HMO #H2563-015
- Sentara Engage Diabetes and Heart (C-SNP) #H2563-018
- VA Sentara Savings (Part B Giveback) #H2563-019

DentaQuest Medicare Advantage Plans

VA Molina Complete Care (HMO) (D-SNP) Medicare

VA Molina Choice Care (HMO)

VA Molina Complete Care Select (HMO) (D-SNP)

Clear Spring Health Medicare Advantage

Sub-Group Name:

- Clear Spring Health Essential (HMO)
- Clear Spring Health Essential (PPO)

John Hopkins MD Select (HMO D-SNP)



Aetna Better Health of Virginia (HMO D-SNP) HIDE, Aetna Medicare Assure Premier (HMO D-SNP) FIDE)- Dental Benefits Overview

Covered Benefits (Exhibit A) ORM-

REVIEW ORM FOR COVERED CODES

- Annual max \$3000 - Calendar year
- Wrap benefits-mix of codes that are not covered by the Medicaid plan.
- There is no cleanings, exam, or routine x-rays covered, no extractions or dentures.



Aetna Better Health Medicare HMO (D-SNP)- Dental Benefits Overview

Covered Benefits (Exhibit B) ORM

- Annual max \$3000 - Calendar year
- Covered services include:
 - Cleanings (2x year)
 - Routine X-rays- (x-rays once per 12 months. Check ORM for types of x rays covered)
 - Fillings, Crowns, Dentures
 - Extractions (other Oral Surgery procedures)
 - Periodontics
 - Root Canals

VA Sentara Medicare Community Complete HMO-Salute and Prime-Dental Benefits Overview

Covered Benefits (Exhibit C)-VA MEDICARE ORM

- Annual max \$2000 Calendar year –Salute
- Annual max \$3500 Calendar year- Southside and Peninsula
- \$50 Office Co-pay per Visit (excludes preventive services)-Salute
- Prime Southside and Peninsula-\$75 copay
- Covered services include:
 - Cleanings & Fluoride (2 per 12-month period)
 - Exam (2 per 12-month period)
 - Routine X-rays (1 set per 12-month period)
- Fillings, Dentures, Bridges, Implants, Endo, Perio
- Extractions (other Oral Surgery procedures)



*Annual maximum applies to all services except preventive

VA Sentara Medicare Community Complete Value-Dental Benefits Overview

Covered Benefits (Exhibit D)-VA MEDICARE ORM

"H" number is listed on the Member ID in the bottom right corner.
(Copays do not apply to diagnostic/preventive services.)

H2563-005-001 VA Sentara Medicare Prime Southside \$75 \$3,500

H2563-005-002 VA Medicare Prime Peninsula \$75 \$3,500

H2563-014 VA Medicare Salute \$50 \$2,000



 **Sentara**
Health Plans

Sentara Community Complete (HMO D-SNP)

Member Name: <Member Name>
Member Number: <XXXXXXXXXXXX>
Effective Date: <MM/DD/YYYY> PCP Copay: <\$X>
Issuer: 80840 SOV Copay: <\$X>
RxBIN: 610014
RxPCN: MEDDPRIME
RxGRP: SHPMEDD
sentarahealthplans.com

MedicareRx
Prescription Drug Coverage

H2563-004

VA Sentara Medicare Community Complete Value-Dental Benefits Overview

Covered Benefits (Exhibit D)-VA MEDICARE ORM

- Annual max \$3000 Calendar year- Value Southside, Value Peninsula, Engage-Diabetes and Heart (C-SNP)
- \$25 Office Co-pay per Visit (excludes preventive services)
- \$2,500 Annual Max-Value NOVA, Value Halifax, Value Southwest, Value Roanoke
- Covered services include for Value plans:
 - Cleanings & Fluoride (2 x 12-month period)
 - Exam (2x 12-month period)
 - Routine X-rays (one set per 12-month period)
- Fillings, Dentures, Extractions, Endo and Perio (other Oral Surgery procedures)

*Annual maximum applies to all services except preventive

VA Sentara Medicare Savings-Dental Benefits Overview

Covered Benefits (Exhibit D)-VA MEDICARE ORM

- Annual max \$2000 Calendar year-Optima Medicare Savings
- \$30 Co-pay per visit including preventive
- Covered services include:
 - Cleanings (2 x year)
 - Exam (2 x year)
 - Routine X-rays (one set per 12-month period)
 - Fluoride (2 x 12-month period)
- Fillings, Dentures, Perio and Endo
- Extractions (other Oral Surgery procedures)



*Annual maximum applies to all services except preventive

VA Sentara Medicare Community Complete Value and Savings-Dental Benefits Overview

Covered Benefits (Exhibit D)-VA MEDICARE ORM

- Review Exhibit D for covered codes and documentation requirements

"H" number is listed on the Member ID in the bottom right corner.
(Copays do not apply to diagnostic/preventive services.)

H2563-018 Sentara Medicare C-SNP (Engage and Diabetes) \$25 \$3,000

H2563-019 Sentara Medicare Savings \$30 \$2,000

H2563-017-001 VA Sentara Medicare Value Southside \$25 \$3,000

H2563-017-002 VA Sentara Medicare Value Peninsula \$25 \$3,000

H2563-008 VA Sentara Medicare Value NoVa \$25 \$2,500

H2563-009 VA Sentara Medicare Value Cental Hal \$25 \$2,500

H2563-015 VA Sentara Medicare Value Southwest \$25 \$2,500

H2563-016 VA Sentara Medicare Value Roanoke \$25 \$2,500



 **Sentara**
Health Plans

Sentara Community Complete (HMO D-SNP)

Member Name: <Member Name>
Member Number: <XXXXXXXXXXXX>
Effective Date: <MM/DD/YYYY>
Issuer: 80840
RxBIN: 610014
RxPCN: MEDDPRIME
RxGRP: SHPMEDD
sentarahealthplans.com

PCP Copay: <\$X>
SOV Copay: <\$X>

MedicareRx
Prescription Drug Coverage

H2563-004

VA Sentara Medicare Community Complete HMO-(D-SNP)-Dental Benefits Overview

Covered Benefits (Exhibit E)-VA MEDICARE ORM

- Review Exhibit E for covered codes and documentation requirements
- Annual max \$4000 Calendar year-VA Sentara Medicare Community Complete HMO-(D-SNP)
- Covered services include:
 - Cleanings (2 x 12-month period)
 - Exam (2 x 12-month period)
 - Routine X-rays (one set per 12-month period)
 - Fluoride (2 x 12-month period)
- Fillings, Dentures
- Extractions (other Oral Surgery procedures)



*Annual maximum applies to all services except preventive

VA Molina Complete Care (HMO) (D-SNP) Medicare -Benefits Overview

Covered Benefits (Exhibit F)-VA MEDICARE ORM

- Annual max \$4000 Calendar year
- No Co-pay
- No Member cost share
- Covered services include
 - Cleanings & Fluoride (2 per 12-month period)
 - Exam (1 per 12-month period)
 - Routine X-rays (2 per 12-month period)
- Fillings, Perio, Dentures, Endo
- Extractions (other Oral Surgery procedures)



*Annual maximum applies to all services except preventive

VA Clear Spring Health Essential HMO & PPO Medicare Advantage-Dental Benefits Overview

Covered Benefits Refer to VA Clear Spring Health ORM

- Annual max \$2000 (Calendar year) PPO
- Annual max \$1000 (Calendar year) HMO
- Covered services include:
 - Cleanings and exams (1x 6 months)
 - Routine X-rays (one set per 12-month period)
 - Restorative
 - Extractions (other Oral Surgery procedures)
 - Periodontics
 - Adjunctive Services



*Annual maximum applies to all covered benefits

John Hopkins MD Select Medicare HMO - Dental Benefits Overview

Covered Benefits refer to the John Hopkins MD ORM

- Annual \$2500 max
 - No co-pay
 - Exams and Cleanings Restorative/crown/bridges
 - Periodontics
 - Extractions/Oral Surgery services
 - Dentures



Office Reference Manuals (ORMs)

DentaQuest Medicare Advantage dental plan Office Reference Manuals (ORM), which provides information on the plans, covered benefits, criteria and limitations, etc., are available in the related documents section of the Provider Web Portal and on the DentaQuest website.

The ORM should be reviewed to determine if planned service code is covered and/or requires pre-authorization prior to treatment

The related ORMs are:

- VA Medicare ORM
- VA Clear Spring Health ORM
- John Hopkins MD Select Medicare HMO



DUAL ELIGIBLE MEMBERS

Dual Eligible Members

- Some members may be eligible for both Medicare and Medicaid. These individuals are called “dual eligibles”
- Some members receive the full range of Medicaid benefits while others only receive assistance with Medicare premiums or cost sharing
- Individuals that qualify for both Medicare and Medicaid benefits will receive Medicaid covered services even if Medicare doesn’t cover the service. There is a Coordination of Benefit requirement between Medicare and Medicaid benefits.
- Plans are expected to coordinate benefits and payment for services between Medicare and Medicaid, based on member’s eligibility and if provider is participating/contracted with Medicaid
- Medicaid is “always” the payer of last resort
- The member’s benefit would be reviewed under Medicare first and then coordinated with Medicaid

APPOINTMENT AVAILABILITY

Appointment Availability per Contract and ORM

Appointment Availability requirements are as follows per the provider contract and Office Reference Manual (ORM) that under reasonable, routine circumstances, appointment times shall be the usual and customary and not to exceed:

- 24 hours for Emergency Appointments
- 48 hours for Urgent Appointments
- 6 weeks for Routine Appointments
- Follow up Appointments made within 30 days of treatment plan, as appropriate



MEDICARE NON COVERED SERVICES MEMBER WAIVER AND REQUIREMENTS

Sample Non-Covered Member Waiver

**Acknowledgment of Disclosure and Acceptance
Member Financial Responsibility for Non-Covered Services
CONSENT FORM**

Member Name: _____
 Member ID: _____
 Treating Provider Name: _____
 Service Location Name and Address: _____

Not all dental services are covered by your health plan. Some services are covered, but only within specific time frames (twice per year, once per year, once every 5 years, etc.). Services requested or received more frequently than your benefit allows are considered to be non-covered. Some services also have criteria that must be met to be covered. This is called "medical necessity". If the service is not medically necessary, the service is not covered. The following service(s) are recommended for the above named patient, but are not covered services:

Non-Covered Services			
Code	Cost	Description	Reason service is not covered

I understand that the above services are not covered by my health plan, and that I am personally responsible for paying the dentist if I choose to receive these services. My signature shows that I understand this responsibility and will pay the dentist when I receive his/her billing statement.

Member Signature _____ Date _____
 Witness Signature _____ Date _____

DentaQuest LLC, January 1, 2018
 Current Dental Terminology © American Dental Association. All Rights Reserved.

Waivers should include the following:

- Member full name
- Member ID number
- Treating provider name
- Treating service office location/address
- Each ADA code listed
- Fee for each code
- Description of each code
- The reason the code is not covered (i.e. over the annual max)
- Member/guardian signed document prior to services being preformed
- Signed document dated
- Office staff signature (as a witness the waiver was read and understood fully)
- *Prior authorize non-covered service or any service that they suspect will not be covered for system review

WEB PORTAL AND MEMBER VERIFICATION

Provider Web Portal and Self Registration

providers.dentaquest.com/onboarding/start/

Provider portal

Sign in

Sign in to the provider portal to access member and benefits information.

Username *

CommRaeanne

Password *

.....

Remember me

Sign in

Ready to register?

Create an account on the provider portal where you can access information about plans, claims and more.

Get started

Have questions or need help?

Explore our provider portal training materials.

[Sun Life training & education](#)



[DentaQuest training & education](#)



Portal Training Tutorials-

Intro to the Provider Portal

<https://youtu.be/o8L-UZdk5Mg>

Registration Tutorial

https://youtu.be/P2ftD1F240Q?si=_nu47TPs1FbmdCyX

Member and Eligibility Search Tutorial

<https://www.youtube.com/watch?v=WEliwETtIBM>

Practice Management Tools Tutorial

<https://www.youtube.com/watch?v=5KI-gBVzRfo>



CONTACT INFORMATION AND RESOURCES


DentaQuest Website link-Virginia

<https://bit.ly/3xoMjVhV>



VIRGINIA PROVIDERS

THE NETWORK FOR QUALITY DENTAL CARE IN



DentaQuest
a Sun Life company

[Members](#) [Providers](#) [Solutions](#) [Who We Serve](#) [About](#) [News & Resources](#)

[Find a dentist](#) [Login](#)

DentaQuest is a leading dental insurance provider in Virginia, serving members across Medicaid, Medicare Advantage, Marketplace and Personal plans. We have built a national oral health ecosystem committed to quality patient care, efficient processes and continuous improvement on the fundamentals to help your practice perform at its best.

Currently viewing Virginia. [Change state](#) →

Contact Information Medicare Plans

Medicare Provider Services 844.822.8109

Provider Web Portal:

<https://govservices.dentaquest.com>

DentaQuest Website:

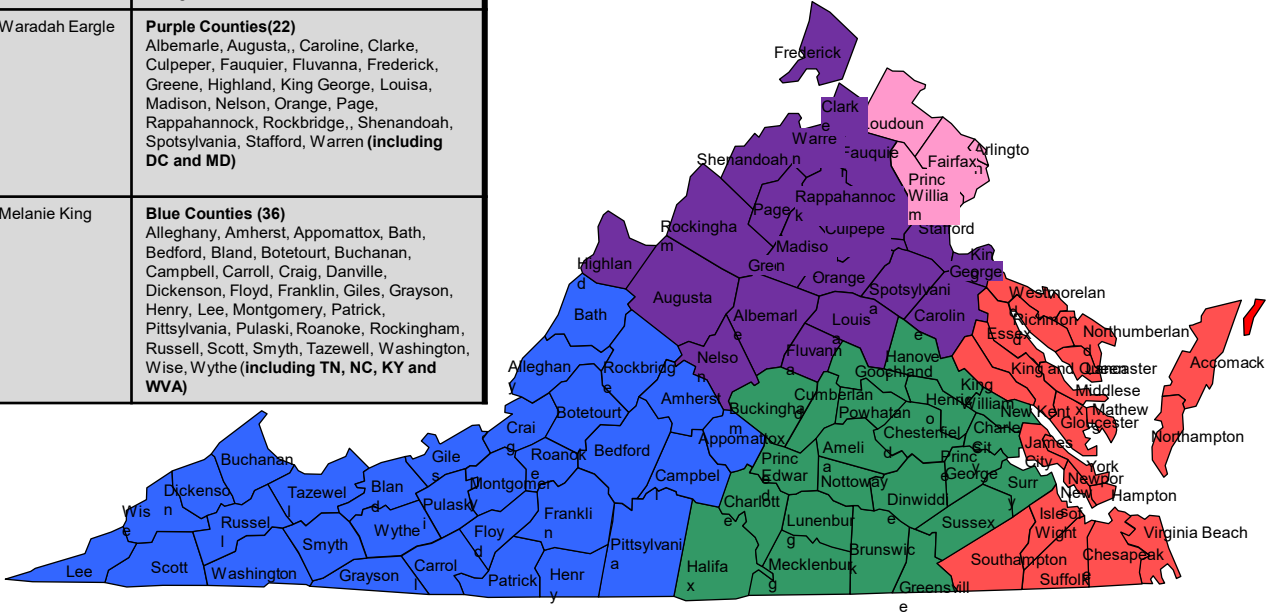
www.dentaquest.com

Page 2 of each ORM includes many other contacts/addresses



VA Provider Partners County Assignments

Region	Rep Name	Assigned Counties
Central	Bridget Hengle	Green Counties (23) Amelia, Brunswick, Buckingham, Charles City, Charlotte, Chesterfield, Cumberland, Dinwiddie, Goochland, Greensville, Halifax, Hanover, Henrico, Lunenburg, Mecklenburg, New Kent, Nottoway, Powhatan, Prince Edward, Prince George, Richmond, Surry, Sussex
Eastern	Bridget Hengle	Red Counties (20) Accomack, Chesapeake, Essex, Gloucester, Hampton, Isle of Wight, James City, King and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Northampton, Northumberland, Southampton, Suffolk, Virginia Beach, Westmoreland, York
Northern	Waradah Eargle	Pink Counties (4) Arlington, Fairfax, Loudoun, Prince William
Northwest	Waradah Eargle	Purple Counties(22) Albemarle, Augusta, Caroline, Clarke, Culpeper, Fauquier, Fluvanna, Frederick, Greene, Highland, King George, Louisa, Madison, Nelson, Orange, Page, Rappahannock, Rockbridge, Shenandoah, Spotsylvania, Stafford, Warren (including DC and MD)
Southwest	Melanie King	Blue Counties (36) Alleghany, Amherst, Appomattox, Bath, Bedford, Bland, Botetourt, Buchanan, Campbell, Carroll, Craig, Danville, Dickenson, Floyd, Franklin, Giles, Grayson, Henry, Lee, Montgomery, Patrick, Pittsylvania, Pulaski, Roanoke, Rockingham, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe (including TN, NC, KY and WVA)



Questions and Answers!

“There is no such thing as a dumb question”

“A prudent question is one-half of wisdom.”

“We wish to express our gratitude for your time and for your continued support in working with us to provide quality dental care and improve the oral health of patients in your community.”