

Aaron LaRock D.D.S.

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Your Hometown Dentist

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I want to provide my valued patients of LaRock Dental with an update. The way your insurance currently processes payments (Delta and Blue Cross) will be different starting May 1st, 2025.

Why is this change happening? My office and I are dedicated to providing our patients with the best quality of care that we can. We value the care and your oral health more than anything else. The reimbursements that Delta and Blue Cross provide have not increased over the past number of years, while office expenses have skyrocketed. Our office wants to continue to be able to take the time to get to know our patients, listen to their concerns and take the necessary time to provide optimal care. Continuing to stay 'in network' and the reimbursements and restrictions that come with that choice make it increasingly difficult, which is why I have chosen to become an unrestricted provider with Delta and Blue Cross.

Here is what will still be the same:

1. We will still do all the paperwork and submit treatment to your dental insurance for you, as we have always done.
2. We will still accept your dental insurance, and it will still help pay for your dental care here at our office.
3. We will still handle problems with your insurance so you don't have to.
4. HSA cards are still an accepted form of payment to cover out of pocket expenses.

Here is what will be different:

1. Instead of Delta and Blue Cross sending their payments directly to our office, they have chosen to send the check to you (the patient), usually within a few weeks.
2. Due to the change in how they will pay, we are asking that you pay the full fee at the time of your visit, and then you will be able to keep the reimbursement check from Delta or BlueCross. If patients have difficulty paying the full fee up front, we have no interest financing that can assist you.
3. We will be running prior authorizations on all treatment so that we are transparent and in a good faith effort to let you know what your investment will be. Please understand the insurance does not provide a guarantee of payment to you or us.

If you decide to transfer your care to another office, we will be happy to send your records. We will miss you, and please know that we would gladly welcome you back!

Aaron LaRock DDS

