



**ATTN: Aetna, GEHA, Guardian, and Principal
PLAN MEMBERS**

With open enrollment quickly approaching, we wanted to make all our patients are aware of a change regarding our relationship with Aetna, GEHA, Guardian, and Principal. **Effective on January 1st 2025** our office will no longer be in-network with the insurance companies listed above. We will still be accepting these insurance plans just like we do now and always will. The only difference will be how the claims are processed; we will be switching from being an in-network provider to being an out-of-network provider.

Being an in-network provider comes with many restrictions that go against Dr. Bittner & Dr. Flann's philosophies for providing high quality dental care. For example, being an in-network provider means that we agree to an insurance-approved fee schedule that benefits the insurance company. Every year the cost of materials and supplies has substantially increased and for 10 years the reimbursement from these insurance companies has not. We have tried to negotiate and work with these insurance companies and they have been unwilling to change their fee schedules. The only way for us to offset the fees is to see more patients, which makes it harder for us to maintain the quality of care that we strive to provide for your child. We find that families love coming to our office because we can spend time with each child and provide high quality dental care. We are finding that being an in-network provider with Aetna, GEHA, Guardian, and Principal is making it difficult to do this.

Please feel free to contact our office or your insurance company to help you determine what your coverage will be for your future appointments scheduled in 2025.

We apologize for any inconvenience and look forward to continuing to provide your family with the best quality care.

Sincerely,

Bittner & Flann Dentistry for Kids