

Dear Valued Patients:

We are so grateful to have you as our patient, many of you for a very long time! We are devoted to providing excellent care to all of our patients and constantly review our systems and services in order to maintain the highest level of treatment and customer service.

Cohasset Dental has been a part of the Blue Cross Blue Shield Dental Blue provider network since 2003 when we opened our doors. Dr. Thomas has been a BCBS provider for over 36 years, and Dr. Chenette for over 26 years. In the last two years, our costs to do business have increased by more than 35%. Non-payment for the treatment of emergency patients, lowered reimbursements for services (despite the increased business costs) and high contracted write-offs have forced us, like many Massachusetts dentists, to re-evaluate the affordability of remaining in the BCBS network. We have determined that the optimal care our patients deserve cannot include shortened appointments or the use of cheap laboratories and materials.

COHASSET DENTAL WILL NO LONGER PARTICIPATES IN THE BLUE CROSS BLUE SHIELD DENTAL BLUE NETWORK AS OF SEPTEMBER 1, 2023

We have assembled a fantastic team, utilize the highest level of dental technology available, and prioritize the health and well-being of our patients.

We would very much like to maintain our relationship with YOU, despite this change. Although we will continue to handle claim submissions on patients' behalf, we have been informed that an out-of-network status will significantly restrict our access to BCBS plan and claim information, as well as end our ability to accept assignment of benefits. As a result, *it will be necessary for BCBS-insured patients to ensure their own eligibility for services at Cohasset Dental, pay all fees on the date services are rendered, and wait for direct reimbursement from their plan.*

Please don't hesitate to ask any questions you may have – we will do our best to address any and all concerns and would appreciate the opportunity to continue to serve you with the best care possible.

Sincerely,

Dr. Kevin Thomas, D.D.S.

Dr. Aaron Chenette, D.M.D.