



TriMark Dental Clinic, LLP



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Dear Jim,

Thank you for your letter. I read it, set it aside to "sleep on it", thought of how to respond and then reread in preparation for this letter.

I appreciate the fact that you are a long time satisfied customer. That is how we establish a successful practice. Our philosophy of practice is to meet "people where they are" in their need for dental care. Many people see us every six months for cleanings and checkups and we encourage that consistency. But human nature being what it is, that is variable and inconsistent, prompts other patients to just call on us when a tooth hurts or breaks. We are here to treat those patients also. After reviewing your record, I think you fit into the emergency care class of patients. Dental disease is highly preventive in nature and costs truly escalate when small restorations become crowns or root canals. Once the decay or disease is present, there is no more preventing it. All we can do is restore the teeth and it becomes costly.

I'm not sure what dental insurance plan you're referring to that we don't accept. I checked our computer and we deal with 1,091 insurance companies and those companies offer 2,764 different plans which cover patients we presently see. I will say that we are not in any PPO (Preferred Provider Organization) coverage though.

I am philosophically opposed to allowing some large insurance company to tell me I need to discount my fee to some arbitrary number so that I can treat patients who may want to be seeing their life long dentist but instead are only seeing me because I'm a little less expensive.

If you need to know if we accept a certain insurance company or plan, call Linda at 752-7452. She'll be happy to help you. The printed list of companies and plans is probably 50-60 pages and might just be confusing.

Sincerely yours,

Mark Karrels