Fountain City SMILES

Temporary Update Regarding Your MetLife Plan

Dear Valued Patient,

You may have received, or will soon receive, a letter from MetLife indicating that we are going out-of-network with your plan. Please rest assured—this is only a **temporary** situation, and we have no intention of leaving your network permanently.

This is a standard administrative step during our transition between contracts. To secure a better agreement with your insurance provider—and to avoid accepting reimbursement rates that would compromise the quality of care we proudly provide—we ended our previous contract to move onto an improved one. This administrative change triggered the notice you received.

What You Should Know

- We have completed all necessary steps to return to in-network status with your plan.
- This is just a brief gap while your insurance carrier processes the new contract.
- During this temporary period, we can still see you, file claims on your behalf, and help you maximize your benefits.
- Many MetLife plans offer strong out-of-network benefits, so you may experience little or no change in coverage.

We're happy to verify your specific benefits and help you understand how this affects you. Please feel free to reach out at your convenience. Our goal is to keep your care uninterrupted and transparent, with no surprises along the way.

We sincerely appreciate your continued trust and look forward to serving you again.

Warm regards,

The Team at Fountain City Smiles

2944 Tazewell Pike, Suite 2,
Knoxville, TN 37918 | (865) 687-8670

Fountain City SMILES

Dental Benefits FAQ

Do you still take my insurance? **YES!**

Why are you out-of-network with my MetLife plan?

We believe in providing the best possible care for you and your family. To secure a better agreement with MetLife, we ended our previous contract to move onto an improved one. During this transition we will be temporarily out-of-network with your MetLife PDP Plus plan. We will still work with your plan during this time.

Do I need to find a new dentist?

No! We can still see you and your family as an out-of-network provider. In fact, we have many patients who choose to come here even though we are out-of-network with their insurance.

Will my dental care cost more?

We work hard to make dental care affordable. We will still file all claims on your behalf and work to maximize your insurance benefits. MetLife is known for strong out-of-network benefits, and many plans reimburse out-of-network care at similar rates. Every plan is different, so we are happy to provide you with an estimate ahead of time so you know what to expect.

Is this a permanent change with MetLife PDP Plus?

No. Fountain City Smiles will be out-of-network with MetLife PDP Plus for a temporary period. During this time, we can still see you, file claims on your behalf, and help you maximize your benefits. After this transition period, we expect to be back in network with MetLife PDP Plus.

What if I have more questions?

We have people who can help! Please call our office at **(865) 687-8670** and ask to speak to **Jan**, our office manager, or **Sophia**, and they will be happy to assist you with any questions you have.

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