

February 13, 2020

Capital Family Dental

Dr. Ayman Ghobashy DDS
General Dentistry & Endodontics
3000 L St. Suite. 205
Sacramento, CA 95816

Phone: (916)452-1884 **Fax:** (916)452-1885

Our office, Capital Family Dental Group has been working in the Health Net GMC / Liberty Dental Plans for almost 5 years, 2015. It has been a long process but we have become very established within those years. Health Net GMC / Liberty Dental Plans is very simple to use. This plan makes it very easy and precise to do patient referrals, preauthorizations, submitting claims specifically billing for each category (General dentistry, endodontics and oral surgery) is very easy. We are fond of this plan. Our staff is expert and comfortable with this plan. But the Denti-cal plan is totally different.

- The billing system is very complicated
- Getting pre authorization for treatments is way too hard
- Getting used of new system is time consuming

that can affect patient quality of care, that is our biggest concern because patient comes with pain always and they want to get rid of that pain as soon as possible. For the treatments like root canals and extractions that need prior authorization is really fast and easy with Health Net GMC / Liberty Dental Plans. So patient gets their treatment as soon as

possible. Therefore due to complicated system of dental plan patient will suffer the most.

We highly recommend keeping these Health Net GMC / Liberty Dental Plans so we can work for the best of patients. I hope you will consider our Concern.

Sincerely,
Dr. Ayman Ghobashy