

Tuesday, July 14 2026

Dear patient:

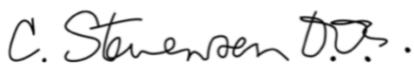
We are writing to let you know that Grand Dental will be ending our participation with Principal's Dental Network on or about August 15, 2026. We will continue to file Principal insurance but expect to be treated as out-of-network beginning on August 16. Please note that we will not cancel any upcoming appointments without your request.

A recent analysis found Principal's reimbursement rates to average more than 10% less than the other benefit companies that we partner with for the dental procedures most commonly completed at our office. Principal will only review their reimbursements with us once every 3 years, which makes this deficit particularly marked and worrisome in the current inflationary environment. At the same time, the administrative burden required by Principal to achieve quality care for our patients has increased. The economics of working with Principal's Dental Network simply no longer work for our small business.

After multiple decades of partnership with a hometown corporation, this is not a decision that we have made lightly. While we sincerely hope that you stay, we know that in-network status is a large part of many families' decision of where to seek care and understand that some will need to transfer their care. That process can be initiated online at <https://grand.dental/records-request>, by mail, or in person. Please note that the records transfer process is defined by Federal Law and Department of Health and Human Services rules. We strive to respond to all requests within 3-7 business days; please account for this process in your planning.

Regardless of where you receive your care, we encourage you to keep up with regular, scheduled care and wish you continued optimal oral health.

Sincerely,



Chad B. Stevenson D.D.S.



Andrew Stevenson D.D.S.