



Frequently Asked Questions

What Families Need to Know About Surgery Costs & Scheduling

Look out for your personalized cost estimate!

You will receive an email and/or text from Valleygate with your specific cost estimate before your surgery date. Please watch for it and don't hesitate to call us with questions!

Valleygate Billing: (980) 825-6080

Q: Why did I get a bill from Valleygate AND from my child's dentist?

This is completely normal and expected. When your child has surgery at our center, there are two separate providers involved:

- **Valleygate Dental Surgery** Centers bills for the surgical facility and anesthesia services.
- **Your child's dental provider** bills separately for the dental work performed.

These are two different services, so you may receive two separate bills or Explanations of Benefits (EOBs) from your insurance. Both are expected.

Q: Does Valleygate accept my insurance?

Valleygate is in-network with the following insurance plans:

- Blue Cross Blue Shield of North Carolina
- Cigna
- MedCost
- Tricare (participating provider)
- North Carolina, South Carolina, and Virginia Medicaid

If your insurance is not listed above, please call us. We will verify your benefits and give you an accurate estimate before your surgery date.

Q: My insurance said Valleygate is out-of-network. What does that mean for me?

If Valleygate is not in your insurance's network, your insurance may pay less — or nothing — toward our charges, leaving you responsible for a larger portion of the bill.

If this applies to you, please call our billing team before your surgery date. We will:

- Confirm your exact benefit coverage and out-of-pocket estimate
- Walk you through all available payment and financial assistance options
- Make sure you have no surprises on the day of surgery

We are also currently in the process of expanding our insurance network, so please check with us if you have been told we are out-of-network — this may change soon!

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Surgery Duration	Fee
Up to 30 minutes	\$1,383.75
30 – 60 minutes	\$1,853.34
60 – 90 minutes	\$2,119.28
Over 90 minutes	\$2,617.92

Q: I received an estimate, but I have questions about it. Who do I call?

Please contact the Valleygate billing team directly at (980) 825-6080. We are happy to walk through your estimate line by line, explain what your insurance is expected to cover, and help you understand exactly what to expect before your surgery date.

You can also ask your dental provider's hospital coordinator to connect you with our team — we work closely together to make this process as easy as possible for your family.

Questions?

We are here to help!

Call us at (980) 825-6080



Contact Valleygate's billing team before your surgery date — we want your family to feel confident and prepared.