
What is the dental plan?

The Smile Centres 5-star plan is designed to provide preventive dental care, so that you can keep your teeth for life.

How does it work?

In return for a fixed monthly payment, your dentist will provide all the treatment necessary to secure and maintain a healthy mouth. This includes regular checkups, preventive advice and hygienist services. It also includes, when necessary, x-rays, fillings (including white fillings), treatment for gum conditions, extractions and root fillings. You will have access, without any charge, to all the services we normally provide to look after our patients' dental health.

Do I have to pay for anything?

Some treatments involving outside suppliers, such as crown, dentures, bridges and mouth guards are provided at a reduced cost.

Is it an insurance?

No, it is a maintenance plan designed to help you keep your teeth, but if an accident causes damage to your teeth, the cost of treatment is covered by insurance (subject to policy terms and limits).

How much does it cost?

Your subscription will be based on an assessment of your future treatment needs. After a short examination we will advise you what your monthly fee would be. There is a joining fee equivalent to your first month's subscription, unless you are transferring from another plan (for example Denplan Care).

What happens in an emergency?

Ring the practice number for details of how to obtain treatment outside normal hours.

Supposing I am away from home?

If you are away from home, membership of the plan allows you to call Europ Assistance who will put you in touch with a dentist who can help. If you are overseas when you need help, Europ Assistance will try to find an English-speaking dentist to assist you.

If you have to see a dentist (other than your usual dentist) in an emergency, you should request temporary treatment necessary to render you in a comfortable condition. Pay the emergency dentist and ask for a written receipt and details of treatment carried out. On your return home, fill in a claim form and forward this to DPAS Ltd.

Accidental injury

The 5-star plan also covers treatment required as a result of a dental injury. Depending on the size of your claim, an assessment by an independent dentist may be required before permanent treatment can be authorised.

Further information

Details of the policy terms and limits and claim forms for emergency treatment, treatment following dental injury, hospital cash and emergency call-out can be obtained from:

Dental Payment Administration Services Ltd.
Fonthill Bishop
Salisbury, Wiltshire
SP3 5SH

Tel: 01747 820810
Fax: 01747 820818

Can I still change dentists?

Yes. If you have not seen your dentist recently, he or she will almost certainly recommend a final check-up. You may need some treatment to ensure that your mouth is healthy before you leave.

Registration cannot be transferred from one dentist to another, so you must advise DPAS Ltd. when you wish to cancel your contract. This is sometimes overlooked, and refunds are not possible.

It is unlikely that your new dentist will recommend any treatment before accepting you into a new dental plan, but please remember that dental health is a matter of opinion, and clinical opinions can differ. If you register with another Smile Centre within three months, no joining fee is payable.

Will my monthly payment ever change?

To maintain a consistently high level of service we may change your monthly payment, possibly once a year. Exceptionally, we may change your monthly payment if your clinical condition markedly improves or deteriorates. We will always give you advance notice of any change.

An extra bonus...

The plan also includes provision of a cash benefit should you be admitted to hospital for dental related treatment.

Are there any discounts?

Two people paying through the same direct debit will get 5 per cent discount. This increases to 10 per cent for three people, up to a maximum of 15 per cent for four.

We think The Smile Centres 5-star plan is best preventive dental plan possible. If you have any further queries, please do not hesitate to ask.

How do I transfer from another plan?

You can transfer to The Smile Centre Dental Plan from another practice, or from another dental plan. We will give you a form to cancel your existing direct debit and set up a new one. Your treatment and other benefits will continue without interruption.

After I transfer will the cost go up?

The cost of dental plans is set by the dentist based on the level of service provided. If you join a scheme that costs less initially, generally it will always cost less.

Can I cancel it?

You can cancel your contract at any time by giving us one month's notice. Naturally, if amounts due to us are not paid, we will terminate the arrangement after giving you notice. We will also advise you at least two months in advance of any change in your monthly payment.

What is not covered?

Treatment that is not clinically necessary, or that was already necessary before you joined the plan, is excluded. Specialist treatments such as cosmetic dentistry, implants, orthodontics (tooth straightening) and occlusion work, as well as prescription charges, are outside the scope of the plan.

How do I join?

Joining the plan is very simple. You can choose to pay monthly by direct debit, or annually by cheque or credit card. You then become a continuing care patient of the practice and are entitled to the insurance cover from the start of the next month.

Membership

When you join you will be sent a membership card with details of the contact numbers. These can also be obtained from your practice.



The Smile Centres

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The
Smile Centres
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Dental Plan