

Information for patients about Denplan –

Use the below information to clearly explain to your patient's about the benefits of having a Denplan payment plan.

About Denplan payment plans

Denplan payment plans are provided by Denplan, part of Simplyhealth, the UK's leading dental payment plan specialist. These payment plans take a preventative approach to dental care and, with their unique and wide-ranging support services, have been looking after dentists and their patients for over 30 years.

Denplan enables patients to budget for private dental care while taking a preventative approach to their oral health. As the only customer-facing brand in the payment plan market, Denplan is one of the most recognised in the UK.

Denplan customers receive the best possible service from a UK-based call centre from the moment they join.

How does a Denplan payment plan work?

A Denplan payment plan is tailored to you. There is no reason to pay for work you don't need. Why would you? With a dental payment plan from Denplan, your dentist projects what treatments you are likely to need. The treatment costs are set out and you pay a monthly fee to cover the work.

As long as your dentist offers Denplan and any previous work has been complete, you'll be able to sign up.

On the first visit to your chosen member dentist, they will examine your teeth to make sure you're dentally fit. Your dentist will discuss the findings with you, set a bespoke monthly price and agree the contract.

As soon as you receive your welcome pack, you'll be able to receive treatment.

The benefits of Denplan

- Oral health advice - providing guidance on how to prevent dental problems
- Set payments - split by month, allowing you a clear view on your private dental care costs
- Regular check-ups - arranged trips to the dentist to keep your teeth and gums healthy

Your Denplan dental check-up

Here are just a few of the things that your dental team does while you're in the chair:

- Checks your jaw joints
- Looks at your occlusion (bite)
- Assesses you for infections, including your tongue and gums
- Checks you for oral cancer by feeling for lumps in the jaw, neck and throat
- Records measurements of your gums to assess for gum disease
 - Examines your teeth for caries (tooth decay)
 - Offers oral health advice, tailored to you

Denplan for your patients-

Use the below information to give your patients the information they need to know which Denplan payment plan's you offer. If you do not currently offer one or more of the below plans you can contact your Business Development Consultant to discuss.

Denplan Care - our capitation plan

What is Denplan Care?

Denplan Care is a comprehensive dental plan for our patients, covering preventive and restorative oral healthcare treatments. What you pay per month depends on your oral health, making sure you only pay for what you need.

What does Denplan Care include?

- Dental check-ups (as clinically necessary)
- Dental hygiene visits (as clinically necessary)
 - Dental x-rays
 - Necessary fillings
 - Necessary extractions
 - Periodontal treatment
- Preventive dental advice and therapy
- Crowns, dentures and bridgework (excluding lab fees)
 - Root canal treatment (optional)

(Please leave out any treatments that are not covered by your practice)

Why choose Denplan Care?

- Helps you budget for routine and restorative oral care needs
- Helps prevent dental problems before they become an issue

What's not included with Denplan Care?

- Lab fees / prescriptions
- Any treatments your dentist has specially excluded from your contract
 - Referral to a specialist and specialist treatment
 - Treatment carried out elsewhere
 - Orthodontics, implants and cosmetic treatment
 - Sedation fees
 - Extraction of wisdom teeth
- Treatment that's not clinically necessary

Please remember – your routine dental treatment is at the discretion of the dentist and your contract is with the dentist, not Denplan.

Denplan Essentials – our maintenance plan

What is Denplan Essentials?

Denplan Essentials is an easy set-up maintenance plan. You pay a monthly fee that covers a set number of treatments, including dental check-ups, dental hygiene visits and dental x-rays. You can sign up quickly and easily even if you have outstanding treatment.

What does Denplan Essentials include?

- Dental check-ups (frequency decided by your Dentist)
- Dental hygiene visits (frequency decided by your Dentist)
 - Dental x-rays
- Preventive dental advice and therapy

Why choose Denplan Essentials?

- Encourages you to attend regular dental visits
- Allows for you to budget for routine oral care
- You can join your practice easily by signing up online (Discretionary to Dentist)
 - Simple to set up with no patient assessments required

What's not included with Denplan Essentials?

- Restorative dental treatments. (Such as fillings, crowns, bridges or dentures, lab fees and prescriptions)
 - Any treatments your Dentist has excluded from your plan contract
 - Referral to a specialist and specialist treatment
 - Orthodontics, implants and cosmetic treatment
 - Sedation fees
 - Treatment carried out elsewhere
 - Extraction of wisdom teeth

Please remember that routine treatment is at the discretion of the dentist and the contract is with the dentist, not Denplan.

Denplan for Children - oral health for life

What is Denplan for Children?

Denplan for Children helps establish good oral health routines from an early age up to the maximum age of 21 years. This plan is ideal for helping children become comfortable in the dental chair while also supporting them to practice good dental hygiene.

What's included with Denplan for Children?

- Dental check-ups (frequency decided by your Dentist)
 - Dental x-rays
 - Child-friendly dental care
- Preventive dental advice for parents and children

Why choose Denplan for Children?

- Children get used to seeing the dentist at any early age
- Children understand the importance of looking after their teeth and gums
- Confidence for parents knowing their child is receiving the best dental care

What's not included with Denplan Children?

- Restorative dental treatments, such as fillings, crowns, bridges or dentures
 - Hygienist treatments
- Fees for other services, such as lab fees, referred treatment, or sedation
 - Orthodontics, implants and cosmetic treatment
 - Treatment carried out elsewhere

Denplan Hygiene

What is Denplan Hygiene?

Denplan Hygiene gives you support with a consistent hygiene programme, to help improve your oral health and to encourage regular dental visits.

This plan is useful for you attending regular oral hygiene treatments, such as periodontitis, post-operative maintenance for implant therapy, or smoking cessation. It's great for patients who have regular hygienist visits.

What does Denplan Hygiene include?

- An easy way for you to spread the cost of dental hygiene treatments
- Hygiene appointments and treatments from a hygienist at the practice
- Preventive oral health advice for you, such as brushing, flossing and cleaning between teeth

Why choose Denplan Hygiene?

- Can provide you with an ongoing maintenance plan after implant dentistry
- Helps you keep your natural smile looking good, such as removing stains, preventing bad breath, or oral cancer screening
 - Encourages regular dental visits

What's not included with Denplan Hygiene?

- Hygiene treatments carried out elsewhere
- Routine preventive and restorative dental care
- Orthodontics, implants and cosmetic treatment
- Fees for any other services, such as lab fees, referred treatment, or sedation

Denplan Supplementary Insurance

What is Denplan Supplementary Insurance?

You have the **option** to add Denplan Supplementary Insurance to your Denplan payment plan, giving you worldwide dental injury and dental emergency cover. The insurance also includes a 24-hour worldwide dental emergency helpline

*Denplan is a trading name of Denplan Limited, an Appointed Representative of Simplyhealth Access for arranging and administering dental insurance. Simplyhealth Access is incorporated in England and Wales, registered no. 183035 and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. **Denplan Limited is regulated by the Jersey Financial Services Commission for General Insurance Mediation Business (ONLY TO BE USED BY DENTAL PRACTICES OPERATING IN JERSEY).** Denplan Limited only arranges insurance underwritten by Simplyhealth Access. Premiums received by Denplan Limited are held by us as an agent of the insurer. Denplan Limited is registered in England No. 1981238. The registered office for these companies is Hambleden House, Waterloo Court, Andover, Hampshire SP10 1LQ.*

What's included with Denplan Supplementary Insurance?

- You can claim up to £450 for temporary emergency treatment in the UK, when you're more than 40 miles from your registered dental practice
 - You can claim up to £470 for temporary emergency treatment abroad
 - You can claim cover towards treatment costs for a dental injury
 - Mouth cancer cover
 - Access to a 24-hour worldwide dental emergency helpline

Why choose Denplan Supplementary Insurance?

- Protects your oral health even when you're away
- You can claim up to £450 per incident for emergency treatment. Up to a maximum of £900 per claiming year
- You can access our 24-hour worldwide dental emergency helpline when your practice is closed
 - Making a claim won't affect the cost of your insurance
 - *Terms, conditions and other exclusions may apply.*

What's not included with Denplan Supplementary Insurance?

- Treatment when you are within 40 miles of your dental practice
 - Routine dental treatment
- Dental injury treatment more than 18 months after the date of the injury
 - *Terms, conditions and other exclusions may apply.*

Please only display the below information on your website if you are currently a Denplan Excel certified dentist. If you are not and you would like to find out more, please contact your Business Development Consultant to discuss.

Denplan Excel certified: A demonstration of quality

- We're proud to be a Denplan Excel certified dentist
- This certification demonstrates our commitment to offering you the highest level of care
- The Denplan Excel programme provides a simple and effective way for patients to understand all aspects of their oral health
- It provides you and us with assurance that we are meeting or exceeding statutory requirements. It also shows that we're able to measure and monitor the oral health of our patients via the Oral Health Score © or Denplan Excel PreViser Patient Assessment (DEPPA), so that you're completely involved in your dental care and treatment.

OR

What is the Denplan Excel Certification Programme?

We're delighted to have become a Denplan Excel practice after months of hard work and assessment. It recognises our commitment to customer relations and high clinical standards. The programme, developed by Denplan, was the first to be approved by the Patients Association and helps dentists to develop better relationships with their patients through good communication and quality care.

By joining the Denplan Excel Certification Programme we're continuously improving the quality of our practice. You'll have a visible sign of our commitment to quality – a sign that proves to our practice team, our patients, fellow dentists and the general public that we have reached the high standards required set by the programme.

As well as demonstrating that the quality of care, treatment and service we provide is among the best available, you'll be safe in the knowledge that our practice exceeds standards of clinical governance, statutory requirements and industry best practice recommendations.

The Excel programme is recognised by the British Dental Health Foundation and the introduction of DEPPA (an online oral health assessment) has further enhanced the benefits available.

The Excel programme has been recognised by the United Kingdom Accreditation Service (UKAS) who are the sole national accreditation body recognised by government to assess organisations that provide certificate services against internationally agreed standards.

UKAS accreditation of the Excel programme is ground breaking as this is the first dental programme or service in the world to achieve such recognition. As the GDC move towards introducing a revalidation scheme (known as "continuing assurance") and the other regulators refine their approaches, we believe that this places Excel dentists in a prime position.

If you have any questions or need further assistance please contact
practice.marketing@simplyhealth.co.uk