

indepenDent

Your Dental Plan Provider

IndepenDent has dental care plans which will be tailored to your practice and meet the needs of you and your patients providing them with ongoing quality care and treatment.

Years of experience in marketing dental care plans enables the team at IndepenDent to respond positively to your individual dental care plan requirements. This concept has been behind many successful dental care plans throughout the UK since 1995. Be confident in the knowledge that every IndepenDent dentist uses this form of dental care plan in their own practice and knows the success it brings. They have all experienced the doubts that exist when introducing change, understand the preparations necessary to facilitate change, and have seen the benefits of this scheme successfully introduced.

IndepenDent offers dentists access to a range of dental care plans, ensuring a high standard of administration thereafter.

Your own dental care plan will offer your patients a viable alternative both to 'pay as you go' private dentistry and to the restrictive and financially limiting NHS fee scale.

The practice itself benefits from regular monthly income at a level that the individual practitioner controls.

The patient no longer has to worry about the possibility of unpredictable bills and is able to budget for their dental care, with the added benefit of worldwide dental accident and emergency cover.

IndepenDent understands the value that dentists place on maintaining their own independence.

IndepenDent offers 3 flexible Dental Care Plans -

Full Care Dental Plan

A dental care plan to cover all necessary dental treatment as agreed with the dentist including examinations, x-rays, fillings, root-fillings and also includes visits with the hygienist. Any treatment that is needed to preserve the patient's dental health is covered automatically.

Treatment shall exclude, for example, laboratory fees and cosmetic dentistry.

Dental Maintenance Plan

A dental care plan to cover routine dental maintenance as agreed with the dentist. It includes oral examinations, hygiene appointments and x-rays.

The patient is liable for treatment costs.

Children's Dental Maintenance Plan

Similar to the Dental Maintenance Plan and tailored to meet the needs of the practice.

Discounts can be offered on treatment not covered and oral hygiene products at the discretion of the dentist.

Discounts can be offered on family membership, on all plans, at the discretion of the Dentist.

Insurance

IndepenDent Care Plans UK Ltd's Worldwide Accident and Emergency Insurance is mandatory with all the above plans, this covers

*Emergency Treatment
Treatment following Dental Injury
Hospital Benefit
Oral Cancer.*

Join now and enjoy 0% administration fees on all new patient registrations for nine months.

The

Agreement

The Contract takes the form of an Agreement. Within the Agreement the two parties will undertake simple financial commitments.

A one-off Membership fee is payable.

Each dentist will pay a monthly administration fee.

The mandatory worldwide accident and emergency insurance is paid by the patient.

1 Establishment

Covers all initial support services as follows -

- How to market your dental care plan locally.
- Managing the conversion.
- Guidance on setting Banding Rates.
- Provide comprehensive Operating Guidelines.
- Provide Patient Registration Packs and Insurance documentation.
- Initial training module to support launch of new plans.
- Provide the software required to support the dental care plans.
- Provide promotional material including leaflets, posters and stationery.

2 Ongoing Support

Covers the administration of your dental care plan, with IndepenDent providing the following services -

- Processing patient registration forms.
- New plan patients issued with payment schedule and insurance policy document.
- Collection of patients' payments by direct debit.
- Payment to each dentist by electronic transfer.
- Actioning of patient's non-payments each month, also informing patients by letter and copies of correspondence being sent to the patient's contracted dentist.
- Informing patients annually by letter of any alteration of plan payments or insurance premium.
- Providing each dentist with monthly payment reports, which includes new joins, cancellations and copy patient correspondence.
- All aspects of the Accident and Emergency Insurance are dealt with by IndepenDent.

MEMBERSHIP BENEFITS

As a member of **IndepenDent** you will receive comprehensive administrative assistance and ongoing support from our experienced customer service team.

Examples of the additional services and benefits we provide to members are as follows:-

Business Development Support

Receive assistance in promoting and marketing your practice, and 'brand' patient communications with your own unique identity.

Conversion Management

We guide you through each stage of conversion from

*Private to plan
Plan to Plan (changing provider)
NHS to plan.*

We undertake all paperwork involved to make this transition hassle free for your practice.

Banding Rate Assessment

We can support this aspect with guidance on setting plan payment rates at the outset, and regular reviews thereafter.

Training

We will provide verifiable CPD Practice Training to you and your team on

Benefits of the plan to patients and the practice

Completion of Registration Forms and Contracts

Administration of the plans

How the associated Dental Insurance Scheme Works

How to raise awareness and promote the plans.

Access to Group Purchasing Discounts

You can benefit from specially negotiated 'bulk' discounted deals on both products and services with some of the main suppliers in the dental marketplace.

Post Graduate Training

We will provide a centrally organised Continuing Professional Development training event each year.

Administration

We take care of all the administration requirements of managing the plan, providing a quality of service on behalf of the practice allowing you and your team to focus on patients.

You will be allocated a dedicated member of staff for your practice.



Frequently Asked Questions

Why should I choose IndepenDent?

IndepenDent is an established name and has a proven record in the dental care plan market since 1995.

How does IndepenDent work?

IndepenDent Care Plans UK Ltd is a dental care plan provider that helps you establish your own private dental care plan. Through an Agreement it provides induction training and all the administration support required to run your dental care plan.

How do I join?

You can join *IndepenDent* by downloading or requesting a membership application from our website -

www.ident.co.uk.

Alternatively you can contact the Business Development Team on 01463 223399, who will guide you through the joining process, and if required, arrange a visit to the practice to discuss further.

Once your application is approved, joining fee received and training provided you can begin to register patients.

How is the administration fee calculated?

The administration fee is calculated on a sliding scale based on your monthly patient income

excluding insurance premium.

When are plan payments made by the patient?

Requests for plan payment are made on the 5th of each month, this date cannot be changed (if the 5th falls on a weekend or bank holiday then it will be collected on the first banking day thereafter).

What are the patient's payment options?

Patients pay by Direct Debit monthly or annually.

Does the patient have to pay any additional registration fee?

There are no registration fees charged by *IndepenDent*.

When do I receive payment?

Payment will be made into the Dentist's bank account, by electronic transfer, on the 28th day of each month (if the 28th falls on a weekend or bank holiday then it will be paid on the last banking day before the 28th).

Is the Insurance mandatory?

Yes, *IndepenDent* Care Plans UK Ltd's Worldwide Accident and Emergency Insurance is mandatory, and is Regulated by the Financial Services Authority.

Who provides the Insurance?