

**independDent**

Care Plans UK Ltd

*Created by dentists...*  
*...working for patients*

# Contents

About IndependDent .....	Page 2
The Service Agreement .....	Page 3
Frequently Asked Questions .....	Page 4

# IndepenDent

## The Future of Private Dentistry

Years of experience in marketing rapidly expanding dental care plans enables the team at IndepenDent to respond positively to your individual dental care plan requirements. IndepenDent was formed by a group of dentists who came together to launch Highland Dental Plan Ltd in 1993. This format and technology has been behind successful dental care plans throughout Scotland and the UK. 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 changes, know the preparations necessary to facilitate these changes, and have seen the benefits of this scheme being successfully introduced.

IndepenDent offers dentists access to a range of dental care plans and removes the headache of setting up such a dental care plan from scratch, thus ensuring a high standard of administration thereafter.

IndepenDent offers 3 flexible Dental Care Plans –

- Full Care Dental Plan.

- Dental Maintenance Plan.

- Children's Dental Maintenance Plan.

Once you become a member and induction training is completed, the IndepenDent administration support service provides database management, patient collections, dentist payments, monthly schedules, annual reports and administration of the dental accident and emergency insurance. There is also secretarial support available if required.

IndepenDent members benefit from a Group Purchasing Scheme which entitles you to discounted products from some of the major suppliers in the dental market.

There is also at least one subsidised clinical training session per year.

The service includes advice on the provision of marketing and promotional support. IndepenDent can also advise members on arranging training that will meet the specific needs of the practice and its staff.

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 patient no longer has to worry about the possibility of unpredictable bills and is able to budget for their dental care, with the added benefits of worldwide dental accident and emergency cover. The practice itself benefits from regular monthly income at a level that the individual practitioner controls. It is free from any third party control.

Being part of a dental care plan provider with an established name and proven record in the dental care plan market increases patient confidence.

# The Service Agreement

The agreement between each dentist and IndepeDent takes the form of a Service Agreement. Within the Service Agreement the two parties will undertake simple financial commitments.

IndepeDent set-up fees to each dentist are a one-off payment – there is no annual fee.

Each dentist will pay a monthly administration fee to IndepeDent.

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

## 1 Establishment

The Service Agreement covers all the necessary initial training, provision of IndepeDent's dedicated software and the inclusion of support services as follows –

How to market your dental care plan locally.

Managing the conversion.

Managing the local administration.

An initial training module will be supplied within the set-up costs.

The software required to support the Dental Care Plan.

IndepeDent will provide the promotional material including leaflets, posters and stationery.

## 2 Ongoing administration

Covers the ongoing administration of your dental care plan, with IndepeDent providing the following services –

Receiving and processing patient registration forms.

New plan patients issued with payment schedule and insurance policy document.

Collection of patients' payments by direct debit and electronic transfer.

Payment to each dentist is by electronic transfer.

Actioning of non-payment/s each month. Informing patients by letter of the relevant procedure being followed, with copies being sent to the patient's contracted dentist.

Informing patients by letter of the dentists' annual increases.

Providing each dentist with monthly payment schedules, which includes new joins, cancellations and patient correspondence.

All aspects of the accident and emergency insurance are dealt with by IndepeDent.

**Helpline – 01463 222999**

# Frequently Asked Questions

## **Who are IndepenDent?**

IndepenDent Care Plans UK Ltd was formed in 1995 after the success of Highland Dental Plan Ltd (launched 1993). The company has a proven record in the dental care plan market with a network of dentists throughout Scotland and the UK.

## **Why should I choose IndepenDent?**

We believe IndepenDent is the dental care plan of choice, as it will provide all the necessary training and administration, leaving you entirely free to focus on your business.

IndepenDent does not control you – it works for you.

## **How does IndepenDent work?**

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

## **What is a 'Service Agreement'?**

The Service Agreement is the legal arrangement between you, as a member, and IndepenDent Care Plans UK Ltd. The agreement also outlines how the plan is established, the fees involved, and the ongoing administrative support IndepenDent provides to its members.

## **Group Purchasing**

You can benefit from negotiated discounted deals with some of the major suppliers in the dental market.

## **Post Graduate Training**

Centrally organised Continuing Professional Development courses have to date attracted some of the top speakers.

## **How much does it cost?**

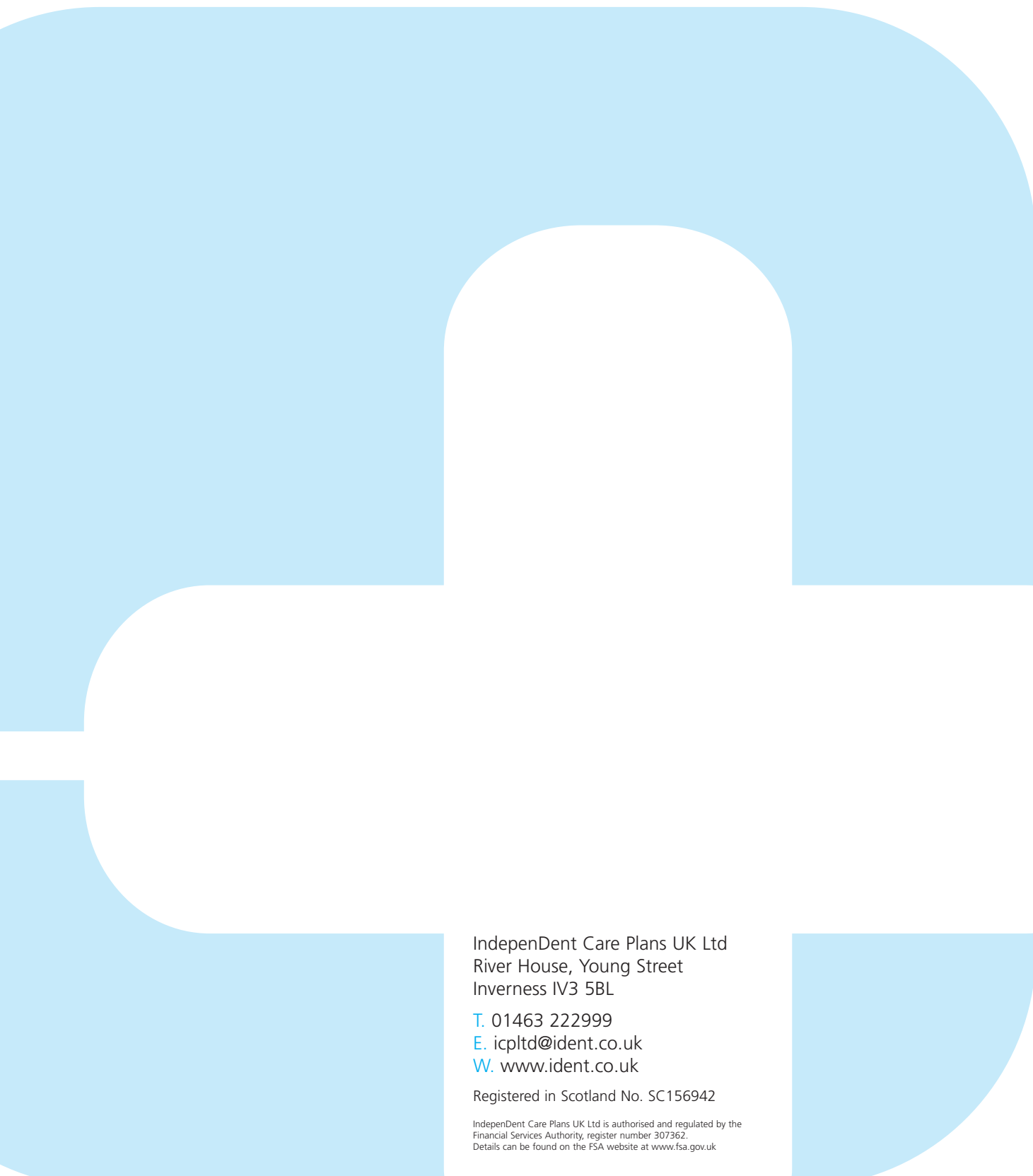
There is a one-off joining fee.

Management fee per patient:

We operate a sliding scale fee structure based on your monthly patient collection.

To see how IndepenDent can benefit your practice call **01463 222999** to request a full information pack.

Alternatively, visit our website [www.ident.co.uk](http://www.ident.co.uk)



IndepenDent Care Plans UK Ltd  
River House, Young Street  
Inverness IV3 5BL

T. 01463 222999  
E. [icpltd@ident.co.uk](mailto:icpltd@ident.co.uk)  
W. [www.ident.co.uk](http://www.ident.co.uk)

Registered in Scotland No. SC156942

IndepenDent Care Plans UK Ltd is authorised and regulated by the  
Financial Services Authority, register number 307362.  
Details can be found on the FSA website at [www.fsa.gov.uk](http://www.fsa.gov.uk)