

# The Mead Dental Care Plan

## How does the Mead Dental Care Plan operate?

In return for a regular monthly payment, our continuing care plan gives you access, without any additional charge, to all the services we normally provide to look after our patients' dental health, including regular check-ups, fillings if needed, work on bridges and crowns and the services of our hygienist. The monthly payment also includes insurance against the cost of treatment for dental accidents, emergency treatment when away from home, and the provision of a cash benefit should you be admitted to hospital for dentally related treatment.

## What about other types of treatment?

We do of course provide non-routine services, such as cosmetic dentistry, orthodontic therapy, occlusion work and the treatment of dental injury (but not implants). However, such items are outside the Mead Dental Care Plan, and are not covered by the monthly payment - although in the case of dental injury the cost of treatment is covered by the insurance (subject to policy terms and limits outlined in the brochure available at reception). Also outside the plan are laboratory bills for crowns, dentures, etc. and prescription charges, which are payable in addition.

## Referrals

Referrals for specialist treatment, for example advanced root canal therapy or panoramic X-rays are not covered by the Care Plan. We would try and give you an estimated cost of any such treatment.

## How much does it cost?

There are 5 levels of monthly payment. We will assess the likely ongoing level of treatment and care you need and advise you what your monthly fee will be.

If you ever find that you want to end the arrangement, you can do so simply by giving us one month's notice. Naturally, if amounts due to us are not paid for two months in a row, we would terminate the arrangement after giving you notice. We will also advise you at least two months before our year-end of any change in your monthly payment for the following year.

## How do I join?

Joining the plan is very simple. We carry out an examination for a nominal fee to check that your mouth is in a reasonably stable condition. If we find a problem, we may ask you to accept treatment for it, or invite your agreement to such treatment being excluded from the plan. Otherwise all you have to do is to complete a direct debit mandate in favour of DPAS who handle the monthly collection on our behalf. You then become a continuing care patient of the practice and are entitled to the insurance cover from the start of the next month.

## What happens if I have an emergency?

If you have an unexpected emergency, such as an accident or toothache, then in normal circumstances you should ring our emergency number

**01752 224880**

However, if you are away from home, membership of the plan allows you to call the dental helpline, which will put you in touch with a dentist who can help. What is more, if you are overseas when you need help, the dental helpline will endeavour to find an English-speaking dentist to assist you.

If you are away from home and have to see a dentist in an emergency, you should receive the temporary treatment necessary to render you in a comfortable condition. You pay that dentist and ask for a written receipt and details of treatment carried out. On your return home, we will help you fill in a claim form and forward this to DPAS.

We will also help you fill in a claim form should you need treatment for a dental injury. If the treatment is likely to cost more than £175 (and so require prior authorisation from DPAS) we will provide a costed treatment plan. An assessment by an independent dentist may be requested before this permanent treatment is authorised.

## So what do I do now?

Do please talk to any of the team here at the Mead Dental Practice if you would like further information about joining the Mead Dental Care Plan. Remember that we are here to help you.