



# Your Dental Plan Provider

**Highland Dental Plan** 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 **Highland Dental Plan** to respond positively to your individual dental care plan requirements. This concept has been behind many successful dental care plans throughout the UK since 1993. Be confident in the knowledge that every **Highland Dental Plan** 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.

**Highland Dental Plan** 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.

**Highland Dental Plan** understands the value that dentists place on maintaining their own independence.

**Highland Dental Plan** 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

Highland Dental Plan Ltd's Worldwide Accident and Emergency Insurance is mandatory with all the above plans. This is paid by the patient and covers

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

# The SERVICES

## 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 Highland Dental Plan 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 Highland Dental Plan.

## MEMBERSHIP REQUIREMENTS

A one-off Membership fee is payable.

Each dentist will pay a monthly administration fee.

[www.highlanddentalplan.co.uk](http://www.highlanddentalplan.co.uk)

# MEMBERSHIP

# BENEFITS

As a member of **Highland Dental Plan** 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

## 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 Highland Dental Plan?

*Highland Dental Plan is an established name and has a proven record in the dental care plan market since 1993.*

## How does Highland Dental Plan work?

*Highland Dental Plan is a dental care plan provider that helps you establish your own private dental care plan. It provides induction training and all the administration support required to run your dental care plan.*

## How do I join?

*You can join by contacting our administration office and requesting a Membership Application Form.*

*Alternatively you can request an application from our website -*

[www.highlanddentalplan.co.uk](http://www.highlanddentalplan.co.uk)

*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 set percentage based on monthly patient collection 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 Highland Dental Plan.*

## 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, Highland Dental Plan Ltd's Worldwide Accident and Emergency Insurance is mandatory, and is Regulated by the Financial Services Authority.*

## Who provides the Insurance?

*Highland Dental Plan Ltd's Worldwide Accident and Emergency Insurance Policy is underwritten by Royal & Sun Alliance Insurance plc.*