

Your guide to changing your **dental practice**



 **Denplan**
Part of Simplyhealth

Changing your dental practice

There are three simple steps to change your dental practice and ensure you keep all the benefits of your Denplan payment plan.

1. **Call your current dental practice** and ask them to complete the enclosed Patient Leaving Form for you. We recommend going to a final appointment with your current dental practice, because if you have outstanding treatment when you visit your new dental practice you will be charged privately to have this completed.
2. **Call us on 0800 401 402*** once you're ready to cancel the contract you hold with your current dental practice. Alternatively you can visit www.denplan.co.uk/contactus. Your contract will end with your dental practice on the last day of the month. We need at least 21 days notice to cancel your contract, so if you contact us within a week of your last payment, you won't need to make another payment until you've registered with your new dental practice.
3. **Call your new dental practice** and arrange your first appointment. Remember to tell them that you're a Denplan patient, and ask if there is any initial assessment fee. You'll need to complete an application form and sign a new contract with your dental practice, and remember to take along this Patient Leaving Form from your previous dental practice.

We can send you a list of member dental practices in your local area at your request; or you can search for a new dental practice using our Find a Dentist facility by visiting www.denplan.co.uk/findadentist

If you'd like to talk to us about how to change your dental practice, you can give our Customer Advisor team a call on **0800 401 402***, or visit www.denplan.co.uk/contactus



**If you're rejoining
Denplan payment
plan within six months
of leaving there is no
registration fee to pay**

*Lines are open from Monday to
Friday 9:00am to 5:00pm.

Frequently asked questions

Why do I need to cancel my contract when I want to continue with Denplan payment plan?

You'll need to cancel your old contract when you move (allowing for the 21 day notice period) and start a new contract with your new dental practice. Your contract is designed and priced by your dental practice. If you move dental practice your new practice team will want to see you to decide how much they feel you need to budget for your ongoing care.

We'd advise you have a final visit with your old dental practice, if practical, to ensure you're dentally fit as your new dental practice will charge you privately if you have outstanding work when you join them.

Will I have to pay for my first appointment with my new dental practice?

You may be asked to pay for your first appointment at your new dental practice. This is because they haven't seen you before, and will need time to assess your oral health in order to put you into the correct Denplan fee code.

Will my monthly fee change?

As each dental practice sets their own fees, it's likely that your new dental practice will charge you a slightly different amount. Your fee is based on your oral health, and the treatments you're likely to receive in the future.

Will there be a break in my cover?

Once you've completed step 2 of the Change of Dental Practice process, you'll receive confirmation of the cancellation of your contract with your current dental practice. This will tell you the date that your contract ends, allowing you to arrange for your contract with your new dental practice to commence.

This will help you to avoid overlapping registrations and double payments when changing your dental practice.

Will my plan change?

Clinical opinions between clinicians can and do vary. Your new clinician may have a different opinion of your treatment needs, and there may be a difference in what is included and/or excluded from your new contract. Speak to your practice team about what you'll be covered for to make sure you're aware of any differences.

Patient Leaving Form

Dental practice copy
Please keep this form for your records

Patient's details

Title Mr Mrs Ms Miss Other

Date of birth

First name

Surname

Denplan Registration No.

Registration date

Fee Code (A, B, C, D, E) Point score

Exclusions to contract, if any

Hard tissues – please comment on condition of restorations and tooth surface loss

Soft tissues/mucosal lesions – please comment

Trauma history (if any) and relevance to on-going treatment needs

BPE Date

Current preventive care programme – including recall interval and long term aims

Date of last routine examination

Date of last radiographs

History of Oral Health Scores® (if applicable)

Score Date

Score Date

Score Date

Score Date

Radiographic report

Outstanding treatment (if any) and reason
(All treatment should be completed before the patient leaves your care)

Treatment declined (if any) with comments

Please provide your contact details should you wish to discuss any aspects of the patient's dental history.

Dentist's name

Telephone

Date of patient's leaving examination

I confirm that the named patient was in a reasonable state of dental health except as noted above

Dentist's signature Date

**For more information on what
Denplan can do for you, speak to one
of our Customer Advisors on:**

0800 401 402*

*Lines are open from Monday to Friday 9:00am to 5:00pm.

**Or contact us here:
denplan.co.uk/contactform**



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