**Bupa Dental Plan**

**Frequently asked questions:**

**Can I use any dentist?**

You can visit the dentist of your choice, either NHS or Private across the UK

**What about Pre-Existing conditions?**

Your current state of dental health doesn’t affect your eligibility of your cover.

**How long before I can claim?**

There are no waiting periods for claiming, you can claim for your dental treatment from the first day you are covered

**What is not covered?**

Cosmetic dental treatments

Sports injuries from contact sports such as rugby or boxing, where typically a mouth guard would be worn as best practice.

Dental implants

Sports mouth guards

**Is the removal of my wisdom teeth covered?**

Bupa will cover any routine removal of your wisdom teeth carried out by the dentist, this would come out of your extractions benefit limit (see your policy summary / membership guide). If they were required to be surgically removed at a hospital this would be excluded.

**How do I claim?**

Once you have had treatment, you must settle your dentists invoice and then submit a claim to Bupa

You have two options:

Option One Online claiming <http://www.bupa.co.uk/online-dental-claims>

You will need your Bupa membership number

A photo or scan of your dated and itemised receipt

Your bank details so Bupa can process this back to you via BACS payment

Claims need to be submitted within 6 months of your treatment date

Option Two claim form

Take a claim form with you to the dentist

Ask a staff member at the dentist to help you complete the form

Return the completed form with original receipts to:

Bupa Dental, Bupa Place, 102 The Quays, Salford Quays, M50 3SP.

Payment will be made by either BACS or cheque

**Can I use a Bupa dental centre as we are located close to a clinic?**

Yes you can use a Bupa dental centre and you are entitled to a 20% discount off their fee schedule for all general dental treatment and cosmetic teeth whitening

**Where are Bupa dental centres located?**

You can view the link to see suitable clinic locations for you: <https://www.bupa.co.uk/dental/find-dental-centre>

**How do I claim the discount offer at the Bupa Dental Centre?**

You will need to take your joining certificate of insurance with you on your first appointment only.