

# Your Denplan 2019

## See inside

for information about  
your Denplan payment  
plan, and your chance to  
win an exciting prize  
when you complete  
our survey



Denplan  
from



Simplyhealth  
Professionals

# Welcome to Your Denplan 2019

**We're so pleased you've been part of our year in 2018, and we're excited to support you and your dentist throughout 2019.**

Details of your Denplan fees for 2019 can be found in the fee notice letter we sent to you. We've also provided you with answers to our most frequently asked questions on the next page of this booklet.

We have enclosed a copy of your Denplan Supplementary Insurance policy document. In that document you'll find full details of the insurance's benefit limits, how to claim, eligibility and terms and conditions.

We also have a fantastic prize to be won. Turn to the back pages to find details of how to win a family bundle of Philips Sonicare electric toothbrushes worth £866 (RRP) when you complete our short survey.

We're also keen to keep providing you with access to informative oral health information, so don't forget to take a look at our article towards the back of the booklet which gives you helpful tips on the best ways to look after your teeth and gums every day. Many more insightful articles and tips can be found at [www.denplan.co.uk/MyTeeth](http://www.denplan.co.uk/MyTeeth)

In 2019, we'll continue working closely with your dental practice to provide you with expert dental care and help you to make the most of life through better everyday health.

Here's to another rewarding year with you and your dentist!

**Simplyhealth Professionals**



# Move forward with confidence and Denplan Supplementary Insurance

A family holiday, your favourite hobbies and even a quiet Sunday at home can all be ruined by a sudden turn in your oral health. That's why we keep you protected with Denplan Supplementary Insurance, and our 24-Hour Worldwide Dental Emergency Helpline is always here to support you.

“When a crisis happens, as happened to us with our daughter, it is good to know someone will help you deal with it. One call and they took over. Our dentist also dealt with everything to reach a satisfactory and happy ending.”

**Jane from West Midlands –  
Denplan Essentials Patient**

The cost of this optional insurance is already included in your monthly fee. For just 60p per person, per month, it protects you with these great benefits:

- Up to £450 per incident for temporary emergency treatment in the UK, when you're more than 40 miles from your registered dental practice
- Up to £470 per incident for temporary emergency treatment received abroad, anywhere in the world and specified worldwide dental injury cover
- Cover towards treatment costs if you have a dental injury
- Access to our exclusive 24-Hour Worldwide Dental Emergency Helpline

That's not all it provides! Please read the insurance document provided for full details of your cover.



# Your questions answered



## Who sets my payment plan fees?

Your fees are set by your registered dental practice and can then be reviewed once a year. Your dentist chooses a fee category for you, with a monthly cost that will cover your individual dental needs.

## Who is my contract with?

Your Denplan payment plan contract is between you and your registered dentist. We administer your plan by collecting your payments and passing the majority on to your dentist.

Your plan covers the routine check-ups and general dental care you receive from your registered dentist. Referrals to another dentist or specialist for dental treatment aren't included in your plan. If you have any queries about your cover, speak to your dental practice team.

## What do I do in a dental emergency?

If you're within 40 miles of your dental practice, call them and seek help from your registered dentist.

If you're more than 40 miles away from your dental practice and you have Denplan Supplementary Insurance, call 0800 844 999, or +44 1962 844 999 if you're abroad, and one of our experts will help you.

If you're more than 40 miles away from your dental practice and you do not have Denplan Supplementary Insurance you can call the NHS on 111 for assistance.

## I'm moving house and need to find a new dentist that offers your plans

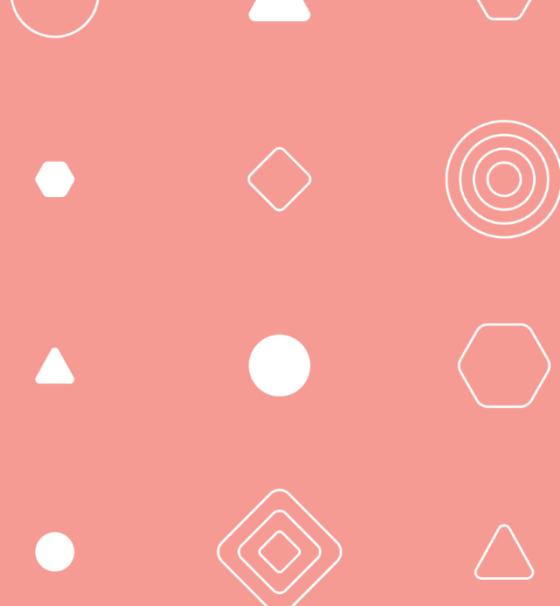
We're delighted you'd like to stay with us! There are three simple steps to change your dentist and keep the benefits of your payment plan:

1. Visit your current dentist for a final check-up
2. Let our Patient Support Team know you're leaving that dentist
3. Book an initial appointment at your new practice

You can find more details at [www.denplan.co.uk/changingdentist](http://www.denplan.co.uk/changingdentist) or alternatively you can contact our Patient Support Team by phone on 0800 401 402 or email [cae@denplan.co.uk](mailto:cae@denplan.co.uk)

## Will the cost of the Denplan Supplementary Insurance increase if I make a claim?

No. Making a claim doesn't affect the cost of Denplan Supplementary Insurance.



# MyDenplan

## **The easiest way to manage Denplan payment plans!**

Have you moved house? Or recently married? We know how difficult it can be to keep everything up-to-date, but it's quick and simple to update your information through MyDenplan.

**Plus special offers exclusive to Denplan patients!** Including a 20% discount on purchases from the Philips online store. Shop for all your favourite Philips products from oral healthcare to home appliances, health and beauty.

## One visit is all it takes!

[www.denplan.co.uk/MyDenplan](http://www.denplan.co.uk/MyDenplan)

### **Whether you're on your phone, tablet or PC, you can use MyDenplan to:**

- Amend your personal details
- Change your bank details
- View, download and print a receipt of your payment history
- If you have the Denplan Supplementary Insurance you can use MyDenplan to submit your insurance claims

# Giving you the choice!

A part of your monthly fee has always gone towards ensuring you're protected by Denplan Supplementary Insurance. We're proud that you can come to us to get the help you need if you ever suffer from a dental emergency or injury.

Denplan Supplementary Insurance used to be a mandatory part of your payment plan. Now, due to the Insurance Distribution Directive legislation that came into force on the 1st October 2018, you have the choice to remove this insurance from your plan.

## **I like my insurance and I want to keep it!**

That's great, and really easy to do! Keeping your insurance requires no action at all, if we don't hear from you we'll keep it going automatically.

## **What will removing my Denplan Supplementary Insurance do?**

Every patient who has this insurance removed from their plan will lose the protection of this insurance. A full list of benefits can be found in the insurance policy document provided. The plan's monthly fee will then reduce by a maximum of 60p.

## **What if I have Denplan Implant Upgrade Cover?**

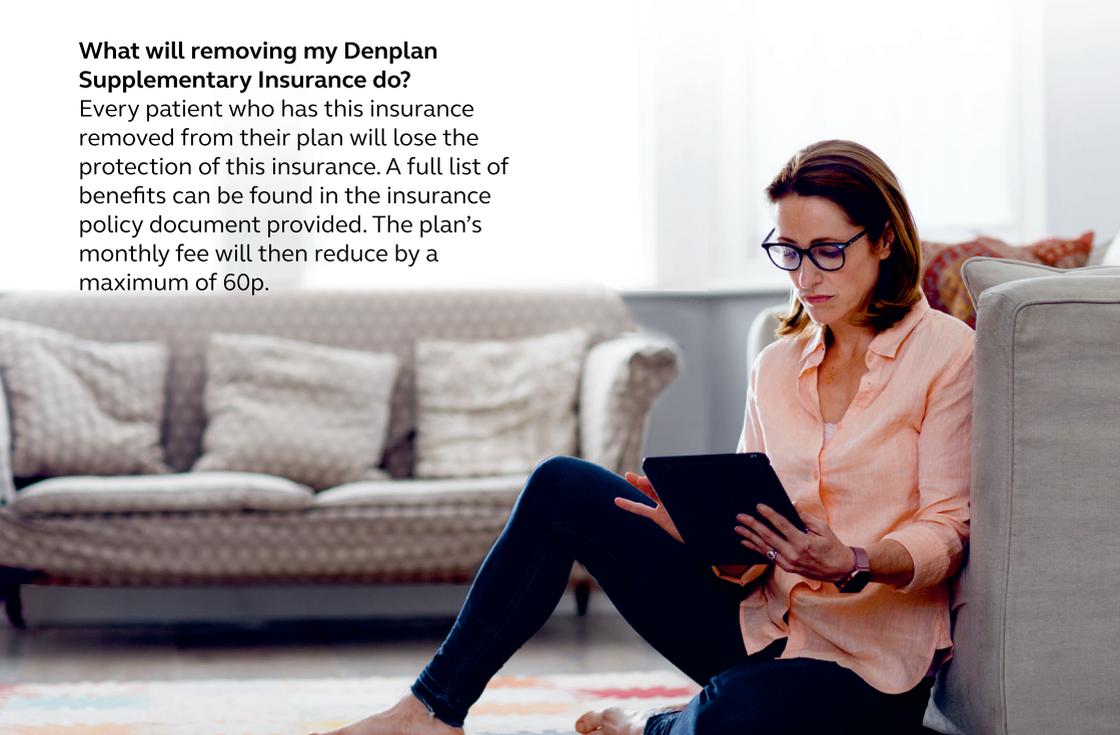
Cancelling your Denplan Supplementary Insurance will also cancel your Denplan Implant Upgrade Cover.

## **Do I have to decide now?**

No. You can submit a request to remove your insurance cover now, later or any time you want.

## **How do I remove my insurance?**

The person who pays for your plan can remove your insurance by calling 0330 6780 988 or visiting [www.denplan.co.uk/MyInsurance](http://www.denplan.co.uk/MyInsurance) to do it online. **Please Note:** You'll need your paygroup number to remove the insurance.





# Teeth times

Following a regular oral health routine is an essential part of achieving and maintaining good oral health. Brushing and cleaning between our teeth are everyday activities that we all do, but did you know that there are optimum times and ways to do these to get maximum benefits for our oral health? Henry Clover, Chief Dental Officer at Simplyhealth Professionals shares his top tips.

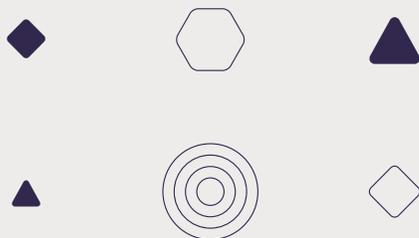


## The best time to brush your teeth

“It’s fairly well known that everyone should be brushing their teeth for two minutes, twice a day,” says Henry. “This should be the last thing you do before you go to sleep, and on at least one other occasion during the day.”

“What many people are unaware of is that your tooth enamel is softer after it’s been exposed to acidic or sugary food and drink. If you brush your teeth immediately after eating or drinking something acidic, you could be scrubbing away some of the surface tooth enamel. Your saliva helps your tooth enamel to re-harden, which takes about an hour.

“It’s best to brush your teeth before any acidic meals or snacks, or wait at least an hour after eating or drinking before you brush.”



\*All figures, unless otherwise stated, are from YouGov Plc, on behalf of Simplyhealth. Total sample size was 5,264 adults. Fieldwork was undertaken between 12th-19th February 2018. The survey was carried out online. The figures have been weighted and are representative of all UK adults (aged 18+).



### The best time to use mouthwash

“Mouthwash is great at refreshing your mouth after a meal or partway through the day – use it for the same reasons that you use chewing gum,” advises Henry.

“People often finish their brushing routine with a rinse of mouthwash, but this really isn’t the best time, unless otherwise advised by your dentist. After you finish brushing, you should spit the toothpaste out and avoid rinsing your mouth, even with mouthwash. You want to ensure that you keep your teeth coated in toothpaste residue so that the fluoride protects your teeth for as long as possible.

“Most toothpastes contain optimum fluoride levels of 1350 - 1500ppm (parts per million) whereas most mouthwashes only contain around 200 - 500ppm or none at all. If you rinse with mouthwash, you’ll likely be washing away the higher level of protective fluoride.”



### The best time to snack

“Tooth enamel is softer after eating and drinking because the bacteria in our mouths feed on traces of food/drink and produce acids which can attack teeth,” says Henry. “Your teeth can withstand around five ‘acid attacks’ a day before it becomes damaged. If you’re having three meals a day, it’s best to limit any snacks to twice a day. Try to opt for low sugar, low calorie snacks such as vegetables or fresh fruit.”



### The best time to floss

“As long as you’re cleaning between your teeth thoroughly at least once a day, it doesn’t actually matter too much what time of the day you floss,” says Henry. “Over a third of UK adults (37%) admit to never flossing\*, so choosing the most convenient time for you will make you more likely to do it.”



# Win a Philips Sonicare bundle for your family worth £866 (RRP)

As a valued Denplan patient, we'd love to know how we can continue to provide you with the products and services you value, and hear about any areas you think we could do better. We'd also find it useful to understand your thoughts on oral health. Through your feedback, we can make efforts to continually improve your experience with us.

To share your feedback, we'd appreciate if you could complete our short Your Denplan 2019 survey. To thank you, all completed surveys will be submitted to a prize draw and one lucky reader will win two top-of-the-range Philips Sonicare DiamondClean Smart Sonic electric toothbrushes (each £360 RRP) and two Philips Sonicare For Kids Connected electric toothbrushes (each £73 RRP). Perfect to keep the whole family smiling!



Denplan from  Simplyhealth Professionals  
In partnership with  
**PHILIPS**

To complete the short survey, which should take no more than 10 minutes of your time to answer, please visit [www.denplan.co.uk/yourdenplan2019](http://www.denplan.co.uk/yourdenplan2019)

Full terms and conditions are available online at [www.denplan.co.uk/yourdenplan2019](http://www.denplan.co.uk/yourdenplan2019)

Promoter: Denplan Ltd, trading as Simplyhealth Professionals

Mobile phone image is to illustrate the supporting app available and is not included in the prize. If you'd like to enter the prize draw via post, please send a pre-paid envelope with your name and address to: Operations Team, RE: Your Denplan 2019, Simplyhealth Professionals, Simplyhealth House, Victoria Road, Winchester, Hampshire, SO23 7RG. We'll then send you a hard copy of the survey for you to complete.

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