



## MEMBER FACT SHEET

# Orthodontic reference guide

### Make sure you check:

- Are they covered for orthodontics?
- Have they served their waiting periods?
- Are their orthodontic and dental limits:
  - combined
  - separate?
- Is their orthodontic limit:
  - annual?
  - lifetime?
  - course of treatment?
- What is their benefit percentage?
- What is their remaining annual limit? (make sure you check limits for the correct person on the membership)
- What is the item number?

### How is the member paying?

- in full before treatment commences; or
- via instalment payments?

### What do we need from the member?

#### When paid in full:

- orthodontic treatment plan
- itemised dental invoice
- completed claim form
- each new membership year we need a letter from their orthodontist advising that their treatment is ongoing.

#### When doing instalment payments:

- orthodontic treatment plan
- itemised dental invoices, showing each instalment payment
- completed claim form.

**Remember:** we do not accept financial invoices from third party billing agents such as Denti-Care.

### An orthodontic treatment plan includes:

- patient's name
- item number(s)
- duration of treatment
- treatment commencement date
- contract type
  - estimated/total cost of treatment
  - or instalment financial agreement. ●