

Terms of Use for ImplantSure

1. Introduction ImplantSure is a 5-year guarantee developed specifically for the dental implant market, available exclusively to ImplantSure Participating Practices. This document outlines the terms and conditions governing the use of ImplantSure for dental practices and patients.

2. What is ImplantSure?

- ImplantSure is a 5-year guarantee that covers the costs of remedial work in the event of implant failure or failure of the supported prosthesis.
- The guarantee is available exclusively to ImplantSure Participating Practices and is included in the standard offer to all Qualifying Patients.
- Participating practices are reimbursed for the costs of remedial work as per the inner limits and conditions of the policy wording.

3. Why Join ImplantSure?

- ImplantSure protects the practice from unforeseen costs associated with the repair or replacement of failed implants.
- The guarantee covers costs by paying out pre-agreed amounts in the event of a claim, ultimately covering expenses that would otherwise be incurred by the practice or patient.
- ImplantSure provides an enhanced aftercare package, offering peace of mind to the dental practice.

4. Benefits to the Practice

- **No Self-Funding:** Remedial work costs are covered by insurance at no cost to the practice.
- **Fee-Earning Remedial Costs & Potential Income Streams:** In the event of complications, remedial costs become fee-earning rather than being absorbed by the practice.
- **Patient Loyalty & Repeat Business:** Ongoing reviews and hygiene visits encourage patient loyalty and potential repeat business.

- **Commitment to Patients & Referring Practices:** ImplantSure supports ongoing patient aftercare, encourages annual reviews and hygiene visits, and offers a clear protocol for complications or accidents.
- **Ongoing Protection:** Provides protection for 5 years beyond the scope of the initial procedure for both the implant and prosthesis.
- **Marketing Opportunities:** ImplantSure offers the opportunity to market your practice as a provider of the highest level of patient protection and satisfaction, attracting new patients and increasing downstream business.

5. Once You Are a Participating Practice

- New participating practices will receive full support, including access to the ImplantSure portal for registering qualifying patients and processing claims.
- Terms of agreement will be provided, along with all relevant documentation.
- Guidance on how to register procedures and make claims will be provided, along with the guarantee wording for inclusion in the patient treatment plan.
- Bank details for setting up monthly Direct Debit payments will be requested – **(if required)**

6. How to Make a Claim

- **Claim Registration:** Register the claim details on the ImplantSure portal.
- **Verification:** The dedicated claims team will verify the patient and procedure to ensure coverage.
- **Remedial Treatment Plan:** Once verified, any relevant medical details will need to be uploaded, and the proposed remedial treatment plan will be authorised.
- **Reimbursement:** The participating practice will be reimbursed with the agreed fixed cost of the remedial work, in line with the pre-agreed limits.
- **Claims Management:** All claims are managed by Denis Global, a specialist third-party claims company. Access to relevant medical records is required only during a claim.
- **Claim Processing:** Once the claim is processed, reimbursement for the agreed fixed cost will be made to the participating practice.

7. Qualifying Criteria For a practice to successfully participate in ImplantSure and for a patient to qualify for coverage, the following criteria must be met:

- **For Participating Practices:**

- Provide the ImplantSure guarantee to all qualifying patients' treatment plans.
- Ensure all qualifying patients' procedures are added to the ImplantSure portal within 7 days of the procedure.
- Confirm that all practicing dentists have the relevant qualifications and experience to carry out implant procedures.

- **For Qualifying Patients:**

- Completed and signed an up-to-date medical history form.
- A well-maintained and stable periodontal condition.
- No active or uncontrolled caries or periapical infections on teeth adjacent to the proposed implant site.
- A stable occlusal scheme (a protective bite guard is required if implants are placed in a traumatic occlusion).
- No active pathology adjacent to the implant site (e.g., tumors or cysts).

Excluded Patients:

- Patients on bisphosphonates (IV).
- Patients with a history of radiation therapy to the jaws.
- Patients undergoing or who have undergone chemotherapy.
- Patients with severe immunosuppression.
- Patients with genetic, metabolic, or systemic disorders affecting bone physiology or healing unless accompanied by a letter from the patient's doctor confirming suitability for implant surgery.

8. Terms of Agreement By participating in the ImplantSure guarantee program, participating practices agree to the terms and conditions outlined in this document and

the policy wording, including the responsibility to adhere to the qualifying criteria and follow the claims process.

9. Amendments ImplantSure reserves the right to modify or update these Terms of Use at any time. Participating practices will be notified of any significant changes.

10. Contact Information For any queries regarding ImplantSure or to discuss participation, practices may contact the ImplantSure support team via the provided contact details or through the dedicated portal.