

# Claiming made easy



Bupa dental insurance



# Your go-to claiming guide

Your dental insurance is here to help with your dental costs. You can claim money back on your everyday check-ups and treatments. You're also covered for injuries, emergencies, orthodontic treatment and oral cancer.

**This guide will tell you how to claim for different types of dental treatments. However, it's important you read Section 3 of your policy guide to fully understand what is and isn't covered on your policy.**

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# How to make a claim on your dental cover

Get money back towards your dental treatment, up to your benefit allowance.



## Two ways to claim:

### 1. At most Bupa dental practices

We'll settle your claim at the reception desk.

Check [Finder](#) to see which practices offer our hassle-free **Instant Claim** service.

### 2. At any other dental practice

1. **Pay** for your treatment.
2. **Keep** your receipt and invoice.
3. **Turn to each section** to see what you need to send with your claim.
4. **Send us** your claim in [My Bupa](#).

We process **90%** of claims **within 24 hours**

### Claiming for oral cancer

Always call us on **0800 237 777** before you start any oral cancer consultations, tests or treatment.



### Claim in a tap with the app.

Download My Bupa to make claims and manage your cover on the go

Or go online to [bupa.co.uk/mybupa](https://bupa.co.uk/mybupa)

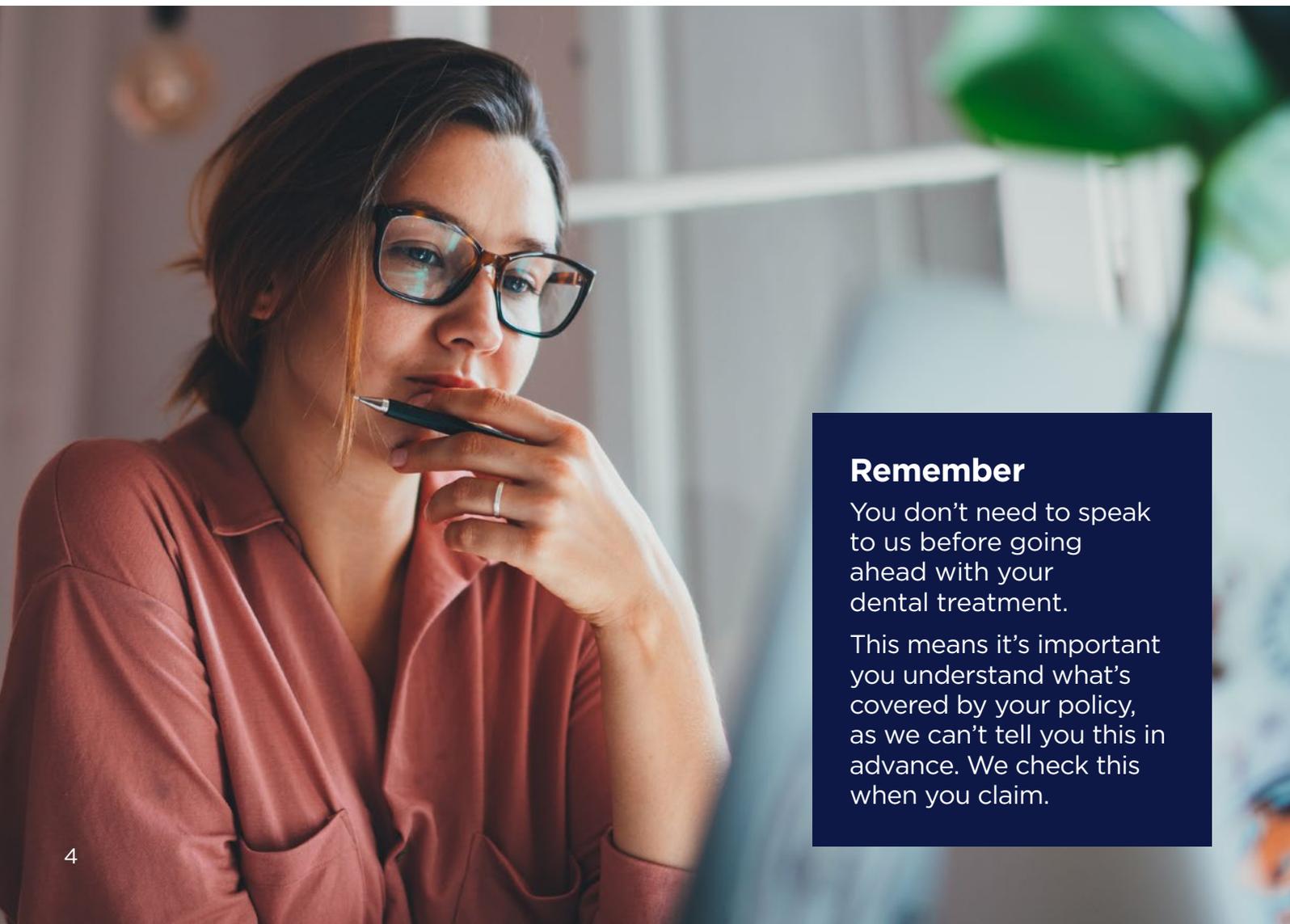


# What we don't cover

We don't cover cosmetic treatment, dental aesthetics, or any restorative treatment we don't consider **clinically necessary**. **Section 3** of your policy guide explains what you're covered for by each type of dental treatment.

## Need to know

Clinically necessary dental treatment is any care your dentist says you need to keep your teeth and gums healthy and pain-free. This doesn't include cosmetic treatments. We'll check your claim to make sure your treatment was clinically necessary. Sometimes, we'll ask for supporting evidence.



## Remember

You don't need to speak to us before going ahead with your dental treatment.

This means it's important you understand what's covered by your policy, as we can't tell you this in advance. We check this when you claim.



# What you need to make a claim

Use a Bupa dental practice offering Instant Claim and we'll do the legwork for you. Don't worry though, if you use another dentist it's still super simple to claim.

Remember, we don't pre-authorise treatment, so always use your policy guide to check what you're covered for before having any work done.

## Your receipt

When claiming for preventative treatment, you only need to send your receipt from your dentist with your claim.

When claiming for any other type of treatment, **ask your dentist** for a receipt that includes:

- 1 your dentist's name, practice name and postcode
- 2 the name of the person treated
- 3 confirmation that treatment has taken place
- 4 proof that you've paid

### Need to know

We can't process your claim with just a treatment plan. You must show your treatment has been completed and paid for.



Sometimes, your dentist may ask for a deposit before you have your dental treatment. If you pay a deposit, then you can only claim for this once you've had your dental treatment.

### Receipt

**[Dentist name]** 1  
**[Practice name]**  
[Practice postcode]

[Invoice number] [Date, Time]

**[Patient name]** 2  
[Patient address]

---

3

**Confirmation of treatment**

[Treatment, Date] £XX.XX  
[Treatment, Date] £XX.XX

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<b>Subtotal</b>	£XX.XX
<b>VAT</b>	£XX.XX
<b>Total</b>	£XX.XX

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4

<b>Credit card</b>	£XX.XX
<b>Auth. code</b>	123456
<b>Balance due</b>	£XX.XX

Notes & Terms

Turn to each section to see what else you need to send us with your claim.





# Preventative treatment

## What is preventative treatment?

This is regular treatment to help maintain your oral health. It keeps your teeth and gums healthy and free from pain. It includes:

- new patient examinations
- check-ups and routine examinations
- scale and polishes
- X-rays

## How to claim for preventative treatment

If you haven't used Instant Claim, simply upload a copy of your **receipt** to **My Bupa**. It must include:

- ✓ the dentist's name, practice name and postcode
- ✓ the name of the person treated
- ✓ confirmation that treatment has taken place
- ✓ proof that you've paid

## [See what your receipt should look like.](#)

Sometimes, your dentist may ask for a deposit before you have your dental treatment. If you pay a deposit, then you can only claim for this once you've had your dental treatment.

### Remember

If you have multiple treatments, you'll need to claim for each one. For example, if you have a check-up, and a scale and polish, claim for these individually. You'll be covered up to each treatment's benefit allowance.



# Restorative treatment

## What is clinically necessary restorative treatment?

This is treatment that restores or replaces damaged, decayed or missing teeth. It can include:

- fillings
- root canals
- inlays and onlays
- crowns
- bridges
- veneers
- extractions
- implants
- dentures
- mouthguards
- periodontal treatment and oral surgery

## Need to know

We don't cover treatment for:

- gaps in your teeth you had before the start of your policy
- conditions you had before the start of your policy, for example, for teeth that didn't develop

Please see your policy guide for full details of what is and isn't covered.

## How to claim for restorative treatment

If you haven't used Instant Claim, simply upload a copy of your **receipt** to **My Bupa**. It must include:

- ✓ the dentist's name, practice name and postcode
- ✓ the name of the person treated
- ✓ confirmation the treatment has taken place, including the treatment date
- ✓ proof that you've paid

### [See what your receipt should look like.](#)

Sometimes, your dentist may ask for a deposit before you have your dental treatment. If you pay a deposit, then you can only claim for this once you've had your dental treatment.

## Supporting evidence

When claiming for restorative treatment, we may also ask you for:

- X-rays of your teeth, before and after treatment
- the number of the tooth that was treated (known as 'tooth notation')
- your dentist's full clinical notes. These are the notes they take when treating you
- any other supporting evidence. For example, photos of your teeth before and after your treatment, or a letter from your dentist confirming why you needed your treatment

If claiming for an implant, bridge, or denture, we'll need your dentist to tell us when your tooth was extracted, or lost.

If claiming for a **replacement** bridge, implant or crown, we'll need your dentist to tell us that the original treatment was unsuccessful.

# Emergency treatment

## What is emergency treatment?

You'd claim for an emergency if you were in severe pain, couldn't eat, or your condition needed immediate treatment.

## Need to know

We don't cover treatment which was pre-planned and not a genuine emergency.

Please see your policy guide for full details of what is and isn't covered.

## How to claim for emergency treatment

If you haven't used Instant Claim, simply upload a copy of your **receipt** to **My Bupa**. It must include:

- ✓ the dentist's name, practice name and postcode
- ✓ the name of the person treated
- ✓ confirmation the **emergency treatment** has taken place, including the treatment date
- ✓ proof that you've paid
- ✓ information to show it was a dental emergency appointment\*

### **\*Ask your dentist for this information.**

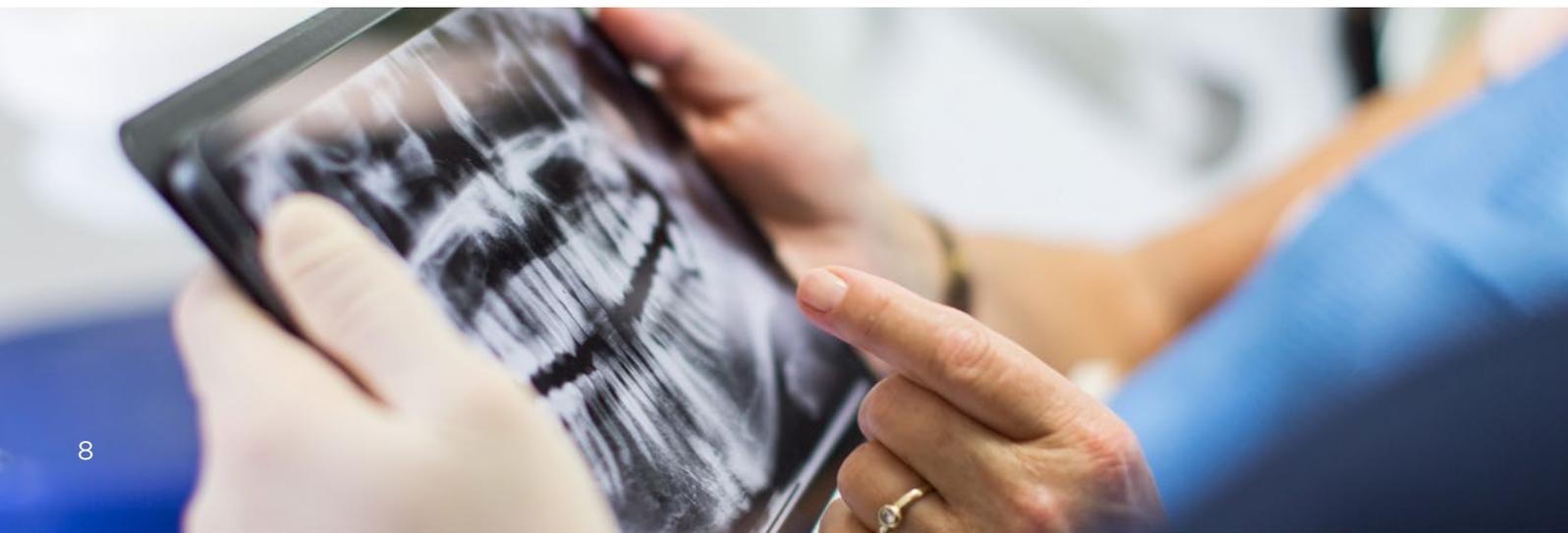
Sending this with your claim, will help speed up how quickly we can finalise your claim.

A treatment plan/invoice should detail that it was an emergency appointment and you can use this as evidence. If you don't have this, please provide a letter or email from your dentist explaining this was a dental emergency.

[See what your receipt should look like.](#)

## Remember

You can claim for your first emergency treatment using your emergency benefit. After this, claim for any follow-up appointments separately, using your restorative benefit.



# Treatment for an injury

## What is a dental injury?

A dental injury is caused by an external blow to the face or mouth.

## Need to know

Your policy doesn't cover treatment needed:

- for an injury you had before your policy started
- due to damage caused when eating food

Please see your policy guide for full details of what is and isn't covered.

## How to claim for a dental injury

If you haven't used Instant Claim, simply upload a copy of your **receipt** to **My Bupa**. It must include:

- ✓ the dentist's name, practice name and postcode
- ✓ the name of the person treated
- ✓ confirmation the treatment has taken place, including the treatment date
- ✓ proof that you've paid

[See what your receipt should look like.](#)

## Supporting evidence

When claiming for a dental injury, we may also ask you for:

- a detailed account of what happened, including whether you were playing a contact sport. If playing contact sport, you'll need to send us a letter or email from your dentist, explaining you were wearing the mouthguard which was fitted by them.
- X-rays of your teeth, before and after treatment
- photographs of your teeth, before and after treatment
- notes from your dentist that explain the treatment they carried out on your teeth

### Ask your dentist for this information.

Sending this with your claim, will help speed up how quickly we can finalise your claim.



# Orthodontic treatment

## What is orthodontic treatment?

This is treatment that straightens your teeth, fixes bite issues, or improves your jaw alignment. It often involves braces or other devices.

You're covered for clinically necessary orthodontic treatment. This is determined by your Index of Orthodontic Treatment (IOTN) level. Your IOTN level is a number from one to five and is used to assess how severe your tooth misalignment is.

Your policy covers:

- IOTN level four or above for adults aged 19 years and older
- IOTN level three or above for those aged 18 years and younger

Your policy also covers space maintainers for children aged up to 18 years old.

## How to claim for orthodontic treatment

If you haven't used Instant Claim, simply upload a copy of your **receipt** to **My Bupa**. It must include:

- ✓ the dentist's name, practice name and postcode
- ✓ the name of the person treated
- ✓ confirmation the treatment has taken place, including the treatment date
- ✓ proof that you've paid

[See what your receipt should look like.](#)

## Supporting evidence

When claiming for orthodontic treatment, we'll ask you for your treatment plan that shows:

- the total cost
- how long your treatment will take
- your IOTN level – this will be a number from one to five





# Treatment abroad

It's good to know that you're covered worldwide. You can submit a claim for preventative, restorative, emergency and injury treatment you have abroad.

## How to claim for restorative treatment abroad

Upload a copy of your **receipt** to **My Bupa**. It must include:

- ✓ the dentist's name, practice name and postcode
- ✓ the name of the person treated
- ✓ confirmation the treatment has taken place, including the treatment date
- ✓ proof that you've paid

[See what your receipt should look like.](#)

## We'll always ask you for:

- X-rays of your teeth, before and after treatment
- the number of the tooth that was treated (known as 'tooth notation')
- your dentist's full clinical notes. These are the notes they take when treating you
- any other supporting evidence. For example, photos of your teeth before and after your treatment, or a letter from your dentist confirming why you needed your treatment
- if claiming for an implant, bridge, or denture, we'll need your dentist to tell us when your tooth was extracted, or lost
- If you're traveling outside the UK for treatment, we may ask you to provide travel documentation to support your claim

## We don't cover

- cosmetic treatment
- dental aesthetics
- restorative treatment we don't see as clinically necessary
- gaps in your teeth before the start of your policy
- conditions you had before the start of your policy, such as a tooth that didn't develop

Please see your policy guide for full details of what is and isn't covered.

### Ask your dentist for this information.

Sending this with your claim, will help speed up how quickly we can finalise your claim.

## Remember

Make sure your invoice, receipt, and any information you send us is clear and easy to understand. If we're unable to understand this information, we may ask that you send a translated copy from your dentist.

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