

# Dental Insurance

## Frequently asked questions

### **What happens if I leave the company?**

If you leave Alteryx this benefit will cease on your last day of employment.

### **What documentation will I receive?**

You will receive a welcome membership pack from Bupa which will include your membership certificate. You will also be able to view your plan documents via the online portal.

<http://www.bupa.co.uk/dental-clients>

### **Is there a qualifying period?**

No, you can claim for your eligible dental treatment from day 1 of your cover being effective. The exception being for oral cancer should you have less than 6 months previous cover via your previous insurer. Please read your Terms & Conditions for full details.

### **Can my partner/family get cover?**

Your partner/spouse and any dependent children under the age of 24 can also be covered but they need to have the same cover as you and live at the same address.

### **What's not covered?**

The main treatments not covered are: pre-existing oral cancer, cosmetic treatment, replacement of lost or stolen dental appliances (e.g. dentures), implants/bridges where there is already a pre-existing gap and hospital treatment. Full list of exclusions within the Terms and Conditions.

### **Do I need approval to make a claim?**

Whilst generally there is no requirement for the pre-authorization of dental claims (the exception being oral cancer) we do recommend that you call in to discuss any high cost claims. We typically deem this as over £500. You can call the dental helpline to discuss in greater detail.

### **Do I need to change dentist?**

No, you can use any dentist in the UK, NHS or Private. To take advantage of the no forms, no fuss direct settlement of claims and up to 20% discount on private treatment charges you must use a participating Bupa Dental Centre. [www.finder.bupa.co.uk](http://www.finder.bupa.co.uk)

### **Are pre-existing conditions covered?**

Yes, both pre planned treatment and pre-existing conditions are covered, with the key exceptions being oral cancer and implants/bridges where there are pre-existing gaps.

### **How quickly will I receive reimbursement?**

If accessing a participating Bupa dental centre, then direct settlement of claims is provided. Otherwise, you will normally receive a BACS transfer within 10 working days