



# Patient Information

The Global Dental A & E Scheme is for all dental plan patients and is a discretionary scheme designed to provide support and assistance for dental emergencies, accidents, and certain hospital treatments. It is not an insurance scheme but offers financial help when you need urgent dental care. [For full details, refer to the scheme handbook at www.globaldentalscheme.co.uk.](http://www.globaldentalscheme.co.uk)

## What can you request assistance with?

### Emergency treatment away from home. Max. £920 per year

- You can see any dentist if you need emergency treatment more than 25 miles from your registered dental practice. Exclusions apply - e.g. no coverage if you live over 25 miles from your practice.
- Submit your request within 30 days if treated in the UK, 90 days if treated abroad.
- Reimbursement is made in line with benefit limits for each type of treatment.

### Emergency callout. Max. £200 per year

- You may claim assistance if you have a dental emergency and require advice from a dentist by phone, a home visit, or an out-of-hours reopening of a practice.
- This applies 6pm-8am on weekdays, 24/7 on weekends/bank holidays, or when your practice is unexpectedly closed.
- You must cover the first £15 of any call out fee.
- Submit your request within 30 days of the emergency.

### Hospital benefit. Max. £70 per night (up to 365 days per year)

- If you are admitted to a hospital as an inpatient under the care of a consultant specialising in dental or maxillofacial surgery, you may claim this benefit.

## How to Request Assistance

1. Download the Request for Assistance Form from [www.globaldentalscheme.co.uk](http://www.globaldentalscheme.co.uk).
2. Complete the form with the required details and gather supporting evidence, such as receipts or treatment plans.
3. Submit the completed form within the stated time limit, which you will find on the Request for Assistance Form, via email to [assist@globaldentalscheme.co.uk](mailto:assist@globaldentalscheme.co.uk) or post to Global Dental Scheme Ltd, 16 Daresbury Court, Evenwood Close, Runcorn, WA7 1LZ.

### Dental Accident. Max. £20,000 per year

- You may be eligible for financial assistance if you suffer a dental injury due to an accident.
- Treatments costing more than £250 must be pre-approved before starting treatment. Your dentist must submit a treatment plan with estimated costs immediately.
- Treatment must be sought within 7 days of the accident.
- Check the handbook for exclusions, such as injuries caused by food consumption or playing contact sports without a gum shield etc.

### Mouth cancer benefit. Fixed benefit: £2,500

- If you are diagnosed with mouth cancer by a qualified dentist or doctor, you may receive a fixed payment of £2,500.
- You must have been a plan member for at least 90 days before the diagnosis.
- Exclusions apply, refer to the handbook for full details.