

Payment Plan Information For Your Orthodontic Treatment

For your convenience, our Practice partners with DentiCare Payment Solutions to manage direct debit payments to spread the cost of treatment over time.

How To Get Started With a DentiCare Payment Plan

Are you:

- Over 18 years of age
- An Australian Citizen
- Employed - Not receiving Centrelink as the main source of income
- Not subject to a Part 9 debt agreement or bankruptcy

If you believe that you don't meet this criteria, please feel free to speak with our reception staff to explore other payment options.

Upon confirming your Orthodontic treatment plan, you will receive a secure SMS link from DentiCare to open your tailored payment plan. To complete the payment plan, you will be required to enter your personal details and payment method. All data is securely stored and encrypted for privacy and protection.

Subject to entering into a financial agreement, you will be required to provide ID for regulatory compliance, risk mitigation and ensuring the suitability of financial products or services.

You should enter your Australian Driver's Licence, Passport or Medicare card to verify:

- Full name
- Residential address
- Date of birth

If you wish to defer a payment or alter any of the details for your new DentiCare Payment Plan, please contact DentiCare on 1300 186 404.

FAQs

Which payment methods are accepted?

DentiCare accepts bank account and credit/debit cards from Amex, Mastercard, and Visa issued within Australia. A bank account debit transaction fee of \$1.10 cents may apply. A credit card transaction fee of 1.75% may apply.

How do I obtain a copy of my health fund statement?

You can access and download a copy of your health fund statement within the DentiCare mobile app. DentiCare will also email you a copy of your health fund statement on the 6th of each month.

What do I do if the automatic payment fails?

To make an overdue payment you can log in to your DentiCare App and click **Pay Now** below your "overdue amount" - just follow the prompts.

If your financial institution rejects any of our attempts to debit your account, an irrevocable reprocessing fee of up to \$38.50 will be added to your Payment Plan and automatically debited from your account.

