




the smile.com.au guide

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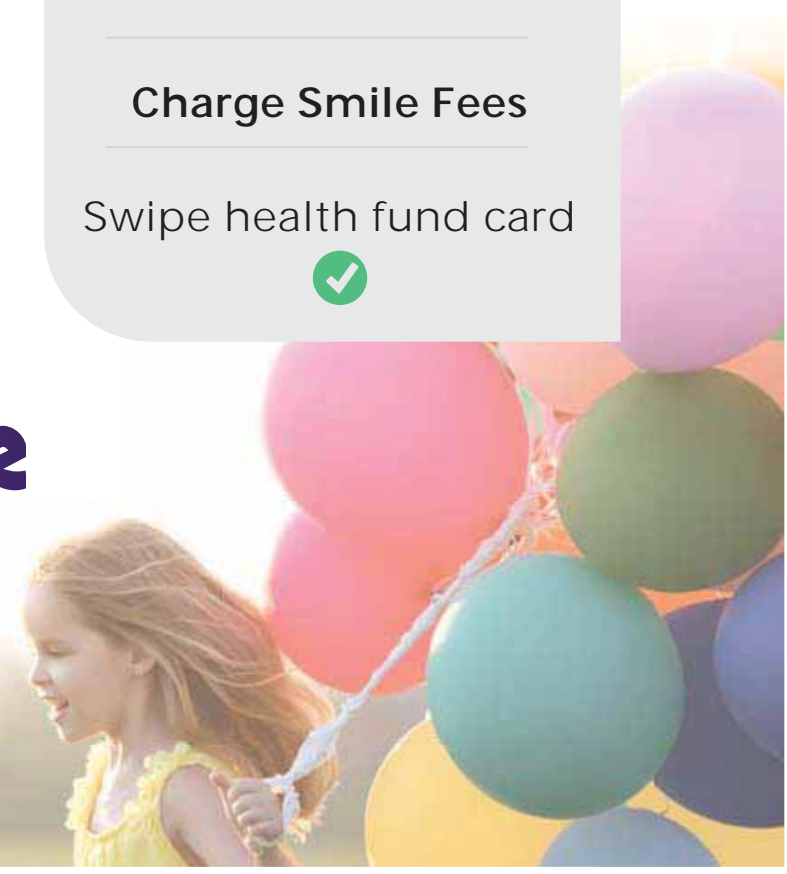
2017

Smile directs both Smile and Health Fund Partner patients to visit and remain loyal to your practice. Here's a quick guide to assist these patients.

member type	smile.com.au	Health Fund Partner	smile.com.au + other health funds*
card	Plastic, digital or printed Smile Card	Heath fund card <i>Members of health funds below are automatically Smile members.</i>	Plastic, digital or printed Smile Card
fees	Charge Smile Fees	Charge Smile Fees	Charge Smile Fees
hicaps	Don't swipe Smile Card 	Swipe health fund card 	Swipe health fund card 



* If you are a preferred provider for their health fund, the member may choose to use only Smile or their health fund. If they are unsure, charge the lower of the 2.



frequently asked questions

How do I secure loyal patients and increase treatment plan acceptance and patient referrals?

1. Recommend Smile!

2. Tell patients about the benefits:

- Smart dental cover for under \$100 a year
- 15% to 40% off all dental treatments, every time with Smile approved dentists
- It's simple - no limits & no exclusions & no waiting periods
- Join in 2 mins at smile.com.au or call 1300 238 648

3. Show members that you are proud Smile partners:

Smile's mission is make quality dental care more accessible. Show patients you care too! Remind them to use their Smile dental cover by:

- Keeping Smile brochures at reception
- Displaying Smile window stickers
- Displaying Smile's logo on your practice website

4. Show members their savings:

Simply compare their Smile fees with the corresponding regular fees. Practice Partners have reported increased patient loyalty and referrals, plus improved treatment plan acceptance using this one simple trick!

Are my Smile Fees correct?

Smile provides a personalised Smile Price List showing the exact Smile fees to enter into your practice software. These are based on the practice's regular fees provided.

If your regular fees change, your Smile Fees may change. Please email any regular fee updates to provider@smile.com.au

Smile Partner Portal... What support is available?

Login at www.smile.com.au using your main reception email address :

- Add/edit dentists
- Order brochures & access promotional resources
- Update your public practice profile
- Download your Smile Price List

A new dentist is starting. Should I let Smile know?

Yes. This is also important so members receive their correct benefits. Log into the Partner Portal to add or edit dentists.

