Dentisure ™ Loyalty Program FAQs

Understanding your loyalty program

How can it be free (what is the catch)?

There is no catch or cost, our Dentisure Loyalty Program is provided free of charge for DCN patients because we care. Just like any loyalty program, patients are rewarded for using our services. Patients simply need to have visited a DCN practice in the last 12 months, have registered online and meet the terms and conditions. From date of registration on the DCN website, there is a three month waiting period. Any accidents occurring in this time are not covered.

What can I use my loyalty benefits toward?

Dental treatment arising from accidents, trips and falls, bike and skateboard falls, car accidents and any unexpected events that damage your teeth.

Are all my teeth covered?

All natural teeth are covered. We do not cover dentures, pre-existing or degenerative conditions. We do cover all other accidents that result in chipped and broken teeth, cracked or damaged fillings, implants, crowns and bridgework up to a maximum of $5,000 per accident. We also cover work on baby (milk) teeth if required to maintain correct spacing.

How much am I covered for?

Up to a maximum of $5,000 per calendar year for patients who have been with a DCN practice for 12 months or more, and $2,500 for patients who have been with a DCN practice for less than 12 months.

Can I use it with my private health insurance?

You certainly can. Claim with your private health fund first and then use your Dentisure loyalty benefits as required.

Where am I covered?

You are covered in all States and Territories of Australia. You are not covered whilst overseas or on a cruise ship.

Does it cost anything?

No – all patients of any Dental Care Network practice are entitled to this loyalty benefit without charge.

How do I become eligible for membership benefits?

1. You must be under 85 years of age.
2. You must be an Australian resident.
3. You need to be registered for Dentisure for a minimum period of 3 months.
4. You need to have attended a Dental Care Network practice in the last 12 months.
5. To continue involvement in the loyalty program, you need to attend a Dental Care Network practice at least once every 12 months.

How do I lodge a claim?

You can download a claim form from our website at: www.dentalcarenetwork.com/dentisure. This form must be returned within thirty (30) days of suffering the injury.

Who do I contact if I have a question?

1. First point of call should always be your Dental Care Network practice.
2. If you have any other questions you can contact the team at Dental Care Network - contact details are listed on our website: www.dentalcarenetwork.com Email: BD.PracticeStandards@bupa.com.au

What about the fine print?

There are specific types of activities and events not covered, including hang gliding, sky diving, parachuting, or any professional sports. For a full list of all loyalty program details please visit the Dental Care Network website and consult the full Dentisure Loyalty Program Membership Benefits Terms and Conditions document.