



Dental Implant After Care – Claims Guide

Our Dental Implant After Care Policy covers patients for the cost of remedial treatment as a result of:

- Failure to integrate (any treatment must be preauthorised)
- Accidental damage
- Dental emergency

Before undertaking any treatment under this policy please check the Policy Terms and Conditions (and endorsements) for full details of the cover provided.

It is important that the patient and the dentist complete the claim form fully. Any charges for completing the claim form will not be recoverable from LAMP Insurance Company Limited.

As soon as treatment becomes necessary, you must complete the claim form and return it to us within 28 days of recommended treatment along with all relevant supporting documentation, using either one of our prepaid envelopes or by sending it to:

LAMP Services Limited
Chester House
Harlands Road
Haywards Heath
West Sussex
RH16 1LR

If any of the supporting documentation is missing this will result in us being unable to process the claim. If you are unable to provide any of the documentation requested this may result in us being unable to accept the claim. Supporting documentation required for us to process the claim is as follows:

- Evidence of original work carried out including operation notes and receipt for treatment
- Details of the proposed treatment plan with associated costs
- An invoice of the amount claimed
- X-rays of implants pre-op, within 6 months of placement
- X-rays of implants post restoration showing primary stability if claim is being made after exposure of implant has taken place
- X-rays of implants or photographic evidence of failure (failure only)
- X-rays of implant area/damage after accident has occurred but before remedial treatment is carried out (accident only)
- Statement by dentist carrying out emergency/accident treatment describing the treatment given (Accident and Emergency only)
- If accident/emergency occurred overseas evidence of time spent overseas e.g. copy of flight schedule (Accident and emergency only)

When submitting a claim, we advise that a copy of all relevant documentation is retained for reference. On receiving a claim, we reserve the right to send the claim form and any supporting documentation to an Independent Dental Specialist, as chosen by us, in order to validate the claim.

Please note: A new Dental Implant After Care Policy will be required for any new replacement implant which is placed as a result of a claim.

If you require any clarification please ring the Dental Team on 01444 444 957 quoting the policy number and patient name (lines are open from 9 a.m. to 5 p.m. Monday to Friday).

We will endeavour to process your claim as quickly as possible.