

PatientPlanDirect

Your patients, your plan

Your investment explained

Set-up, training, mailings and promotional material

£420 one-off fee

- Set up of a practice-branded payment plan solution.
- Patient payments collected on the 1st of each month.
- Training from our Client Services team on the patient sign-up process and using our easy to use online portal for all plan management, reporting and insight.
- Team training from one of our Business Development team to cover all aspects related to achieving your specific plan objectives, including but not limited to; communication tactics, the patient journey, understanding the GDS A&E benefit etc.
- The design of practice-branded promotional leaflets and posters, which can be printed once per annum (up to a maximum of x500 A5 size leaflets and/or x4 posters in A1, A2 or A3 size).
- Mailing fulfilment for practices switching from another plan provider (costs absorbed by Patient Plan Direct) or completing an NHS to Private conversion (chargeable mailing costs).
- Full management of the steps involved in the Simple Switch process if you are switching from another plan provider.

New patient registration fee

£8.00 one-off fee paid by patients

A one-off fee paid by your patient when they join one of your plans – collected with the patient's first payment.

This fee is not applicable to patients transferring from another plan provider or for any plans specifically for children.

Monthly administration fees

- Direct Debit processing and collection management.
- Patient access to the Global Dental A&E Scheme benefits.
- All plan collection information presented in our portal in real-time.
- Access to our Business Development, Client Services and GDS teams.

| Number of plan patients | Admin fee per patient per month* (including VAT and Global A&E cover) |
|-------------------------|--|
| Up to 1,499 | £1.28 |
| 1,500 – 2,999 | £1.14 |
| 3,000+ | £1.00 |

£0.42 is also charged if we need to represent a payment 10 days later if the first attempt to collect is unsuccessful. This covers costs we incur. Please note, unpaid direct debits are usually extremely low in volume.

*Our administration fees are subject to a minimum monthly charge applicable after six-months of service. To ensure we cover our operational costs, if after six months of contracting with us the total value of your invoice is less than £120, we will charge this amount from month seven onwards. Please note, this is not an additional charge.

See below example scenarios to clearly explain when our minimum monthly charge is applicable:

Scenario 1: After six months you only have 30 plan patients and therefore your monthly charges are less than the minimum fee. £120 would be applicable as the minimum fee from month seven onwards until your plan base grew further.

Scenario 2: After six months you have 450 plan patients. The charge per patient per month along with new patient registration fees equates to more than £120, therefore the minimum fee is not applicable and you pay the total of the accumulated charges.

Annual licence fee

£300 per annum

Our licence fee is collected just once per annum on the anniversary of your contract date.

The fee covers all updates to our online administration portal, all training requirements, reprints of any plan promotional material, and continued access to our highly experienced and responsive team.