

Insurance Fact Sheet

It is our practice policy for you to pay us directly, in relation to our usual invoicing terms and reclaim the money back from your insurance company. We understand that in some cases this may not be possible, if you prefer that we received payment directly from your insurers, please call the practice to notify us. There is a £31.21 admin fee charge for processing all insurance claims, this payment is to be made at the start of the claim process together with your insurance excess. The excess is the amount that your insurance company will deduct when they settle your claim, and they will be able to tell you how much this is. There may be further amounts deducted by your insurance company for which you will be liable.

It can take up to two weeks for us to complete your insurance claim form. If there are delays on our part in dealing with your claim, interest will not be charged to your account in that month. Once completed, we will return your insurance form direct to the insurance company for you, unless you have requested otherwise.

We will include with your claim form an insurance invoice for all treatment relating to the claim that is recorded on the system at the time the form is completed. We ask that you contact us to advise us of any further work to be sent on after this initial claim because due to the number of insurance cases that we process, we cannot undertake to periodically check your records for unclaimed treatment.

In this case you may need a continuation form from your insurance company, please check with them as some companies allow us to purely send an additional insurance invoice upon your request.

We recommend that you keep in contact with your insurance company on a regular basis, so you are aware of where they are in dealing with your claim. We are unable to chase them on your behalf.

Please note that your invoices and any letters regarding your account will continue to be generated & sent to you until the balance on your account has been paid in full. Many clients use these as a prompt to chase their insurance company.

Please make sure you know the amount of your policy excess as excess amounts vary between insurance companies & between policies. E&L policy holders please be aware that excess amounts vary dependent on the area you live in. Typical E&L policy excesses can be £159.00 - £165.00 or 17.5% of the claim, whichever is greater. If you don't know how much your excess is, please check your policy or contact your insurance company.