

SUPERCARE FACT SHEET

SuperCare is an Australian owned Company that was established over 10 years to help all Australians eliminate the stress associated with paying for essential, yet expensive dental treatments.

The SuperCare service alleviates this stress by streamlining the application process required to access superannuation for your patient to pay for dental treatment.

WHAT CAN SUPERCARE COVER?



Patients can access their Superannuation for any treatment that has an underlying pain or discomfort.

WHY PATIENTS CHOOSE SUPERCARE?

- ✓ Quick and streamlined applications process
- ✓ A Dedicated Case-Manager who overlooks the application from start to finish
- ✓ No 'credit checks' or 'means testing' for the patient
- ✓ Super can be accessed on behalf of a partner, spouse, and your children. SuperCare can also assist with joint applications
- ✓ No minimum or maximum limit on the Super release
- ✓ No Payment Plans
- ✓ No approval No fee policy
- ✓ In-house GP Service - for necessary secondary support
- ✓ Registered Tax Agent for clinic & patient peace of mind

HOW DO I USE THE PATIENT REFERRAL PORTAL?

1. Open the bookmarked SuperCare referral Link
2. Complete the patient referral details
3. Submit the details for a SuperCare consultant to get in contact with the patient on the same day as the referral

To get access to your 'Patient Referral Portal' please contact SuperCare



DID YOU KNOW?

SuperCare is the first Company to pioneer the use of superannuation as a payment option, SuperCare holds its place as the industry leader in accessing Superannuation for dental treatment.

The image shows a smartphone screen displaying the SuperCare Patient Referral Form. The form is titled 'Patient Referral Form' and includes the following fields:

- Applicant's Details:** Person whose superannuation is being accessed. Fields for First Name (James) and Last Name (Smith).
- Applicant's relationship to patient:** Self (selected).
- Mobile Phone:** 0000 000 000.
- Email:** Jamesmith@gmail.com.
- State:** Please select...
- Treatment:** All-On-4.
- Claim Support Document:** Choose file (No file chosen).
- Additional File Upload:** Yes (checkbox).
- Notes:** Contact Patient after 12pm.
- Submit:** A blue button at the bottom.

Why Clinics Choose SuperCare?

- ✓ Streamlined application process - SuperCare removes the administrative burden placed on clinics and patients with an end-to-end application process
- ✓ Upfront lump sum approval which is then paid to the clinic by the patient
- ✓ In-house GP Service for necessary secondary support
- ✓ SuperCare Tax licence - Providing clinics with security and transparency on the application process
- ✓ No merchant fees or ongoing costs to the clinic
- ✓ You can provide the patient with a comprehensive wholistic treatment plan covering; all out of pocket expenses during the entire length of the treatment plan.

NO APPROVAL - NO COST POLICY

SuperCare is a fee for service company and operates on a no approval - no cost basis. In the rare situation where your patient's application is declined by the ATO and the decision cannot be overturned, we will provide the patient with a full refund on their application cost.

10+ YEARS HELPING PATIENTS ACCESS SUPERANNUATION FOR ESSENTIAL TREATMENT



REGISTERED WITH THE TAX PRACTITIONERS BOARD OF AUSTRALIA

THE SUPERCARE PROCESS

1. The Dental Clinic sends the Patient details via the 'Online Referral Portal.' all staff can access this portal via the unique referral link provided.
2. A SuperCare consultant contacts the patients and discusses their eligibility within 24 hours of the referral being made.
3. Patient is signed on as a SuperCare client - The patient will sign the service agreement and pay the SuperCare service fee.
4. SuperCare Quotes Support Team contacts the clinic to request Support letter and treatment plan. The patients Case-Manager will also gather all required secondary support to allow approval of the application.
5. Once lodged the application has a standard assessment timeframe - set out by the ATO - of 14 working days. Once approved, the Clinic is notified via email, and the Super Fund releases the approved funds to the patient in a further 7-10 working days.



WHAT HAPPENS ONCE AN APPLICATION HAS BEEN APPROVED?

An approval email will be sent by SuperCare to the clinic, notifying you of the patient's name, approval date and approval amount.

If the approved funds are not received at the clinic after 10 working days of the approval email being sent - refer the case to SuperCare so the Policy Team can follow up and offer the patient further assistance that may be needed or; apply the necessary compliance procedure.