

GroveSmiles Club

Frequently asked questions:

Can I combine my GroveSmiles Club membership with other offers, insurance, or discounts?

The GroveSmiles Club cannot be combined with other Dental Insurance Benefits or Dental Discount plans. However, the \$500 Lifetime Benefit can be combined with our promotional offers.

How long does my GroveSmiles Club membership last?

The GroveSmiles Club membership is a 12-month agreement, beginning the day you sign up for membership. This agreement auto-renews each year, unless cancelled in writing or by email, 30 days prior to auto-renewal date.

Do any unused benefits roll-over to the following 12-month membership period?

Unused benefits do not roll-over when your membership expires. Your \$500 Lifetime Benefit does roll over as long as your membership is in good standing, and it has not been used.

When can I start using my GroveSmiles Club membership?

Once you enroll, your membership is active immediately!

What information is required for enrollment?

We will need your full name, date of birth, address, an email address, and your payment information.

What forms of payment does the GroveSmiles Club accept?

Cash, Check or Credit Card

Can I add family members to my GroveSmiles Club membership?

You can add family members to your plan for \$399 per additional family member added. Family member's membership will expire on the same date as the initial membership plan. For this reason, it is recommended that you add any family members at the time you start your club membership. We reserve the right to verify family relationships (married couples, children up to 26 years of age).

Is there a Business Membership Plan available?

We do offer GroveSmiles Club membership plans for local small businesses. Please inquire for the details about how you can provide quality dental care for your employees at an affordable price!

How do I use my GroveSmiles Club \$500 Lifetime benefit on cosmetic, implant or orthodontic treatments?

The GroveSmiles Club membership includes a \$500 Lifetime benefit which can be used one time to apply to cosmetic, dental implants & orthodontic treatments with Invisalign® or SureSmiles. The Lifetime Benefit cannot be combined with other member benefits. A determination about whether dental treatment is cosmetic or not is at the discretion of the treating dentist.

I accidentally missed my appointment. What should I do?

If you miss an appointment, you will be responsible for rescheduling. Our appointment cancellation policy requires a twenty-four hour notice. A \$50 no show fee will be charged if you cancel less than 24-hours prior to your appointment or if you fail to show for your scheduled appointment. The membership benefits will not be applied to no show fees. The patient is responsible for rescheduling their appointment within their membership

year. If our office has reached out to reappoint you three or more times and you cannot take the appointment or you cancel with only 60 days or less in your membership year, we may not be able to accommodate you in your membership year and therefore will not be held to the terms of membership.

If I cancel, will I receive a refund for my membership?

Under no circumstances will refunds be given, including for reasons of failure to schedule and maintain appointments. If you cancel the GroveSmiles Club plan before the initial 12 months, all treatment(s) already completed, or in progress, backdate to our standard prices, and you will be responsible for the difference.

Will my GroveSmiles Club membership cover my Perio Maintenance cleanings?

Under the Periodontal membership (additional fee applies), your first two cleanings, whether considered Perio Maintenance or Prophylaxis, are covered 100% by your membership. In addition, a third cleaning can be scheduled.

Will my GroveSmiles Club membership cover my deep cleaning (Full mouth debridement, scaling and root planing)?

Deep cleanings (Full mouth debridement (FMD) and Scaling and Root Planing (SRP) are 15% OFF if a member of the GroveSmiles Club. If your dentist or hygienist determines that your dental needs include periodontal treatment, you have the opportunity to sign up for the GroveSmiles Perio Plan.

If I use my \$500 Lifetime Benefit and then have a lapse in membership, will I be able to get a new \$500 Lifetime Benefit when I sign up again?

The \$500 Lifetime Benefit is applied once per person. The Lifetime Benefit would not be available for a second use in the event your membership lapsed.

Is the \$500 Lifetime Benefit Transferable between family members?

The \$500 Lifetime Benefit is not transferable between GroveSmiles Club members.

Are Implants considered restorative treatment under the GroveSmiles Club membership?

The GroveSmiles Club 15% discount covers basic restorative procedures (fillings and crowns not determined cosmetic), which does not include implants. However, the \$500 Lifetime Benefit can apply to implant treatment.

Can the 15% Discount and \$500 Lifetime Benefit be combined?

The GroveSmiles Club offers the \$500 Lifetime benefit for treatments that the 15% discount does not apply to (Implants, Cosmetic treatment, or Orthodontics).

Are Cosmetics included in the GroveSmiles Club 15% Discount?

The GroveSmiles Club 15% discount covers basic restorative procedures, but does not apply to cosmetic treatment. However, the \$500 Lifetime Benefit can apply to cosmetic treatment.