



SOUTH COUNTY Smiles Club

DIRECT AFFORDABLE CARE

frequently asked questions

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info@SmilesRI.com

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

The Smiles Club does not combine with other Dental Insurance Benefits or Dental Discount plans. However, there will be Member-Only Offers for our Club Members.

How long does my Smiles Club membership last?

The Smiles Plan membership is a 12 month agreement, beginning the day you sign up for membership. This agreement auto-renews each year, unless cancelled in writing.

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

Unused benefits do not roll-over when your initial 12-month Smiles Club membership expires.

What information is required for enrollment?

We will need your full name, date of birth, address, bank card or credit card number and an email address.

Are there family, child or business membership plans available?

In an effort to keep it simple, the Smiles Club offers individual memberships only. If you are paying monthly, we do waive the activation fees for additional family members if you let us know you're signing up together!

We do offer Smiles Club Membership Plans for local small businesses. Please inquire details about how you can provide quality dental care for your employees at an affordable price! Email info@SmilesRI.com to inquire details about our Smiles Club Business Membership.

Can I add family members to my Smiles Club membership?

Of course! If you are signing up with one or more family members for a monthly membership, we will waive your \$99 activation fee for all additional family members.

What forms of payment does the Smiles Club accept?

A bank or credit card number is required for both the monthly and the yearly option with a signature on file.

I accidentally missed my appointment. What should I do?

If you miss an appointment, you will be responsible for rescheduling. Our cancellation policy requires a two business day notice so you will need to check with our office to see if the no-show fee has been applied to your account.

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

Refunds do not apply for dues paid under any circumstances, including failure to schedule and maintain appointments. Should the Smiles Club plan be canceled before the initial 12 months, all fees on already completed treatments backdate to standard prices, and the difference will be due.

Will my Smiles Club membership cover my Perio Maintenance cleanings?

Under the membership, your first two cleanings (whether considered Perio Maintenance or Prophylaxis) are covered 100%. Should you need more than 2 Perio Maintenance or Prophylaxis appointments per year, we are happy to extend the Loyalty Discount (15-25% off) for the additional visits.

Will my Smiles Club membership cover my deep cleaning (Full mouth Debridement, Scaling and Root Planing)?

Deep cleanings (Full mouth debridements and Scaling and Root Planing) are covered in the Loyalty Benefit Discount Category (15-25% off).