



LiveWell Dental Frequently Asked Questions

December
2024

LIVEwell

Dental

Your dental insurance policy will switch to Irish Life Health at the next renewal
- **31st December 2024.**

This Q&A document is designed to provide you with an overview of the switch to Irish Life Health and outline what you will be covered for on your LiveWell Dental plan. Below are the key questions that you will need answered at this time:

1. What is happening at renewal this year?

Your policy will renew, as always, on the 31st of December this year in line with the LinkedIn dental scheme renewal date. On this date your dental insurance provider will change to Irish Life Health. Your current DeCare dental insurance policy will be in place up until the switch to ensure there is no break in your dental insurance cover.

2. What does this change mean?

Irish Life Health have designed a dental plan with the same dental benefits that you and any family members on your policy currently enjoy with DeCare. Some benefit highlights include:

- > 100% back on routine examinations, scaling & polish and X-rays under the prevention and investigation section of the plan
- > 70% cover on fillings and tooth extractions with the basic treatment plan cover
- > Emergency Dental – full cover once per policy year
- > 70% cover for root canal, denture repair cover
- > Up to €1,250 back on child Orthodontics

There is a change to the health plan benefits as a result of this move to Irish Life Health for Dental insurance. We have removed the Dental and Emergency Dental benefits from the health plan as there is better cover for these on the Dental plan. There are new benefits being added to the health plan in the areas of neurodiversity and fertility that you will see come through at renewal.

A full table of cover and Dental Membership Handbook will be available to you in the coming weeks, which will set out the terms and conditions of your policy.

3. Will I be paying more for Dental this year?

No. While the plan benefits have remained the same, the premium has been reduced this year. This means that you will be paying less benefit in kind (BIK) on the premium that LinkedIn cover for you and you will also pay less for any family members on your policy.

4. How do I claim?

To make things much easier for you, LinkedIn employees will now claim for their dental benefits through the same Irish Life Health App and online account as their health benefits. For current health members, a dental tile will appear within the app from the 31st of December. Members will upload a copy of their receipt to the App or online account and complete the required claim details before submitting. For members who currently do not use the Irish Life Health app, they can download and use from the 31st of December 2024.

A guide outlining how to claim through your Irish Life Health dental policy will be made available to you closer to the renewal.

Download our Member App here:

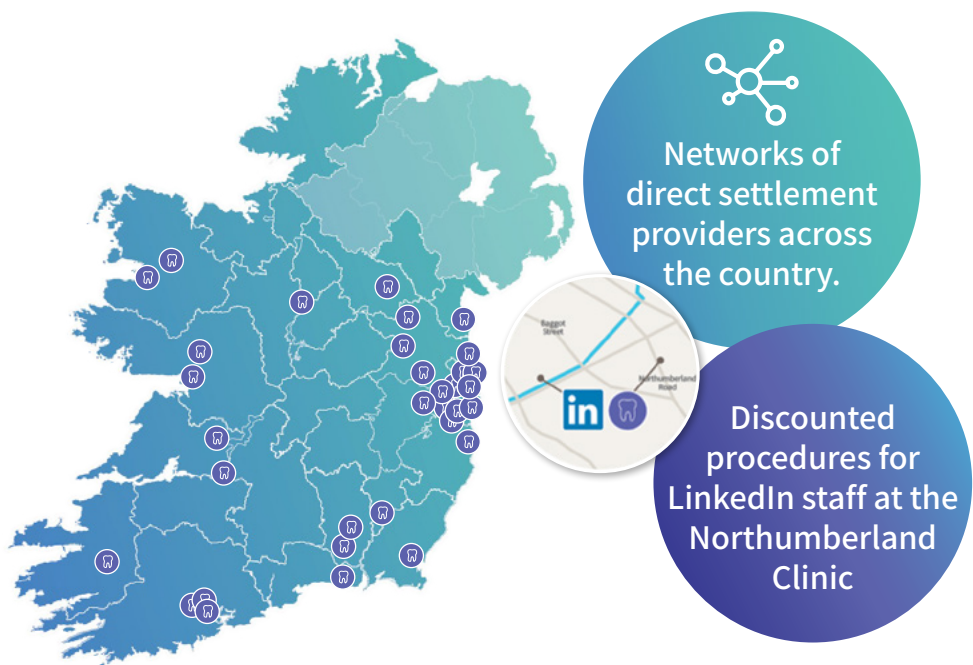
5. What about waiting periods?

There are no waiting periods on the scheme, so you can start using your dental plan benefits right away.

6. Do I continue to have access to direct settlement dental practices?

Yes, LinkedIn members will have access to a network of 33 Dental Care Ireland practices where they will not have to pay and claim for dental benefits on the plan. These facilities will directly bill Irish Life Health for the services provided to LinkedIn members up to the plan benefit levels. A list of locations are below and the Northumberland Clinic is easily accessible from the LinkedIn office. For any claims outside of this network, you can pay and claim back the eligible benefit through your Irish Life Health online account.





Dental Care Ireland Network

Practice	Address	Town	County
Dental Care Ireland Carlow	Tullow Street	Tullow	Carlow
Dental Care Ireland Virginia	Bailieborough Road	Virginia	Cavan
Dental Care Ireland Ennis	Roslevan Shopping Centre, Tulla Road	Ennis	Clare
Dental Care Ireland Ballincollig	The Clinic Medical Centre, Old Quarter, Old Fort Road	Ballincollig	Cork
Dental Care Ireland Douglas	The Fingerpost Roundabout, East Douglas Street	Douglas	Cork
Dental Care Ireland Mayfield	Iona Park	Mayfield	Cork
Dental Care Ireland Ballyowen	Ballyowen Castle Shopping Centre	Ballyowen	Dublin
Beechwood Dental Ranelagh	9 Dunville Avenue	Ranelagh	Dublin
Beechwood Dental Cabinteely	Park Clinic Dental Surgery,	Cabinteely	Dublin
Dental Care Ireland Dundrum	5 Pembroke Cottages, Main Street	Dundrum	Dublin

Practice	Address	Town	County
Dental Care Ireland Kilbarrack	49 Kilbarrack Rd	Kilbarrack	Dublin
Dental Care Ireland Kimmage	296 Lower Kimmage Road	Kimmage	Dublin
Dental Care Ireland Knocklyon	Knocklyon Shopping Centre	Knocklyon	Dublin
Dental Care Ireland Molesworth	2 Molesworth Place	Dublin 2	Dublin
Northumberland Dental Care	58 Northumberland Road	Ballsbridge	Dublin
Dental Care Ireland Swords	St. Brendan's, Seatown West	Swords	Dublin
Dental Care Ireland Rathfarnham	151 Rathfarnham Road	Rathfarnham	Dublin
Dental Care Ireland Claregalway	Cahergowan	Claregalway	Galway
Dental Care Ireland Tuam	High Street	Tuam	Galway
Dental Care Ireland Killarney	St. Anne's Road	Killarney	Kerry
Dental Care Ireland Callan Dental	Clonmel Road	Callan	Kilkenny
Dental Care Ireland Kilkenny	21 William Street	Kilkenny	Kilkenny
Dental Care Ireland Limerick	Dooradoyle Road	Limerick	Limerick
Dental Care Ireland Drogheda	Dyer Street	Drogheda	Louth
Dental Care Ireland Castlebar	Station Road	Castlebar	Mayo
Dental Care Ireland Westport	The North Mall	Westport	Mayo
Dental Care Ireland Ashbourne	High Street	Ashbourne	Meath
Dental Care Ireland Kells	2B Bective Square	Kells	Meath
Dental Care Ireland Navan	Watergate Street	Navan	Meath
Dental Care Ireland Sligo	Lower Pearse Rd, Abbeyquarter South	Sligo	Sligo
Dental Care Ireland Waterford	Floor 1, Williamstown Centre,	Ardkeen	Waterford
Dental Care Ireland Wexford	Custom House Quay	Wexford	Wexford
Dental Care Ireland Greystones	Walcot, Bow Lane, Church Road	Greystones	Wicklow

7. How can I check my cover?

From renewal, members can check this through the “Am I Covered?” service within your online account for both your health and dental policies from your renewal date. Alternatively, you can contact the LinkedIn Care Guide team on 01 704 1080 or linkedin@irishlifehealth.ie

8. What if I am currently going through dental treatment that will finish after we change provider at the end of the year?

There will be no impact to your current dental treatment due to the switch to Irish Life Health. Any treatment(s) you have had and paid for before 31st December 2024, and are covered on your dental policy, should be submitted to DeCare. Any dental treatment you receive from 31st December 2024, which is covered on your dental policy, should be submitted to Irish Life Health.

9. Who do I contact in Irish Life Health should I have a dental insurance query?

LinkedIn members will continue to engage with the same supports that are currently in place for your health insurance. LinkedIn has a dedicated Care Guide team for health and dental queries and they can be contacted on 01 704 1080 or linkedin@irishlifehealth.ie.

10. What do I have to do now?

Nothing at all! If you are a current member of the LinkedIn dental scheme, LinkedIn will automatically switch your dental policy to the new Irish Life Health dental scheme in advance of the 31st of December 2024 renewal. Keep an eye out for more information in advance of the 31st of December.

11. How do I sign up to the LiveWell Dental plan?

If you are currently not a member of the LinkedIn dental scheme, you can enrol by visiting go/inlife or www.irishlifehealth.com/linkedin/livewell from the December 31st 2024 and you will find the enrolment link there. You will find all your health and dental benefit summaries and claim guides here too.

Please note that if you sign up for Dental insurance through go/inlife before December 31st, 2024, you will be enrolling with the current DeCare scheme and LinkedIn will switch you to the new Irish Life Health dental scheme from the 31st of December 2024.

12. What happens next?

Irish Life Health will be hosting hybrid presentations, both onsite in LinkedIn's office and online, to walk you through this positive change and provide you with a summary of the benefits on your dental plan and how to claim with us. We will also be sharing some positive developments across your health insurance policy too. The presentation will take place on November 28th and we'll be in touch well in advance.

Information correct as of November 2024.

Terms and Conditions apply. Information contained in this document is for informational purposes only and you should refer to your relevant health or dental Table of Cover and related Membership Handbook for more information.



01 704 1080



linkedin@irishlifehealth.ie